



Model Curriculum

QP Name: Restaurant Captain

QP Code: THC/Q0306

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

Table of Contents

Training Parameters	1
Program Overview	2
Training Outcomes	3
Compulsory Modules	3
Module 1: Introduction to Food and Beverage Service and Restaurant Captain	5
Module 2: Supervise Food and Beverages Services	6
Module 3: Maintain Food and Beverages Inventory	8
Module 4: Enhance Guests' Experiences	9
Module 5: Promote Effective Communication and Service Standard	10
Module 6: Organizational Confidentiality and Guest's Privacy	11
Module 7: Monitor Health and Safety Standard	12
Module 8: On-the-Job Training	13
Annexure	14
Trainer Requirements	14
Assessor Requirements	15
Assessment Strategy	16
References	18
Glossary	18
Acronyms and Abbreviations	19

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food and Beverages Services
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0600
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) with 2 Years of experience as a Food & Beverage Service -Associate OR 12th Class/I.T.I. (one year after class 10th with one of experience) with 2 Years of experience as a Food & Beverage Service -Associate OR Certificate-NSQF (Level- 4 Food and Beverage Service - Associate) with 1 Year of experience as a Food & Beverage Service -Associate
Pre-Requisite License or Training	
Minimum Job Entry Age	21 years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
QP Version	1.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	31/08/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	540 Hours, 0 Minutes
Maximum Duration of the Course	540 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:

- Explain the procedures of supervising food and beverages services
- Perform the tasks to maintain food and beverage inventory
- Perform the activities to handle various guest complaints and issues
- Apply appropriate practices to promote effective communication with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD, and age-sensitivity
- Describe the protocols to protect the confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standards 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
THC/N0324 – Manage Operation of Food and Beverage Service Area NOS Version No. 1.0 NSQF Level 5	60:00	90:00	150:00	00:00	300:00
Module 1: Introduction to Food and Beverage Service and Restaurant Captain	06:00	00:00	00:00	00:00	06:00
Module 2: Supervise Food and Beverages Services	12:00	24:00	60:00	00:00	96:00
Module 3: Maintain Food and Beverages Inventory	18:00	30:00	45:00	00:00	93:00
Module 4: Enhance Guests' Experiences	24:00	36:00	45:00	00:00	105:00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place	30:00	30:00	30:00	00:00	90:00

NOS Version No. 2.0 NSQF Level 6					
Module 5: Promote Effective Communication and Service Standard	30:00	30:00	30:00	00:00	90:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	18:00	30:00	30:00	00:00	78:00
Module 6: Organizational Confidentiality and Guest’s privacy	18:00	30:00	30:00	00:00	78:00
THC/N9907 – Monitor and Maintain Health, Hygiene, and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	12:00	30:00	30:00	00:00	90:00
Module 7: Monitor Health and Safety Standard	12:00	30:00	30:00	00:00	90:00
Total Duration	120:00	180:00	240:00	00:00	540:00

Module Details

Module 1: Introduction to Food and Beverage Service and Restaurant Captain

Mapped to THC/N0324 v 1.0

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Restaurant Industry
- Define the roles and responsibilities of a Restaurant Captain
- Explain the scope of work for a Restaurant Captain

Duration: 06:00	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 and restaurant of small, medium and large establishments • Describe different types of food and beverage outlets and their layout • Explain basic terminology used in Food and Beverage Service • Discuss inter and intra departmental coordination of Food and Beverage Service with other departments • Elaborate the job role and job opportunity for Restaurant Captain in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment, and Other Requirements	
NA	

Module 2: Supervise Food and Beverages Services

Mapped to THC/N0324 v 1.0

Terminal Outcomes:

- Employ appropriate procedure to monitor cleanliness and hygiene of the Food and Beverage Service area
- Perform the tasks to monitor proper functioning of Food and Beverage Service equipment
- Describe the standard industry practices for smooth running of Food and Beverages service

