



Model Curriculum

QP Name: Catering Manager

QP Code: THC/Q5901

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

Table of Contents

Training Parameters.....	2
Program Overview	3
Training Outcomes.....	3
Compulsory Modules.....	3
Module 1: Introduction to the Hotel Industry and Catering Manager	5
Module 2: Manage Staff	6
Module 3: Perform Activities to Manage Cost and Promote the Business	7
Module 4: Manage Catering Operations	9
Module 5: Promote Effective Communication and Service Standard	11
Module 6: Organizational Confidentiality and Guest’s Privacy	12
Module 7: Monitor Health and Safety Standard	13
Module 8: On-the-Job Training.....	14
Annexure.....	16
Trainer Requirements	16
Assessor Requirements.....	17
Assessment Strategy.....	18
References	20
Glossary.....	20
Acronyms and Abbreviations.....	21

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1411.0100
Minimum Educational Qualification and Experience	Graduate with 3 Years of experience as a Cafeteria Supervisor OR Certificate-NSQF (Level-5 Cafeteria Supervisor) with 2 Years of experience as a Cafeteria Supervisor
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
QP Version	2.0
Model Curriculum Creation Date	30/12/2021
Model Curriculum Valid Up to Date	30/12/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	858 Hours, 0 Minutes
Maximum Duration of the Course	858 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply proper practices to manage staff, cost, and business promotion for catering services
- Employ proper procedure to manage catering operations for catering business
- Create comprehensive catering order form for clients
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to the Hotel Industry and Catering Manager	08:00	00:00	00:00	00:00	08:00
THC/N5901: Manage Staff, Cost, and Business Promotion NOS Version No. 2.0 NSQF Level 6	136:00	168:00	120:00	00:00	424:00
Module 2: Manage Staff	64:00	80:00	56:00	00:00	200:00
Module 3: Perform Activities to Manage Cost and Promote the Business	72:00	88:00	64:00	00:00	224:00
THC/N5902– Direct Catering Operations NOS Version No. 2.0 NSQF Level 6	72:00	94:00	72:00	00:00	238:00
Module 4: Manage Catering Operations	72:00	94:00	72:00	00:00	238:00
THC/N9902 – Ensure	24:00	32:00	24:00	00:00	80:00

Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6					
Module 5: Promote Effective Communication and Service Standard	24:00	32:00	24:00	00:00	80:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	08:00	00:00	28:00
Module 6: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	16:00	00:00	80:00
Module 7: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
Total Duration	280:00	338:00	240:00	00:00	858:00

Module Details

Module 1: Introduction to the Hotel Industry and Catering Manager Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Catering Manager
- Explain the scope of work for a Catering Manager

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Explain basic terminology used in Facility Management parlance • Discuss inter and intra departmental coordination of Food Production & Kitchen service with other departments • Elaborate the job role and job opportunity for Catering Manager in the Tourism and Hospitality Industry • Elaborate different types of menus served in Catering Services 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Manage Staff

Mapped to THC/N5901 v 2.0

Terminal Outcomes:

- Apply appropriate practices to monitor staffing levels and performance of the staff
- Describe the methods for conducting team meetings, orientations, and training for staff
- Employ proper practices to manage team and resolving conflict among the staff

Duration: 64:00	Duration: 80:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the methods to monitor staffing levels • Discuss various performance parameters for the employees • Explain effective ways to delegate tasks and debrief the team members and • Discuss the methods for conducting team meetings, orientations, and training for staff • Explain the procedure to prepare and monitor work schedules for staff • Describe effective ways of team management and resolving conflict among the staff • Elaborate ways to give constructive feedback to the staff 	<ul style="list-style-type: none"> • Apply proper procedure to monitor staff levels in the department and assist the HR in the recruitment of staff • Employ appropriate process to ensure payroll costs are managed at all times • Apply proper practices to maintain accurate information concerning all staff records and monitor their performances and absenteeism within the department • Employ proper methods to ensure effective induction programs are conducted for new staff • Apply appropriate process to identify the training needs of the catering department in line with current legislation, service requirements and future departmental goals • Apply appropriate procedures to arrange and monitor the training and development of the catering staff • Employ proper methods to maintain staff discipline and take disciplinary action as per the standard disciplinary policy • Show how to review current work schedules of the staff and make recommendations for change to ensure maximum productivity
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample staff record, Work schedule etc.	

Module 3: Perform Activities to Manage Cost and Promote the Business

Mapped to THC/N5901 v 2.0

Terminal Outcomes:

- Explain the process and methods of budget preparation and cost control for catering department
- Apply proper procedure to maintain various financial records for catering department
- Discuss the effective ways to promote catering business
- Create comprehensive catering order form for clients

Duration: 72:00	Duration: 88:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process and methods of budget preparation and cost control for catering department • Explain the procedure to prepare various financial records for catering department • Describe various promotional strategies along with the effective ways to promote catering business • Discuss the effective customer service techniques, procedure to address customer issues, and ways to handle customer queries • Elaborate the procedure for taking the booking for catering and preparing comprehensive catering order form for clients 	<ul style="list-style-type: none"> • Apply proper practices to assist the manager in developing budget and financial plan for the catering department • Employ appropriate methods to monitor, review and make recommendations regarding all aspects of purchasing to ensure that purchasing is carried out efficiently and effectively • Show how to control and monitor any cash collection point within the catering department • Apply proper methods to ensure proper maintenance and documentation of accurate financial records, stock sheets, and other financial details at all times for catering department • Employ appropriate method to monitor department expenses and make amendments where necessary • Apply effective techniques to search business opportunities to obtain new orders and develop a positive working relationship with existing clients for repeat business • Apply proper practices to assist in developing a marketing plan to promote catering operations to individuals and organizations • Roleplay on how to respond to customer queries accurately • Prepare a sample comprehensive catering order form for clients
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample budget, financial records, stock sheets etc. for catering department, Sample catering order

