



# Model Curriculum

**QP Name: Executive Chef**

**QP Code: THC/Q0402**

**QP Version: 1.0**

**NSQF Level: 7**

**Model Curriculum Version: 1.0**

# Table of Contents

Training Parameters .....	2
Program Overview.....	3
Training Outcomes .....	3
Compulsory Modules .....	3
Module 1: Introduction to Tourism and Hospitality Industry and Executive Chef .....	6
Module 2: Plan and Design the Menu.....	7
Module 3: Cost and Monitor the Menu .....	8
Module 4: Prepare and Monitor Budget.....	9
Module 5: Develop, Cost and Introduce New Dishes and Recipes .....	10
Module 6: Investigate and Apply New Methods to Food Preparation and Presentation .....	12
Module 7: Manage Kitchen Staffing.....	13
Module 8: Develop Team Commitment and Manage Team Performance.....	14
Module 9: Manage Inventory and Food Preparation and Production Operations.....	16
Module 10: Manage Effective Functioning of the Department.....	18
Module 11: Communication and Interpersonal Skills.....	20
Module 12: Organizational Confidentiality and Guest's Privacy.....	22
Module 13: Create and Maintain Health and Safety Standards .....	23
Module 14: On-the-Job Training .....	25
Annexure .....	28
Trainer Requirements .....	28
Assessor Requirements .....	29
Assessment Strategy .....	30
References.....	32
Glossary.....	32
Acronyms and Abbreviations .....	33

# Training Parameters

<b>Sector</b>	Tourism and Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food Production & Kitchen
<b>Country</b>	India
<b>NSQF Level</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/11
<b>Minimum Educational Qualification and Experience</b>	Graduate with 8 years of relevant experience OR 3 Years Diploma (After class 12th) in relevant trade with 10 Years of relevant experience OR Certificate-NSQF (level - 6 Sous Chef) with 4 years of experience as a Sous Chef
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	32 years
<b>Last Reviewed On</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Approval Date</b>	24/02/2022
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	24/02/2022
<b>Model Curriculum Valid Up to Date</b>	24/02/2025
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	2512 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	2512 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 procedure to prepare menu and budget
- Create a sample menu with proper sequence of menu items, according to cuisine requirements and conventions
- Prepare a sample budget for kitchen department
- Employ appropriate methods to develop new recipes, preparation and presentation
- Apply proper practices to lead and manage the team
- Apply appropriate procedure to manage kitchen operations
- Describe the ways to promote effective communication in the organization and interpersonal skills
- Perform the activities to develop sensitization towards gender and persons with disability
- Employ appropriate professional expertise to maintain confidentiality of the organizational information and guests' privacy
- Apply proper practices to create and Implement health, hygiene, and safety practices at the workplace.
- Perform effective waste management

### 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
<b>Bridge Module</b>	<b>08:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>08:00</b>
Module 1: Introduction to Tourism and Hospitality Industry and Executive Chef	08:00	00:00	00:00	00:00	08:00
<b>THC/N0421: Prepare Menu and Budget NOS Version No. 1.0 NSQF Level 7</b>	<b>72:00</b>	<b>112:00</b>	<b>544:00</b>	<b>00:00</b>	<b>728:00</b>
Module 2: Plan and Design the Menu	24:00	32:00	184:00	00:00	240:00
Module 3: Cost and Monitor the Menu	24:00	40:00	180:00	00:00	244:00
Module 4: Prepare and Monitor Budget	24:00	40:00	180:00	00:00	244:00
<b>THC/N0422: Develop New Recipes, Preparation and</b>	<b>112:00</b>	<b>112:00</b>	<b>480:00</b>	<b>00:00</b>	<b>704:00</b>

<b>Presentation Methods NOS Version No. 1.0 NSQF Level 7</b>					
Module 5: Develop, Cost and Introduce New Dishes and Recipes	56:00	56:00	240:00	00:00	352:00
Module 6: Investigate and Apply New Methods of Food Preparation and Presentation	56:00	56:00	240:00	00:00	352:00
<b>THC/N0430: Lead and Manage the Team NOS Version No. 1.0 NSQF Level 7</b>	<b>64:00</b>	<b>104:00</b>	<b>260:00</b>	<b>00:00</b>	<b>428:00</b>
Module 7: Manage Kitchen Staffing	32:00	56:00	120:00	00:00	208:00
Module 8: Develop Team Commitment and Manage Team Performance	32:00	48:00	140:00	00:00	220:00
<b>THC/N0429: Manage Kitchen Operation NOS Version No. 1.0 NSQF Level 7</b>	<b>72:00</b>	<b>72:00</b>	<b>280:00</b>	<b>00:00</b>	<b>424:00</b>
Module 9: Manage Inventory and Food Preparation and Production Operations	40:00	32:00	140:00	00:00	212:00
Module 10: Manage Effective Functioning of the Department	32:00	40:00	140:00	00:00	212:00
<b>THC/N9911– Promote Hospitable and Courteous Behavior NOS Version No. 1.0 NSQF Level 7</b>	<b>32:00</b>	<b>48:00</b>	<b>32:00</b>	<b>00:00</b>	<b>112:00</b>
Module 11: Communication and Interpersonal Skills	32:00	48:00	32:00	00:00	112:00
<b>THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NOS Version No. 2.0 NSQF Level 6</b>	<b>16:00</b>	<b>04:00</b>	<b>08:00</b>	<b>00:00</b>	<b>28:00</b>
Module 12: Organizational Confidentiality and Guest's privacy	16:00	04:00	08:00	00:00	28:00
<b>THC/N9912 Create and Maintain a Safe and</b>	<b>24:00</b>	<b>40:00</b>	<b>16:00</b>	<b>00:00</b>	<b>80:00</b>

<b>Healthy Workplace NOS Version No. 1.0 NSQF Level 7</b>					
Module 13: Create and Maintain Health and Safety Standards	24:00	40:00	16:00	00:00	80:00
<b>Total Duration</b>	<b>400:00</b>	<b>492:00</b>	<b>1620:00</b>	<b>00:00</b>	<b>2512:00</b>

# Module Details

## Module 1: Introduction to Tourism and Hospitality Industry and Executive Chef

### Bridge Module

#### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of an Executive Chef
- Explain the scope of work for an Executive Chef

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of hotel of small, medium and large establishments</li> <li>• Elaborate the basic terminology used in the hospitality parlance</li> <li>• Discuss various facilities and amenities in the Hospitality Industry</li> <li>• Elaborate the job role and responsibilities for an Executive Chef in the Tourism and Hospitality Industry</li> <li>• Explain the grooming standards for an Executive Chef</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Plan and Design the Menu

Mapped to THC/N0421 v 1.0

### Terminal Outcomes:

- Apply appropriate practices to identify current customer and target markets for designing menus
- Create a sample menu
- Describe various formats for the menus presented to customers

<b>Duration: 24:00</b>	<b>Duration: 32:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss effective ways to identify current customer market along with target markets based on past and current sales performance</li> <li>• Describe various market research techniques for sourcing information on current and emerging food service trends and market preferences and competitor analysis techniques</li> <li>• List different types and styles of menus, food outlets and food service</li> <li>• Explain the methods to evaluate food service preferences of target markets to create menus to meet market needs and preferences</li> <li>• Explain naming conventions and culinary terms for a variety of cuisines</li> <li>• Discuss influence of seasonal products and commodities on menu content</li> <li>• Explain the method of itemizing the components of the proposed dishes</li> <li>• Discuss various formats for and inclusions of menus presented to customers</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate approaches to analyse current customer profile and food service preferences and evaluate market trends according to standard service style and cuisine</li> <li>• Employ appropriate techniques to devise a menu taking into account existing supplies and use of ingredients in multiple dishes and to provide balanced variety of dishes for the style of cuisine</li> <li>• Prepare a sample menu with proper sequence of menu items, according to cuisine requirements and conventions and appropriate terminology for the market and standard service style</li> <li>• Apply appropriate method to itemize proposed components dishes included in the menu</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample customer profiles for customer analysis, menu design, Required terminologies used for writing menus, components for the dishes	

