



Model Curriculum

QP Name: Food & Beverage Service Manager

QP Code: THC/Q0303

QP Version: 1.0

NSQF Level: 7

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Food & Beverage Service
Country	India
NSQF Level	7
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1120.3000
Minimum Educational Qualification and Experience	Graduate with 8 years of experience as a Banquet Manager OR 3 Years Diploma (After class 12th) in relevant trade with 10 Years of relevant experience OR Certificate-NSQF (level-6 Food Outlet Manager) with 4 years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	32 years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2025
NSQC Approval Date	24/02/2022
QP Version	1.0
Model Curriculum Creation Date	24/02/2022
Model Curriculum Valid Up to Date	24/02/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	2512 Hours, 0 Minutes
Maximum Duration of the Course	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 practices to plan and implement policies and budget for food and beverage department
- Employ appropriate procedure to manage resources and daily operations
- Create a sample operating budget for the food and beverage department
- Draft a sample menu with items and their pricing to achieve desired profit margins
- Explain the procedure of developing and managing a team effectively
- 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
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Tourism and Hospitality Industry and Food & Beverage Service Manager	08:00	00:00	00:00	00:00	08:00
THC/N0318: Plan and Implement Policies and Budget NOS Version No. 1.0 NSQF Level 7	120:00	144:00	600:00	00:00	864:00
Module 2: Plan and Implement Departmental Policies	56:00	64:00	300:00	00:00	420:00
Module 3: Prepare and Manage Departmental Budget	64:00	80:00	300:00	00:00	444:00
THC/N0319: Manage	112:00	128:00	600:00	00:00	840:00

Resources and Daily Operations NOS Version No. 1.0 NSQF Level 7					
Module 4: Manage Daily Operations	64:00	72:00	300:00	00:00	436:00
Module 5: Manage Resources for the Department	48:00	56:00	300:00	00:00	404:00
THC/N0427: Build and Manage a Team NOS Version No. 1.0 NSQF Level 7	104:00	112:00	364:00	00:00	580:00
Module 6: Develop and Manage a Team Effectively	104:00	112:00	364:00	00:00	580:00
THC/N9911– Promote Hospitable and Courteous Behavior NOS Version No. 1.0 NSQF Level 7	32:00	48:00	32:00	00:00	112:00
Module 7: Communication and Interpersonal Skills	32:00	48:00	32:00	00:00	112:00
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 8: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
THC/N9912 Create and Maintain a Safe and Healthy Workplace NOS Version No. 1.0 NSQF Level 7	24:00	40:00	16:00	00:00	80:00
Module 9: Create and Maintain Health and Safety Standards	24:00	40:00	16:00	00:00	80:00
Total Duration	416:00	476:00	1620:00	00:00	2512:00

Module Details

Module 1: Introduction to Tourism and Hospitality Industry and Food & Beverage Service Manager

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 a Food & Beverage Service Manager
- Explain the scope of work for a Food & Beverage Service 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 • Elaborate the basic terminology used in the hospitality parlance • Discuss various facilities and amenities in the Hospitality Industry • Elaborate the job role and responsibilities for a Food & Beverage Service Manager in the Tourism and Hospitality Industry • Explain the grooming standards for a Food & Beverage Service Manager 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Plan and Implement Departmental Policies

Mapped to THC/N0318 v 1.0

Terminal Outcomes:

- Employ proper method to formulate policies and operating procedures for food and beverage department
- Draft a sample menu with items and their appropriate pricing
- Prepare a sample business forecasts for food and beverage department and
- Develop a sample structured and systematic system to capture customer feedback
- Describe promotional strategies and marketing activities for food and beverage department
- Explain research methods for new products and techniques for food preparation

Duration: 56:00	Duration: 64:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe effective ways and importance of monitoring proper implementation of policies, and control procedures • Explain the methods to perform pricing, market and competitor analysis techniques for food and beverage services • Describe the effective method to draft menu and pricing strategies for the same • Discuss business forecasting techniques, promotional strategies and marketing activities for food and beverage department • State the importance of ensuring effective implementation of training programs, directives, menus, work schedules, rules and regulations for the food and beverage staff and personnel • Elaborate research methods for new products and techniques for food preparation • Discuss effective ways to review and implement new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs 	<ul style="list-style-type: none"> • Draft sample policies and operating procedures for food and beverage department • Create a sample business forecast for food and beverage department • Develop and implement a prototype of a structured and systematic customer feedback system • Role play on how to coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department • Prepare sample procedures to improve guest patronage as per standard guidelines
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook

Tools, Equipment and Other Requirements

Sample menu items with pricing, business forecasts, structured and systematic system to capture customer feedback, procedures to improve guest patronage

Module 3: Prepare and Manage Departmental Budget

Mapped to THC/N0318 v 1.0

Terminal Outcomes:

- Create a sample operating budget for the department
- Apply proper process to review departmental financial reports, establish and maintain fiscal budget/business plans and initiates cost controls
- Describe effective ways to achieve profitability in the department of the food and beverage Operations
- Dramatize on how to coordinate with Finance and IT teams to ensure that all revenue is captured
- Employ proper process to maintain effective control of raw material, labour and equipment costs used in the food and beverage department

Duration: 64:00	Duration: 80:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe budget preparation process, cost control methods and ways to maintain effective control of raw material, labour and equipment costs used in the food and beverage department • Explain the method to monitor and take corrective action as necessary to help assure that budget goals are attained • Discuss the effective techniques review departmental financial reports, establish and maintain fiscal budget/business plans and initiate cost controls • Explain effective ways to achieve profitability in the food and beverage operations • Describe profitability analysis techniques to analyse achieved profit margins for each food and beverage service area, in each financial period • Elaborate on ways to control costs of food and beverage department in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget and labor laws • Discuss effective techniques process to maximize food and beverage sales by 	<ul style="list-style-type: none"> • Prepare a sample operating budget for the department • Perform steps to obtain maximum revenue results from the utilization and appearance of the food and beverage areas • Apply proper methods to monitor food and beverage prices and achieve competitive rates while still ensuring quality standards • Employ appropriate procedures to compile all relevant food and beverage information on costs and sales that is used for forecasting, planning, budgeting, etc. • Role play on how to coordinate with Finance and IT teams to ensure that all revenue is captured

<p>identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on up-selling and cross-selling</p> <ul style="list-style-type: none"> • Explain the methods to reconcile actual and forecast costs and sales, and initiating corrective action if discrepancies occur, and finding out and eliminating the causes, for example bad portion control, incorrect pricing, etc. • State the significance of ensuring that all standard operating procedures for revenue and cost control are in place and consistently utilized 	
<p>Classroom Aids</p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Sample operating budget, financial reports for the department, Sample food and beverage prices</p>	

Module 4: Manage Daily Operations

Mapped to THC/N0319 v 1.0

Terminal Outcomes:

- Role play on how to handle all food & beverage inquiries and ensure timely follow up on the same
- Employ appropriate process to assure bar inventory for functions , including opening and closing inventories,
- Explain the procedure to inspect food and beverage area, tools and equipment for proper appearance, upkeep and cleanliness

Duration: 64:00	Duration: 72:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss hygiene, safety, legal and other standard requirements for food and beverage operations and significance of complying with the same • Discuss risk assessment strategies of safety, accident prevention, fire drills and first aid • Explain food and beverage regulatory standards and customer service standards • Outline the significance of ensuring that an accurate reservation system is in place and the served food and beverage products meet the established specifications and standards • State the importance of making sure proper service levels are maintained based on forecasted needs, with the minimum level of labor used to perform the required level of service • Discuss the importance of ensuring proper maintenance of bar control policies and adherence to legal requirements including state and/or local laws pertaining to alcoholic beverages • State the significance of ensuring correct handling procedures to minimize china and glassware breakage and food waste and taking rounds of all food and beverage area to ensure 	<ul style="list-style-type: none"> • Show how to check mise-en-scène and mise-en-place done by the team • Role play on how to greet guests and oversee actual service on a routine, and random basis • Dramatize a situation to handle all food & beverage inquiries and ensure timely follow up on the same business day • Apply appropriate process to assure bar inventory for functions, including opening and closing inventories • Show how to inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met and tools and equipment for proper appearance, upkeep and cleanliness • Show how to supervise the remodeling, refurbishment and other building design enhancements applicable to food and beverage service

guests' needs are met	
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 product invoices, bar inventories etc.	

Module 5: Manage Resources for the Department

Mapped to THC/N0319 v 1.0

Terminal Outcomes:

- Explain inventory management and audit process
- Employ proper methods to monitor purchasing and receiving procedures for products and supplies
- Apply proper procedure to maintain effective control of raw material, labour and equipment used in the food and beverage department

Duration: 48:00	Duration: 56:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe inventory management and audit process • Discuss the methods to monitor purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases • Explain ways to maintain effective control of raw material, labour and equipment used in the food and beverage department • State significance of following appropriate procedures for issuing and preparation of food and beverages within the establishment for final provision and service to the customer • Explain storage and stock rotational methods for raw material and supplies in the food and beverage department 	<ul style="list-style-type: none"> • Dramatize a situation to coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment • Employ proper process to assure completion of requisitions • Role play on how to coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with • Show how to conduct beverage, china, glass and silverware inventory audit • Dramatize how to provide updated information to the accounting department
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Required products and supplies for food and beverage department, Various beverage, china, glass and silverware for inventory audit,	

Module 6: Develop and Manage a Team Effectively

Mapped to THC/N0427 v 1.0

Terminal Outcomes:

- Develop supervisory and operational teams
- Perform effective team management activities