Duration: 12:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss relevant legislative and regulatory requirements relating to Food and Beverage Service • Elaborate the standard industry practices which help to ensure smooth running of Food and Beverages service • Discuss the impact of ambient factors like sound, music, light, heating, etc. on the guest experience and the significance of ensuring that the Food and Beverage Service area’s ambience meets guests’ needs and expectations • Describe the standard dining area and furniture layouts of a restaurant • State the importance of following the maintenance schedule for equipment used in Food and Beverage Service • List the safe and hygienic working practices for preparing dining areas for service • State the significance of ensuring a sufficient supply of service items like paper napkins, toothpicks, etc. • Elaborate the inspection procedures for various areas and equipment related to F&B services and the significance of ensuring the service area is clean and ready for continuing service throughout the shift • Discuss how minimum breakage, spoilage, and wastage can be ensured in the Food and Beverage Service department • State the importance of maintaining the Food and Beverage Service logbook on a daily basis 	<ul style="list-style-type: none"> • Apply appropriate methods to monitor the cleaning schedule and hygiene inside the restaurant, service area and back area • Show how to supervise the preparation of the area for Food and Beverage Service • Employ appropriate method to inspect all Food and Beverage Service equipment for proper functioning and dining room to ensure that dining furniture, table coverings, and table items are clean, undamaged, and ready for use • Show how to check that condiments and appropriate accompaniments are filled, clean, and ready for guests’ use • Apply appropriate inspection method to check the cleanliness and presentation of all china, glass and silver wares • Show how to ensure mis-en-place and mis-en-scene

Classroom Aids
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook
Tools, Equipment and Other Requirements
Sample cleaning schedule, Food and beverages equipment (Crockery, Cutlery, Tables cloth, etc.)

Module 3: Maintain Food and Beverages Inventory

Mapped to THC/N0324 v 1.0

Terminal Outcomes:

- Describe the inventory management procedure for Food and Beverage department in a restaurant
- Perform the sample activities to maintain monthly inventory record

Duration: 18:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the standards menus, drinks list, and other promotional materials • Elaborate on the stock and cost control methods • Discuss the methods to assess the stock like a physical check, checking records, etc. • Discuss the par levels for different food and beverage items • Explain the procedure and significance of storing the received material properly • State the importance of conducting monthly inventory checks of all operating equipment and supplies 	<ul style="list-style-type: none"> • Apply appropriate method to check current stock of various items available in the department • Employ appropriate practices to estimate the requirements of supplies for customer service • Show how to keep track of the quantities of cutlery, crockery, and glassware, etc. • Prepare a sample requisition sheet to obtain appropriate amounts of Food and Beverage Service items from the store • Dramatize a situation on how to co-ordinate with the Food Outlet Manager or Storekeeper for deliveries of materials • Show how to manage levels and usage of stock and conduct inventory checks of all operating equipment and supplies • Prepare a sample inventory record
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment, and Other Requirements	
Sample requisition form, Sample stock record, Sample inventory report, etc.	

Module 4: Enhance Guests' Experiences

Mapped to THC/N0324 v 1.0

Terminal Outcomes:

- Perform the tasks to enhance guests' experiences
- Describe the procedure to handle guest issues and complaints

Duration: 24:00	Duration: 36:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate on the standard guest service policy • Discuss various types of guest profiles and their requirements • State the importance of delivering effective guest service by the Food and Beverage Service team • Discuss the methods to monitor service performance of the Food and Beverage Service staff • State the significance of maintaining effective liaison with kitchen management • State the importance of ensuring that Food and Beverage Service meets the guests' needs at all times • Discuss guest complaint handling procedure • Describe the ways to get quality guest feedback and techniques to analyze and interpret it 	<ul style="list-style-type: none"> • Dramatize a situation on how to brief the staff before Food and Beverage Service operations • Role play on how to meet and greet the guests as per standards • Role play on how to coordinate with kitchen management for quick food and beverage delivery operation and to ensure efficient flow of service • Apply appropriate observation method to monitor the quality of Food and Beverage Service • Role play on how to check with guests to ensure satisfaction with each food course and beverages • Apply appropriate practices to identify and resolve problems regarding Food and Beverage Service • Show how to collect, record, analyze and interpret feedback from the guests on the effectiveness of guest service and share findings with the manager • Employ appropriate methods to identify and share opportunities for further improvement in the Food and Beverage Service department with the manager
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample feedback form	

Module 5: Promote Effective Communication and Service Standard

Mapped to NOS/N9902 v 2.0

Terminal Outcomes:

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

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 6: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/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: 18:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

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	Food and Beverages Service/Hospitality Management/ Hotel Management	5	Food and Beverages Service/Hospitality Management / Hotel Management	1	Food and Beverages Service/Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Restaurant Captain”, “THC/Q0306, 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	Food and Beverages Service/Hospitality Management/ Hotel Management	5	Food and Beverages Service/Hospi tality Management/ Hotel Management	1	Food and Beverages Service/Hospi tality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Restaurant Captain”, “THC/Q0306, 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
SOP	Standard Operating Procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights