



# Model Curriculum

**QP Name: Food Server- Roadside Eateries**

**QP Code: THC/Q3009**

**QP Version: 1.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

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# Training Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Roadside Eateries
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5131.0200
<b>Minimum Educational Qualification and Experience</b>	<p>Grade 10 OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject. OR 8th grade pass with 2 year relevant experience OR 5th grade pass with 5 year relevant experience OR Certificate-NSQF (Level - 2 Kitchen Helper) with 1 year relevant experience</p>
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed on</b>	28/02/2023
<b>Next Review Date</b>	28/02/2024
<b>NSQC Approval Date</b>	28/02/2023
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	28/02/2023
<b>Model Curriculum Valid Up to Date</b>	28/02/2024
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	510 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	510 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 appropriate practices to prepare the dining area for the customers
- Perform the tasks to take the orders and serve the ordered food to the customers
- Apply appropriate practices to present the bill and receive the payment
- Describe the post cleaning procedure of dining area for the next customer
- Apply appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices 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
<b>THC/N3013 – Carry out the duties related to food serving</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 3</b>	<b>100:00</b>	<b>140:00</b>	<b>150:00</b>	<b>00:00</b>	<b>390:00</b>
Module 1: Introduction to the Roadside Eateries and Food Server	6.00	0.00	0.00	0.00	6.00
Module 2: Prepare the Dining Area	30.00	30.00	45.00	0.00	105.00
Module 3: Take Orders and Serve the Customers	24.00	30.00	40.00	0.00	94.00
Module 4: Present the Bill to the Customers	20.00	60.00	25.00	0.00	105.00
Module 5: Prepare the Table for the Next Customer	20.00	20.00	40.00	0.00	80.00
<b>THC/N9901 –</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>

<b>Communicate Effectively and Maintain Service Standards</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 3</b>					
Module 6: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
<b>THC/N9903- Maintain Organisational Confidentiality and Respect Customers' Privacy</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 3</b>	<b>18:00</b>	<b>12:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 7: Organizational Confidentiality and Customer Privacy	18:00	12:00	00:00	00:00	30:00
<b>THC/N9906 – Follow Health, Hygiene and Safety practices</b> <b>NOS Version No. 2.0</b> <b>NSQF Level 3</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 8: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
<b>DGT/VSQ/N0101: Employability Skills (30 Hours)</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 9: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 10: Constitutional values - Citizenship	00:30	00:30	00:00	00:00	01:00
Module 11: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 12: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 13: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 14: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00
Module 15: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 16: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00
Module 17: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 18: Customer Service	01:30	02:30	00:00	00:00	04:00



Module 19: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
<b>Total Duration</b>	<b>160:00</b>	<b>200:00</b>	<b>150:00</b>	<b>00:00</b>	<b>510:00</b>

# Module Details

## Module 1: Introduction to the Roadside Eateries and Food Server *Bridge Module*

### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Food Server- Roadside Eatery
- Explain the scope of work for a Food Server- Roadside Eatery

<b>Duration:</b> 06:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<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>• Discuss various types of Roadside Eateries</li> <li>• Explain some basic terminology used in the Roadside Eatery</li> <li>• Elaborate the job role and job opportunity for Food Server-Roadside Eatery in the Tourism and Hospitality Industry</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Prepare the Dining Area

### Mapped to THC/N3013 v 1.0

#### Terminal Outcomes:

- Describe the procedure to arrange, clean and sanitize the dining area
- Perform the activities to arrange the essentials on the tables for the customers

<b>Duration:</b> 30:00	<b>Duration:</b> 30:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List various types of serving ware, utensils and equipment</li> <li>• Explain various types of condiments to be placed on table</li> <li>• Discuss the types and usage of equipment required in the dining area</li> <li>• State the importance of knowing the details of items available on the menu, especially the specials for the day</li> <li>• Elaborate the table settings procedure for a roadside eatery</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to arrange the tables for the customers</li> <li>• Demonstrate the procedure to clean and sanitize the dining tables</li> <li>• Show how to arrange essentials such as tissue napkins, ketchup, etc. on tables</li> <li>• Employ appropriate inspection methods to check that all crockery and cutlery are cleaned and free from any damage</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>	
Various dining essentials such as tissue napkins, ketchup, etc., Tables, Crockery and cutlery, Cleaning solutions and materials, Sanitizers, etc.	