## Module 3: Cost and Monitor the Menu

Mapped to THC/N0421 v 1.0

### Terminal Outcomes:

- Describe effective methods and formulas for calculating portion yields and costs from raw ingredients
- Apply proper process to price menu items to ensure maximum profitability and use innovative descriptions that promote the sale of menu items
- Explain the methods of assessing the popularity of menu items like customer survey, popularity index, sales data etc.
- Apply proper practices to seek ongoing feedback from staff and customers and use to improve menu performance

Duration: 24:00	Duration: 40:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain effective methods and formulas for calculating portion yields and costs from raw ingredients</li> <li>• Discuss methods to calculate selling price of menu items as per profit margins and mark-up procedures</li> <li>• State the significance of making reasonable cost adjustments for price-competitive menus</li> <li>• Describe the methods of assessing the popularity of menu items like customer survey, popularity index, sales data etc.</li> <li>• Explain various methods of analysing sales and profit performance of menu items like menu engineering analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate mathematical concepts to calculate portion yields and costs from raw ingredients and all expenditure items to determine net production costs of menu items accurately</li> <li>• Apply appropriate approaches to assess cost-effectiveness and profitability of proposed dishes and choose menu items that provide high yield</li> <li>• Create sample innovative descriptions of the menu items</li> <li>• Apply proper methods to monitor demand patterns for menu items</li> <li>• Apply proper practices to adjust menus based on feedback and profitability</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample menu with price, demand patterns for menu items, Sample feedback regarding menus	

## Module 4: Prepare and Monitor Budget

Mapped to THC/N0421 v 1.0

### Terminal Outcomes:

- Explain various types of budgets like cash budget, departmental budget, event budget, sales budget, purchasing budget etc.
- Draft a sample budget and related financial reports
- List various terminologies used in Budget
- Apply proper process to review budget to assess actual performance against estimated performance

<b>Duration: 24:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss ways of determining the scope and nature of required budget in accordance with senior management</li> <li>• Describe various types of budgets like cash budget, departmental budget, event budget, sales budget, purchasing budget etc.</li> <li>• Explain methods to analysis internal and external factors for potential impact on budget</li> <li>• List various terminologies used in Budget</li> <li>• Discuss process of budget preparation and monitoring practices and techniques</li> <li>• Explain common reasons for budget deviations, appropriate actions to be taken for significant deviations</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a sample budget for the department</li> <li>• Apply appropriate methods to estimate income and expenditure and supporting it with valid, reliable and relevant information</li> <li>• Role play on how to inform colleagues about the final budget decisions and application within relevant work area, including reporting and financial management responsibilities</li> <li>• Apply appropriate methods to review budget to assess actual performance against estimated performance and incorporate all financial commitments into budget and budget reports</li> <li>• Prepare sample financial reports related to budget</li> <li>• Show how to collect and record relevant information to assist in future budget preparation</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample budget, financial reports etc.	

## Module 5: Develop, Cost and Introduce New Dishes and Recipes

### Mapped to THC/N0422 v 1.0

#### Terminal Outcomes:

- Prepare innovative dishes
- Apply proper practices to establish ingredient ratios, cooking times and temperatures for producing the recipe in varying quantities and for full service
- Describe procedure to get feedback on proposed new dishes and recipes and accurately record new dishes and recipe information
- Employ appropriate method to cost the ingredients and price new dishes according to the quantity produced