Duration: 104:00	Duration: 112:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and procedure of writing appropriate job description for vacancy advertisements • Discuss significance of and various activities related to recruitment, induction, and training of the staff • List various performance management techniques • Discuss ways to devise performance parameters for different job roles like KRA, KPI etc. • Discuss various ways to increase team productivity and efficiency • Explain the importance and benefits of delegation of responsibilities • Discuss different ways to give directions/instructions to the team effectively • Discuss effective team management strategies • Describe effective leadership practices. • Elaborate the motivational approaches to ensure a positive work environment • Discuss effective ways of giving constructive feedback • Explain the importance of maintaining personal integrity & ethical behaviour at the workplace 	<ul style="list-style-type: none"> • Create sample job descriptions for different job roles in a restaurant • Role play how to conduct the procedures to recruit, induct, and train the employees • Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant • Role play how to provide instructions to team • Dramatize the ways of motivating the employees and establishing positive work environment • Role play a situation to create healthy, positive, and emotional work culture • Employ appropriate ways to convey feedback to the team members • Apply professional techniques to manage the team effectively
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Standard Operating Procedures, Participant Handbook, Sample report, Business correspondence, Related SOPs, Sample of escalation matrix, Organisation structure, sample guest feedback form	

Module 7: 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"> • Discuss the importance of professionalism, etiquette, and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure of receiving feedback and complaints • Describe various ways to handle guest complaints • Discuss different ways to improve the guest experience • Explain the importance of gender and age sensitivity • Explain the importance of implementing standards, guidelines and practices pertaining to gender sensitivity, work ethics and workplace etiquette • Describe the specific needs of People with Disabilities • Explain the ways to handle sexual harassment at workplace and ways of reporting it • Elaborate the POSH (Prevention of Sexual harassment) policy guidelines • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors • Discuss effective ways of handling problems and issues reported by the subordinates 	<ul style="list-style-type: none"> • Dramatize a situation to promote respectful behaviour in the organization • Role play a situation on how to assist team members with information and knowledge • Role play a situation on how to handle guest complaints effectively • Employ professional techniques to establish service standards specific to different age, gender, and differently abled people at the workplace • Employ appropriate policies to promote equal treatment and prevent sexual harassment at the workplace • Employ practices to promote inclusive work environment for all age-groups, gender and people with disability
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	



Tools, Equipment and Other Requirements

Sample of escalation matrix, Organisation structure

Module 8: 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: 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

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

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 10: On-the-Job Training

Mapped to Food & Beverage Service Manager

Mandatory Duration: 1620:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Draft sample policies and operating procedures for food and beverage department • Create a sample business forecast for food and beverage department • Develop and implement a prototype of a structured and systematic customer feedback system • Role play on how to coordinate with marketing department to plan and approve external and internal marketing and sales promotion activities for the food and beverage department • Prepare sample procedures to improve guest patronage as per standard guidelines • Prepare a sample operating budget for the department • Perform steps to obtain maximum revenue results from the utilization and appearance of the food and beverage areas • Apply proper methods to monitor food and beverage prices and achieve competitive rates while still ensuring quality standards • Employ appropriate procedures to compile all relevant food and beverage information on costs and sales that is used for forecasting, planning, budgeting, etc. • Role play on how to coordinate with Finance and IT teams to ensure that all revenue is captured • Show how to check mise-en-scène and mise-en-place done by the team • Role play on how to greet guests and oversee actual service on a routine, and random basis • Dramatize a situation to handle all food & beverage inquiries and ensure timely follow up on the same business day • Apply appropriate process to assure bar inventory for functions, including opening and closing inventories • Show how to inspect food & beverage area to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met and tools and equipment for proper appearance, upkeep and cleanliness • Show how to supervise the remodeling, refurbishment and other building design enhancements applicable to food and beverage service • Dramatize a situation to coordinate the selection, purchasing, storage, inventorying, maintenance and usage of all related food and beverage supplies and equipment • Employ proper process to assure completion of requisitions • Role play on how to coordinate with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with • Show how to conduct beverage, china, glass and silverware inventory audit • Dramatize how to provide updated information to the accounting department • Create sample job descriptions for <ul style="list-style-type: none"> • different job roles in a restaurant • Role play how to conduct the procedures to recruit, induct, and train the employees • Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant 	

- Role play how to provide instructions to team
- Dramatize the ways of motivating the employees and establishing positive work environment
- Role play a situation to create healthy, positive, and emotional work culture
- Employ appropriate ways to convey feedback to the team members
- Apply professional techniques to manage the team effectively
- 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	Front Office Management/ Hospitality Management/ Hotel management	5	Front Office Management / Hospitality Management / Hotel management	1	Front Office Management/ Hospitality Management/ Hotel management	

Trainer Certification	
Domain Certification	Platform Certification
“Food & Beverage Service Manager”, “THC/Q0303, 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 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Front Office Management/ Hospitality Management/ Hotel management	5	Front Office Management/ Hospitality Management/ Hotel management	1	Front Office Management/ Hospitality Management/ Hotel management	

Assessor Certification	
Domain Certification	Platform Certification
“Food & Beverage Service Manager”, “THC/Q0303, 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
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
QSR	Quick Service Restaurants
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