## Module 3: Take Orders and Serve the Customers

### Mapped to THC/N3013 v 1.0

#### Terminal Outcomes:

- Apply appropriate practices to greet the customers
- Perform the activities to suggest, take and serve the orders to the customers

<b>Duration: 24:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the FSSAI (Food Safety and Standards Authority of India) guidelines and other quality standard for food safety</li> <li>• Explain the operating procedure on order taking and serving the customers in a roadside eatery</li> <li>• List various ideal food and beverage combinations and their alternatives</li> <li>• State the importance of repeating and confirming the order with the customer as well as mentioning the estimated delivery time for the ordered items</li> <li>• Discuss the importance of ensuring that all food items and beverages are served at the right temperature, on time and without spillage</li> <li>• List the correct temperature for food items to be served</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to greet the customer as per standards</li> <li>• Apply appropriate practices to present the menu card to the customer for taking the order</li> <li>• Dramatize how to inform customers of the special dishes, suggest suitable alternatives for unavailable items and respond to their queries on menu items, ingredients used, etc.</li> <li>• Apply appropriate practices to note down the customer's orders</li> <li>• Dramatize a situation on how to communicate the order and any special request to the kitchen</li> <li>• Apply appropriate practices to handle the food and beverages without spilling</li> <li>• Show the ways to serve food items and beverages to the customers as per standard and their orders</li> <li>• Dramatize on how to refill glasses with water/beverage, as required</li> <li>• Show how to check with customer for additional servings, orders or any other requirement</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 card, Note pad, Crockery, etc.	

## Module 4: Present the Bill to the Customers

### Mapped to THC/N3013 v 1.0

#### Terminal Outcomes:

- Perform the tasks to present the bill to the customers
- Describe the various payment methods

<b>Duration:</b> 20:00	<b>Duration:</b> 60:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• State the importance of taking confirmation from the customer for preparing the bill</li> <li>• Discuss the standard procedure to present a bill to customer and accept payments</li> <li>• Explain various digital payment methods</li> <li>• State the importance of giving back the balance cash and the copy of the printed bill to the customer</li> </ul>	<ul style="list-style-type: none"> <li>• Roleplay on how to take confirmation from the customer for preparing the bill</li> <li>• Dramatize a situation on how to present the bill to the customer</li> <li>• Apply appropriate practices to provide the required payment information like QR Code, UPI ID, Paytm number, etc. to the customers for making digital payments</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 Bill, Card swiping machine, etc.	

## Module 5: Prepare the Table for the Next Customer

### Mapped to THC/N3013 v 1.0

#### Terminal Outcomes:

- Perform the tasks clean the table for the next customer
- Discuss the storing procedure for the serving ware, utensils and equipment

<b>Duration:</b> 20:00	<b>Duration:</b> 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the standard procedure for cleaning the tables and chairs after the customer has left</li> <li>• Describe the storing procedure for the serving ware, utensils and equipment</li> <li>• Explain the waste management procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to clear the dining area, used dishes, tableware and leftover food items from the table after the customer has left</li> <li>• Demonstrate how to sanitize the tables, chairs, and any other surfaces and menu after the customer left</li> <li>• Demonstrate how to clean, sanitize and store all serving ware, utensils, and equipment at the end of the day</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>	
Dishware, tableware, Cutlery, Utensils, Cleaning materials. etc.	

## Module 6: Maintain Effective Communication and Service Standard

### Mapped to THC/N9901 v 2.0

#### Terminal Outcomes:

- Communicate effectively with customers, colleagues, and superiors
- Maintain professional etiquette
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
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 customer satisfaction and customer feedback</li> <li>• Outline the procedure of receiving feedback and complaints constructively</li> <li>• Describe various ways to handle customer complaints</li> <li>• Discuss different ways to improve the customer experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Discuss gender and age-specific requirements of the customers</li> <li>• Discuss the specific needs of People with Disabilities</li> <li>• Discuss the importance of reporting Sexual harassment at workplace</li> <li>• Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard procedure to welcome and greet the customers</li> <li>• Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors</li> <li>• Role play a situation on how to handle customer complaints effectively</li> <li>• Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification</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 of escalation matrix, Organisation structure	

## Module 7: Organizational Confidentiality and Customer's Privacy

### Mapped to THC/N9903 v 2.0

#### Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

<b>Duration:</b> 18:00	<b>Duration:</b> 12:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and customer privacy</li> <li>• Explain the procedures to report 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 use, store and dispose of the organizational and customer information</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>	
Handouts of IPR guidelines and regulations	

## Module 8: Basic Health and Safety Standard

### Mapped to THC/N9906 v 2.0

#### Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss best practices to maintain personal hygiene</li> <li>• Explain the ways to clean and sanitize the workplace and related equipment</li> <li>• Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• Describe the causes of risks and potential hazards in the workplace and ways to prevent them</li> <li>• Identify different safety warning signs and labels at workplace</li> <li>• Discuss ways to identify hazards at the workplace</li> <li>• List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles</li> <li>• Employ different ways to keep work area clean, hygienic and hazard free</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Perform basic first-aid procedures</li> <li>• Participate in mock safety drills for emergency situations</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 Prepare a sample incident report</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>	
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 9: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