Duration: 56:00	Duration: 56:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss standard policies regarding costs and style of new dishes and preferences with regards to introducing new menu items</li> <li>• State the significance of following and adapting recipes suitable to the current style</li> <li>• Explain effective methods to review the suitability of new recipes and ways to monitor the progress of dish and recipe development</li> <li>• Discuss various sources of information about new recipes, ingredients and dietary requirements</li> <li>• Describe standard procedures to test dishes and recipes on appropriate people and taking their feedback on the same</li> <li>• State the significance of ensuring that the dishes and recipes developed show an understanding of food combinations, flavour and dietary requirements</li> <li>• Explain proper procedure to record new dishes and recipe information</li> <li>• Describe various techniques to analyse the nutritional content of recipes and dishes</li> <li>• Explain methods to calculate portion yield accurately</li> <li>• Describe the ways to identify new resource requirements and implication of new dishes and recipes on existing</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare innovative dishes to be added to the menu</li> <li>• Apply proper procedures to establish ingredient ratios, cooking times and temperatures for producing the recipe in varying quantities and for full service</li> <li>• Prepare sample records and costing sheets on information about recipes and dishes developed</li> <li>• Apply appropriate method to establish portion yield, cost the ingredients and price the new dishes according to the quantity produced</li> </ul>

<p>resources</p> <ul style="list-style-type: none"> <li>• Discuss the impact of quantity on pricing of the dishes</li> </ul>	
<p><b>Classroom Aids</b></p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>Required ingredients for dish, Sample record and costing sheet about recipes and dishes</p>	

## Module 6: Investigate and Apply New Methods to Food Preparation and Presentation

*Mapped to THC/N0422 v 1.0*

### Terminal Outcomes:

- Employ proper methods to monitor customer feedback and preferences for dishes
- Describe gastronomic principles
- Apply appropriate practices to introduce new equipment, processes and kitchen protocols and train staff to use them

<b>Duration: 56:00</b>	<b>Duration: 56:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe gastronomic principles</li> <li>• Explain methods to research a range of specialist hospitality and catering publications, equipment publications, websites, and publications on latest techniques and practices</li> <li>• Discuss logistical implications of applying new methods in the food preparation and presentation areas</li> <li>• State the significance of keeping abreast of changes in wider social trends, the economic climate, environmental issues, health issues, political and technological developments</li> <li>• Outline the importance of keeping up to date with different research and design innovations for ingredient developments and their impact on improved or faster food preparation</li> <li>• State the significance of staff training to keep them up to date on current principles of diet, nutrition and the control of allergens for the implementation of new developments</li> <li>• Describe evolution and development of cooking methods</li> <li>• Discuss the impact of new innovations and techniques on regular day to day business activities</li> </ul>	<ul style="list-style-type: none"> <li>• Apply proper methods to monitor customer feedback and preferences for dishes</li> <li>• Role play on how to consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations</li> <li>• Demonstrate how to introduce new equipment, processes and kitchen protocols and train staff to use them</li> <li>• Apply proper process to implement appropriate waste management and recycling strategies</li> <li>• Employ latest methods for food preparation and presentation within budgetary constraints, resources, time, and the standard objectives</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Required kitchen equipment, dishes, Sample Recipe Book	

## Module 7: Manage Kitchen Staffing

Mapped to THC/N0430 v 1.0

### Terminal Outcomes:

- Apply proper procedure to review kitchen staffing levels to ensure that guest service, operational needs and financial objectives are met
- List various features of different leadership styles
- Apply proper procedure to organise orientation and training for kitchen staff to train new comers and enhancing of existing employees