Module 4: Manage Catering Operations

Mapped to THC/N5902 v 2.0

Terminal Outcomes:

- Explain the procedure to organize catering services for customers
- Apply proper practices for dealing with customer queries and complaints
- Employ proper methods to check the quality of food production for catering services
- Apply appropriate procedure for establishing and maintaining the highest standard of hygiene in all sections of the catering department

Duration: 72:00	Duration: 94:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the procedure to organize catering services along with menu planning • Discuss the complaint handling procedure • Explain the customer service and public relations management for catering service • List various layouts, setups, equipment and facilities for catering events • Describe various approaches to calculate the staff and other requirements for the catering event • Elaborated the procedure for catering service during formal and informal functions • List the different types of buffet for catering service • Discuss quality parameters of food items in catering service • State the significance for establishing and maintain the highest standard of hygiene in all sections of the catering department and in the handling of food 	<ul style="list-style-type: none"> • Show how to obtain customer requirements like number of guests, event dates, etc., for the event • Apply appropriate methods to plan food and beverage menu considering clients' preferences and special requests • Employ proper procedures to determine the ingredient requirement as per the menu • Apply proper process to manage stock and placing orders for catering service • Show how to arrange food tasting for potential customers • Dramatize a situation to deal with customer queries and complaints • Apply proper methods to manage the layout, design, equipping, and maintenance of catering areas • Apply proper methods to ensure prompt, friendly, and efficient service and maintenance of service standards as per HACCP • Perform relevant activities to determine the quality of foodstuff to be obtained as per the pre-determined procedures and inspect the quality of food as per standards • Apply proper procedure to ensure proper and secure storage of all foodstuff in the kitchen • Employ proper process to investigate, report, and correct complaints regarding the catering service
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample food and beverage menu, Required buffet, layouts, setups, equipment and facilities for catering events

Module 5: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation Structure	

Module 6: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 7: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 8: On-the-Job Training

Mapped to Catering Manager

Mandatory Duration: 240:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Apply proper procedure to monitor staff levels in the department and assist the HR in the recruitment of staff
- Employ appropriate process to ensure payroll costs are managed at all times
- Apply proper practices to maintain accurate information concerning all staff records and monitor their performances and absenteeism within the department
- Employ proper methods to ensure effective induction programs are conducted for new staff
- Apply appropriate process to identify the training needs of the catering department in line with current legislation, service requirements and future departmental goals
- Apply appropriate procedures to arrange and monitor the training and development of the catering staff
- Employ proper methods to maintain staff discipline and take disciplinary action as per the standard disciplinary policy
- Show how to review current work schedules of the staff and make recommendations for change to ensure maximum productivity
- Apply proper practices to assist the manager in developing budget and financial plan for the catering department
- Employ appropriate methods to monitor, review and make recommendations regarding all aspects of purchasing to ensure that purchasing is carried out efficiently and effectively
- Show how to control and monitor any cash collection point within the catering department
- Apply proper methods to ensure proper maintenance and documentation of accurate financial records, stock sheets, and other financial details at all times for catering department
- Employ appropriate method to monitor department expenses and make amendments where necessary
- Apply effective techniques to explore business opportunities to obtain new orders and develop a positive working relationship with existing clients for repeat business
- Apply proper practices to assist in developing a marketing plan to promote catering operations to individuals and organizations
- Role play on how to respond to customer queries accurately
- Prepare a sample comprehensive catering order form for clients
- Show how to obtain customer requirements like number of guests, event dates, etc., for the event
- Apply appropriate methods to plan food and beverage menu considering clients' preferences and special requests
- Employ proper procedures to determine the ingredient requirement as per the menu
- Apply proper process to manage stock and placing orders for catering service
- Show how to arrange food tasting for potential customers
- Dramatize a situation to deal with customer queries and complaints
- Apply proper methods to manage the layout, design, equipping, and maintenance of catering areas
- Apply proper methods to ensure prompt, friendly, and efficient service and maintenance

of service standards as per HACCP

- Perform relevant activities to determine the quality of foodstuff to be obtained as per the pre-determined procedures and inspect the quality of food as per standards
- Apply proper procedure to ensure proper and secure storage of all foodstuff in the kitchen
- Employ proper process to investigate, report, and correct complaints regarding the catering service
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Facility Management / Hospitality Management/ Hotel management	5	Facility Management / Hospitality Management / Hotel management	1	Facility Management / Hospitality Management/ Hotel management	

Trainer Certification	
Domain Certification	Platform Certification
“Catering Manager”, “THC/Q5901, v2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I OR Certificate/ Diploma/ Degree	Facility Management / Hospitality Management/ Hotel Management	5	Facility Management / Hospitality Management/ Hotel Management	1	Facility Management / Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Catering Manager”, “THC/Q5901, v2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701. V1.0” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch



- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
IPR	Intellectual Property Rights
PwD	Persons with Disability