<b>Duration: 00:30</b>	<b>Duration: 01:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the Employability Skills required for jobs in various industries.</li> </ul>	<ul style="list-style-type: none"> <li>• List different learning and employability related GOI and private portals and their usage.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 10: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to practice different environmentally sustainable practices.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 11: Becoming a Professional in the 21st Century Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

<b>Duration: 01:00</b>	<b>Duration: 01:30</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss importance of relevant 21st century skills</li> </ul>	<ul style="list-style-type: none"> <li>• Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 12: Basic English Skills Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration: 04:00</b>	<b>Duration: 06:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of basic English skills</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to use appropriate basic English sentences/phrases while speaking</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 13: Communication Skills

### Mapped to: DGT/VSQ/N0102 Terminal Outcomes:

- Practice basic communication skills

<b>Duration: 02:00</b>	<b>Duration: 03:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of active listening for effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate in a well -mannered way with others.</li> <li>• Demonstrate working with others in a team</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 14: Diversity & Inclusion Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of reporting sexual harassment issues in time</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to conduct oneself appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 15: Financial and Legal Literacy Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of using financial products and services safely and securely.</li> <li>• Explain the importance of managing expenses, income, and savings.</li> <li>• Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to carry out offline and online financial transactions, safely and securely.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 16: Essential Digital Skills Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

<b>Duration: 04:00</b>	<b>Duration: 06:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to operate digital devices and use the associated applications and features, safely and securely</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 17: Entrepreneurship Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

<b>Duration: 03:00</b>	<b>Duration: 04:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Create a sample business plan, for the selected business opportunity.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 18: Customer Service Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

<b>Duration: 02:00</b>	<b>Duration: 03:00</b>
<b>Theory – Key Learning Outcomes</b> <ul style="list-style-type: none"> <li>• Differentiate between types of customers</li> <li>• Explain the significance of identifying customer needs and addressing them</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately</li> </ul>	<b>Practical – Key Learning Outcomes</b> <ul style="list-style-type: none"> <li>• Demonstrate how to deal with different customers and their needs</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 19 Getting ready for Apprenticeship & jobs Mapped to: DGT/VSQ/N0102

### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration: 03:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of dressing up neatly and maintaining hygiene for an interview</li> <li>• Discuss how to search and register for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Create a biodata</li> <li>• Use various sources to search and apply for jobs</li> </ul>
<b>Classroom Aids</b>	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
<b>Tools, Equipment and Other Requirements</b>	

## Module 19: On-the-Job Training

### Mapped to Food Server- Roadside Eateries

<b>Mandatory Duration:</b> 150:00	<b>Recommended Duration:</b> 00:00
<b>Location: On Site</b>	
Terminal Outcomes	
<ul style="list-style-type: none"> <li>• Apply appropriate practices to arrange the tables for the customers</li> <li>• Demonstrate the procedure to clean and sanitize the dining tables</li> <li>• Show how to arrange essentials such as tissue napkins, ketchup, etc. on tables</li> <li>• Employ appropriate inspection methods to check that all crockery and cutlery are cleaned and free from any damage</li> <li>• Show how to greet the customer as per standards</li> <li>• Apply appropriate practices to present the menu card to the customer for taking the order</li> <li>• Role play on how to respond to customer's queries on menu items, ingredients used, etc.</li> <li>• Show the ways to take the order and serve food items and beverages to the customers as per standard</li> <li>• Dramatize on how to present the bill to the customer</li> <li>• Apply appropriate practices to clear the used dishes, tableware and leftover food items from the table after the customer left</li> <li>• Demonstrate how to sanitize the tables, chairs, and any other surfaces and menu after the customer left</li> <li>• Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow</li> <li>• Demonstrate sensitization towards different age groups, gender, and persons with disabilities</li> <li>• Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy</li> <li>• Apply appropriate practices to maintain personal hygiene at workplace</li> <li>• Role play on identifying hazards at workplace and reporting to the supervisor</li> <li>• Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow</li> <li>• Perform basic activities to apply gender and age-sensitive service practices</li> <li>• Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy</li> </ul>	

# 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	Hotel Management/ Hospitality Management	5	Hotel Management/ Hospitality Management	1	Hotel Management/ Hospitality Management	

Trainer Certification	
Domain Certification	Platform Certification
"Food Server- Roadside Eateries", "THC/Q3009, V2.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601, V2.0" 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	Hotel Management/ Hospitality Management	5	Hotel Management/ Hospitality Management	1	Hotel Management/ Hospitality Management	

Assessor Certification	
Domain Certification	Platform Certification
“Food Server- Roadside Eateries”, “THC/Q3009, V1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, (VET & Skills) V2” 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 <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> 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	Standard Operating Procedure
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
ISO	International Standards Organization
IPR	Intellectual Property Rights