<b>Duration: 32:00</b>	<b>Duration: 56:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• State the significance of ensuring appropriate team structure to guarantee the smooth running of operations in the different food preparation and production sections</li> <li>• Discuss work and planning methods appropriate to the industry sector</li> <li>• Describe team management process</li> <li>• List various features of different leadership styles</li> <li>• Explain characteristics of effective leadership and their management roles and responsibilities</li> <li>• Describe procedures and systems to support work operations</li> <li>• State the significance of organising orientation and training for kitchen staff to train new comers and enhance the skills and techniques of the existing employees</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate method to review staffing levels to ensure that guest service, operational needs and financial objectives are met</li> <li>• Role play a situation to provide input to appropriate management regarding kitchen staffing needs</li> <li>• Apply proper procedure to review and approve job descriptions written by the Sous Chef</li> <li>• Role play on how to assist HR in hiring the kitchen staff</li> <li>• Dramatize on how to provide guidance and direction to subordinates, including setting performance standards and monitoring performance</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample job description for staff	

## Module 8: Develop Team Commitment and Manage Team Performance

Mapped to THC/N0430 v 1.0

### Terminal Outcomes:

- Draft sample departmental plans and objectives consistent with standard goals in consultation with the team
- Apply appropriate procedure to seek feedback from team members and implement changes within the bounds of standard goals and policies
- Role play on how to delegate tasks and responsibilities to the staff
- Describe effective role and theories to motivate individuals and teams to achieve optimum performance
- Explain various types of recognition and reward applicable to leading staff

Duration: 32:00	Duration: 48:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• State significance of encouraging teams and individuals to develop innovative approaches to work</li> <li>• Describe role of group dynamics in successful team management</li> <li>• Describe principles of effective delegation and delegation techniques</li> <li>• Discuss ways to identify barriers to delegation, and implement processes to overcome them</li> <li>• Discuss problem-solving and decision-making processes and techniques</li> <li>• Discuss techniques for evaluating team members' skills and providing them opportunities for individual development</li> <li>• Explain effective role and theories to motivate individuals and teams to achieve optimum performance</li> <li>• Discuss various types of recognition and reward applicable to leading staff and importance of the same</li> </ul>	<ul style="list-style-type: none"> <li>• Draft sample departmental plans and objectives consistent with standard goals in consultation with the team</li> <li>• Role play on how to communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work</li> <li>• Draft a sample model for open and supportive communication within the team</li> <li>• Apply appropriate procedure to seek feedback from team members and implement changes within the bounds of standard goals and policies</li> <li>• Role play on how to delegate tasks and responsibilities to the staff</li> <li>• Dramatize how to train, develop and motivate supervisors and culinary staff to meet and exceed established food preparation standards on a consistent basis</li> <li>• Apply proper methods to monitor team performance to ensure progress towards achievement of goals</li> <li>• Role play a situation to provide mentoring and coaching to support team members and recognition and rewards for their achievements</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	



Sample departmental plans and objectives, feedback

## Module 9: Manage Inventory and Food Preparation and Production Operations

*Mapped to THC/N0429 v 1.0*

### Terminal Outcomes:

- Employ proper process to identify the right estimates of the volume of production prior to indenting
- Apply proper methods to monitor production yield, portion control and costs for achieving budgetary targets
- Describe procedures and methods for inventory management and stock rotation
- Explain the importance to minimize wastage of food through proper and well-organized storage, use of proven recipes, and creative use of leftover food

<b>Duration: 40:00</b>	<b>Duration: 32:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe procedures and methods for inventory management and stock rotation</li> <li>• State significance of ensuring proper receiving, storage, and rotation of products to comply with food regulatory standards</li> <li>• Discuss the importance and ways of minimizing wastage of food through proper and well-organized storage, use of proven recipes, and creative use of leftover food</li> <li>• Discuss current legislation and impact of food production on other departments in the organisation and services to the customer</li> <li>• Discuss the importance and methods of allocating appropriate people and resources to the required tasks according to the style of service and the menu</li> <li>• Describe importance of contingency plans to deal with problems</li> <li>• Explain methods to review procedures for problems arising during service</li> <li>• State the significance of ensuring the work plan objectives and food preparation and production procedures, make the best use of resources</li> <li>• Outline the importance of ensuring compliance with relevant legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Apply proper methods to identify the right estimates of the volume of production prior to indenting and determine actual amount of the ingredients to be purchased</li> <li>• Apply proper implementation process to ensure that required stocks are available at all times and working arrangements are managed fairly and consistently</li> <li>• Show how to inspect and update food production arrangements</li> <li>• Draft sample contingency plans to deal with problems</li> <li>• Apply appropriate procedures to plan food preparation and production to ensure it is carried out sustainably</li> <li>• Employ proper methods to monitor production yield, portion control and costs for achieving budgetary targets and presentation of food to ensure that it is within standards</li> <li>• Show how to evaluate and provide feedback to teams and individuals regarding the details of food preparation and production</li> </ul>

and standard policy when preparing and producing food	
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<b>Classroom Aids</b>
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Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures
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<b>Tools, Equipment and Other Requirements</b>
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Sample plans to deal with problems, work plan etc.
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## Module 10: Manage Effective Functioning of the Department

Mapped to THC/N0429 v 1.0

### Terminal Outcomes:

- Employ proper methods to monitor efficiency and service levels of day-to-day operations and ensure kitchen operations support overall standard goals and quality assurance initiatives
- Apply proper procedures to identify and analyse workplace problems from an operational and customer service perspective
- Discuss staff skills, strengths and development needs and their effective utilization
- Explain the methods to review finished food items for quality and presentation before the orders are send to guest

<b>Duration: 32:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss staff skills, strengths and development needs and their effective utilization</li> <li>• Explain different needs of staff when making plans or allocating responsibilities and methods of work scheduling</li> <li>• Outline the importance of ensuring that all kitchen operations and preparation of all products support overall standard goals and quality assurance initiatives</li> <li>• State significance of ensuring cleanliness as well as healthy and secure environment of the kitchen and compliance of kitchen procedures with food handling and sanitation standards</li> <li>• Discuss effective ways to assess and respond to opportunities to improve sustainability of day-to-day operations</li> <li>• State the significance of taking follow-up action to monitor effectiveness of solutions to the departmental problems</li> <li>• Explain procedure to implement training and induction programme for staff</li> <li>• Describe various methods to deal with short-staffing</li> <li>• Explain the methods to review finished products for quality and presentation before the orders are send to guest</li> <li>• State the significance of ensuring proper completion of all disciplinary procedures and documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to check on day-to-day functioning of the kitchen subsection to ensure smooth running of business</li> <li>• Apply proper methods to monitor efficiency and service levels of day-to-day operations and make sure kitchen operations support overall standard goals and quality assurance initiatives</li> <li>• Apply proper process to identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals</li> <li>• Apply proper practices to identify and analyse workplace problems from an operational and customer service perspective</li> <li>• Apply appropriate procedure to initiate short-term actions to resolve immediate problems as well as analyse problems for long-term impact and take action for potential solutions</li> <li>• Employ appropriate procedure to enforce all safety procedures specified for kitchen and food servers</li> </ul>

<b>Classroom Aids</b>
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures
<b>Tools, Equipment and Other Requirements</b>
Required prepared dishes, documentation related to kitchen operations etc.

## Module 11: Communication and Interpersonal Skills

Mapped to THC/N9911 v 1.0

### Terminal Outcomes:

- Promote effective communication in the organization
- Describe the ways of developing interpersonal skills
- Practice and promote sensitization towards different age groups, gender, and persons with disability

Duration: 32:00	Duration: 48:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette, and ethical behaviour at the workplace</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of guest satisfaction and guest feedback</li> <li>• Outline the procedure of receiving feedback and complaints</li> <li>• Describe various ways to handle guest complaints</li> <li>• Discuss different ways to improve the guest experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Explain the importance of implementing standards, guidelines and practices pertaining to gender sensitivity, work ethics and workplace etiquette</li> <li>• Describe the specific needs of People with Disabilities</li> <li>• Explain the ways to handle sexual harassment at workplace and ways of reporting it</li> <li>• Elaborate the POSH (Prevention of Sexual harassment) policy guidelines</li> <li>• Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors</li> <li>• Discuss effective ways of handling problems and issues reported by the subordinates</li> </ul>	<ul style="list-style-type: none"> <li>• Dramatize a situation to promote respectful behaviour in the organization</li> <li>• Role play a situation on how to assist team members with information and knowledge</li> <li>• Role play a situation on how to handle guest complaints effectively</li> <li>• Employ professional techniques to establish service standards specific to different age, gender, and differently abled people at the workplace</li> <li>• Employ appropriate policies to promote equal treatment and prevent sexual harassment at the workplace</li> <li>• Employ practices to promote inclusive work environment for all age-groups, gender and people with disability</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation,	



Participant Handbook and Related Standard Operating Procedures
<b>Tools, Equipment and Other Requirements</b>
Sample of escalation matrix, Organisation structure

## Module 12: 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

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

## Module 13: Create and Maintain Health and Safety Standards

Mapped to THC/N9912 v 1.0

### Terminal Outcomes:

- Employ proper expertise while developing health, hygiene, and safety standards at workplace
- Apply precautionary health measures
- Employ effective waste management

<b>Duration: 24:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the process and importance of developing safety procedures in the workplace</li> <li>• Outline the framework of HACCP (Hazard Analysis and Critical Control Points), ISO 22000 (International Organization for Standardization), and FASSI (Food Safety and Standard Authority of India)</li> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss best practices to maintain personal hygiene</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the ways to ensure that the workplace and related equipment are clean and sanitized</li> <li>• Explain the concept of cross contamination and the ways to prevent it.</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• Describe the causes of risks and potential hazards at the workplace and ways to prevent them</li> <li>• Explain the process and importance of optimum utilization of resources</li> <li>• Describe different types of wastes</li> <li>• Describe the concept of waste management and methods of waste disposal</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>• Employ proper practices to develop</li> <li>• Safety Procedures to be followed by the team members while handling different tools and materials</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Employ different ways to comply with all safety procedures in the workplace</li> <li>• Perform basic first-aid procedures</li> <li>• Prepare regular plans of mock safety drills for emergency situations, sensitization training and health check ups</li> <li>• Demonstrate how to ensure personal and workplace hygiene</li> <li>• Employ ways for efficient utilization of material and energy</li> <li>• Perform waste disposal procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security breaches to the supervisor</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation,	

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, and Sample reports

## Module 14: On-the-Job Training

### Mapped to Executive chef

**Mandatory Duration:** 1620:00

**Recommended Duration:** 00:00

**Location:** On Site

#### Terminal Outcomes

- Apply appropriate approaches to analyse current customer profile and food service preferences and evaluate market trends according to standard service style and cuisine
- Employ appropriate techniques to devise a menu taking into account existing supplies and use of ingredients in multiple dishes and to provide balanced variety of dishes for the style of cuisine
- Prepare a sample menu with proper sequence of menu items, according to cuisine requirements and conventions and appropriate terminology for the market and standard service style
- Apply appropriate method to itemize proposed components dishes included in the menu
- Apply appropriate mathematical concepts to calculate portion yields and costs from raw ingredients and all expenditure items to determine net production costs of menu items accurately
- Apply appropriate approaches to assess cost-effectiveness and profitability of proposed dishes and choose menu items that provide high yield
- Create sample innovative descriptions of the menu items
- Apply proper methods to monitor demand patterns for menu items
- Apply proper practices to adjust menus based on feedback and profitability
- Prepare a sample budget for the department
- Apply appropriate methods to estimate income and expenditure and supporting it with valid, reliable and relevant information
- Role play on how to inform colleagues about the final budget decisions and application within relevant work area, including reporting and financial management responsibilities
- Apply appropriate methods to review budget to assess actual performance against estimated performance and incorporate all financial commitments into budget and budget reports
- Prepare sample financial reports related to budget
- Show how to collect and record relevant information to assist in future budget preparation
- Prepare innovative dishes to be added to the menu
- Apply proper procedures to establish ingredient ratios, cooking times and temperatures for producing the recipe in varying quantities and for full service
- Prepare sample records and costing sheets on information about recipes and dishes developed
- Apply appropriate method to establish portion yield, cost the ingredients and price the new dishes according to the quantity produced
- Apply proper methods to monitor customer feedback and preferences for dishes
- Role play on how to consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations
- Demonstrate how to introduce new equipment, processes and kitchen protocols and train staff to use them
- Apply proper process to implement appropriate waste management and recycling

## strategies

- Employ latest methods for food preparation and presentation within budgetary constraints, resources, time, and the standard objectives
- Apply appropriate method to review staffing levels to ensure that guest service, operational needs and financial objectives are met
- Role play a situation to provide input to appropriate management regarding kitchen staffing needs
- Apply proper procedure to review and approve job descriptions written by the Sous Chef
- Role play on how to assist HR in hiring the kitchen staff
- Dramatize on how to provide guidance and direction to subordinates, including setting performance standards and monitoring performance
- Draft sample departmental plans and objectives consistent with standard goals in consultation with the team
- Role play on how to communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work
- Draft a sample model for open and supportive communication within the team
- Apply appropriate procedure to seek feedback from team members and implement changes within the bounds of standard goals and policies
- Role play on how to delegate tasks and responsibilities to the staff
- Dramatize how to train, develop and motivate supervisors and culinary staff to meet and exceed established food preparation standards on a consistent basis
- Apply proper methods to monitor team performance to ensure progress towards achievement of goals
- Role play a situation to provide mentoring and coaching to support team members and recognition and rewards for their achievements
- Apply proper methods to identify the right estimates of the volume of production prior to indenting and determine actual amount of the ingredients to be purchased
- Apply proper implementation process to ensure that required stocks are available at all times and working arrangements are managed fairly and consistently
- Show how to inspect and update food production arrangements
- Draft sample contingency plans to deal with problems
- Apply appropriate procedures to plan food preparation and production to ensure it is carried out sustainably
- Employ proper methods to monitor production yield, portion control and costs for achieving budgetary targets and presentation of food to ensure that it is within standards
- Show how to evaluate and provide feedback to teams and individuals regarding the details of food preparation and production
- Show how to check on day-to-day functioning of the kitchen subsection to ensure smooth running of business
- Apply proper methods to monitor efficiency and service levels of day-to-day operations and make sure kitchen operations support overall standard goals and quality assurance initiatives
- Apply proper process to identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals
- Apply proper practices to identify and analyse workplace problems from an operational and customer service perspective
- Apply appropriate procedure to initiate short-term actions to resolve immediate problems as well as analyse problems for long-term impact and take action for potential solutions
- Employ appropriate procedure to enforce all safety procedures specified for kitchen and food servers

- 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 <sup>th</sup> Class/I.T.I. OR Certificate/ Diploma/ Degree	Food Production & Kitchen/ Hospitality Management/ Hotel management	5	Food Production & Kitchen/ Hospitality Management /Hotel management	1	Food Production & Kitchen/ Hospitality Management/ Hotel management	

Trainer Certification	
Domain Certification	Platform Certification
“Executive Chef”, “THC/Q0402, V1.0”, 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 <sup>th</sup> Class/I.T.I. OR Certificate/ Diploma/ Degree	Food Production & Kitchen/ Hospitality Management/ Hotel management	5	Food Production & Kitchen/ Hospitality Management/ Hotel management	1	Food Production & Kitchen/ Hospitality Management/ Hotel management	

Assessor Certification	
Domain Certification	Platform Certification
“Executive Chef”, “THC/Q0402, V1.0”, 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
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	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
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard Analysis and Critical Control Points
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization