



Model Curriculum

QP Name: Store Assistant- Tourism and Hospitality

QP Code: THC/Q2602

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel
Occupation	Material Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4322.0101
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) Or 12th Class/I.T.I. (one year after class 10 th with one year of experience)
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	29/07/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
QP Version	1.0
Model Curriculum Creation Date	29/07/2021
Model Curriculum Valid Up to Date	29/07/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	572 Hours, 0 Minutes
Maximum Duration of the Course	572 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:

- Describe procurement procedure of restaurant/hotel supplies from the vendor
- Explain the Inventory maintenance process
- Apply suitable practices for issuing required supplies to the concern department of hotel/restaurant
- Prepare sample inventory reports and logs
- Employee suitable 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
Bridge Module	04:00	00:00	00:00	00:00	04:00
Module 1: Introduction to the Hotel Industry and Store Assistant	04:00	00:00	00:00	00:00	04:00
THC/N2607 – Procure Supplies from Vendors NOS Version No. 2.0 NSQF Level 4	32:00	40:00	84:00	00:00	156:00
Module 2: Perform Procurement Activities for Hotel Supplies	32:00	40:00	84:00	00:00	156:00
THC/N2608 – Maintain Inventory and Issue Supply NOS Version No. 2.0 NSQF Level 4	40:00	60:00	100:00	00:00	200:00
Module 3: Maintain Inventory of Hotel supplies	24:00	40:00	56:00	00:00	120:00
Module 4: Issue Supply	16:00	20:00	44:00	00:00	80:00

and Equipment					
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	32:00	40:00	32:00	00:00	104:00
Module 5: Maintain Effective Communication and Service Standard	32:00	40:00	32:00	00:00	72:00
THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3	16:00	04:00	08:00	00:00	28:00
Module 6: Organizational Confidentiality and Customer Privacy	16:00	04:00	08:00	00:00	28:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	24:00	40:00	16:00	00:00	80:00
Module 7: Basic Health and Safety Standards	24:00	40:00	16:00	00:00	80:00
Total Duration	148:00	184:00	240:00	00:00	572:00

Module Details

Module 1: Introduction to the Hotel Industry and Store Assistant *Bridge Module*

Terminal Outcomes:

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

Duration: 04:00	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 Material Management Department of different star categories • Elaborate the job role and job opportunities as a Store Assistant in the Tourism and Hospitality Industry • Explain basic terminologies used in Material Management • Elaborate standard business etiquette in the Hotel Industry • Discuss the workflow and departmental organization of Material Management 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Perform Procurement Activities for Hotel Supplies

Mapped to NOS/N2607 v 2.0

Terminal Outcomes:

- Apply appropriate skills and knowledge of demand forecasting for restaurant or hotel supplies
- Describe demand review and supply requisition procedures restaurant and hotel
- Perform material procurement activities

Duration: 32:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain different types of supplies required in various departments of a restaurant and hotel • Describe the forecasting methods for restaurant or hotel supplies • State the importance of obtaining supply requirements from all departments, like F&B Services, Kitchen, Housekeeping, etc. • Elaborate the procedures and significance of reviewing demand requests and supply requisition • Discuss the significance of utilizing vendor's logistics for regular deliveries to identify standing order items • Explain the process of material procurement • State the importance of sending authorized or approved purchase orders to the vendors in a timely manner 	<ul style="list-style-type: none"> • Role play on how to forecast upcoming levels of demands and obtain supply requirements from all departments like F & B Service, Kitchen, Housekeeping, etc. • Apply appropriate practices to review demand requests and supply of quantities of restaurant or hotel supplies as per minimum or maximum stock levels to be maintained • Perform calculations to determine the appropriate quantity and expected delivery time of the supply • Role play on how to assist Store Manager while placing the order with the vendors for periodic supplies • Dramatize a situation on how to check and verify the pending orders
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 bin card, Sample stock control card, Sample forecast form, Sample purchase order form, Sample requisition form, etc.	

Module 3: Maintain Inventory of Restaurant/Hotel Supply

Mapped to NOS/N2608 v 2.0

Terminal Outcomes:

- Perform the activities of inventory maintenance of restaurant and hotel supplies
- Prepare sample inventory reports and logs for restaurant and hotel supplies
- Apply appropriate techniques of inventory management

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate various inventory management techniques, like ABC analysis, VED analysis, etc. • Discuss the policy and procedures for receiving, storage, issuing and recording the maintenance of physical inventory • State the importance of inspecting the storage facilities for upkeep and hygiene of the raw material and other supplies • Explain the types of reports and records maintained in the Store Department • Elaborate the inspection procedures for various types of supplies to maintain adequate inventory • Describe the procedure of inventory audit as well as various ways to identify and manage slow-moving inventories • Discuss the importance of updating the details in inventory management software or system 	<ul style="list-style-type: none"> • Apply appropriate practices to monitor inventory and compile orders based on par levels or needs of various departments at the restaurant or hotel • Employ appropriate inspection procedure for the received goods as per the agreed purchase, delivery note, and agreed quantity of the supplies • Create sample inventory reports and logs • Role play on how to store the supplies for minimising the occurrence of risks and preventing losses • Perform checking inventory records of Kitchen, F&B, Housekeeping departments, etc. • Demonstrate the procedure of conducting physical stock audits and tally with the inventory count from records • Apply appropriate practices to ensure updating the what?? details in the inventory management software and system • Employ proper practices to identify slow-moving and expired items in the restaurant and hotel and how to dispose them • Apply proper practices to follow various inventory management techniques like ABC analysis, VED analysis, etc.
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 inventory reports and logs, Sample inventory records, Sample purchase order format, Sample delivery note, etc.	

Module 4: Issue Supplies and Equipment

Mapped to NOS/N2608 v 2.0

Terminal Outcomes:

- Perform the activities to issue hospitality supplies and equipment
- Apply appropriate procedure to ensure maintenance of Inventory management system and Inventory Reports

Duration: 16:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss basic requirement and methods of issuing the supplies from the store • State the significance of ensuring all store requisitions are signed by concerned Department Heads of the restaurant and hotel and the person collecting the supplies • Explain the procedure to enter inventory details in bin cards, stock register, etc. that have been issued 	<ul style="list-style-type: none"> • Role play on how to issue supplies and equipment to various departments of the restaurant and hotel against material requisition slips • Apply appropriate inspection procedure to check the requisition form is properly signed by the person collecting required supplies for particular department • Employ suitable practices to update the Inventory and Materials Management System • Apply appropriate practices to enter inventory details in bin cards, stock register, etc., immediately after material and supplies have been issued • Show how to maintain inventory records and reports efficiently
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 material requisition slip, Sample Inventory Reports, Sample Inventory invoices, Sample bin card, stock register, etc.	

Module 5: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 32:00	Duration: 40:00
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 customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
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 6: 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

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report 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 use, store and dispose of the organizational and customer 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 7: 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 practices

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Dramatize a situation on mock safety drills for emergency situations • 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 Prepare a sample incident report
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, Relevant Standard Operating Procedures and Sample reports	

Module 8: On-the-Job Training

Mapped to Store Assistant

Mandatory Duration: 00:00

Recommended Duration: 240:00

Location: On Site

Terminal Outcomes

- Apply appropriate practices to forecast upcoming levels of demands in coordination with the departmental heads
- Demonstrate the procedure of obtaining supply requirements from all departments, like F & B Service, Kitchen, Housekeeping, etc.
- Dramatize a situation on how to review demand requests and verify quantities of restaurant or hotel supplies within the established minimum or maximum stock levels
- Employ appropriate professional skills to determine the appropriate quantity and expected delivery time of the supply
- Apply appropriate practices to utilize vendor's logistics for regular deliveries for identifying standing order items
- Role play on how to assist Store Manager while placing the order with the vendors for periodic supplies
- Employ proper practices to check all authorized or approved purchase orders are sent to their respective suppliers/vendors for delivery
- Apply suitable professional skills to check and verify all pending orders regularly
- Apply appropriate practices to monitor inventory and compile orders based on par levels or needs of various departments at the restaurant or hotel
- Employ appropriate inspection procedure for the received goods as per the agreed purchase, delivery note, and agreed quantity of the supplies
- Role play on how to store the supplies for minimising the occurrence of risks and preventing losses
- Demonstrate the procedure of conducting physical stock audits and tally with the inventory count from records
- Employ proper practices to identify the slow-moving and expired items in the restaurant/hotel as well as to dispose of the expired items
- Employ appropriate practices to issue supplies and equipment to various departments of the restaurant/hotel against material requisition slips
- Show how to maintain clear and organized records to ensure Inventory reports and invoices are filed and stored properly
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Demonstrate sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy
- Perform the activities to maintain personal hygiene at workplace
- Role play on identifying hazards at workplace and reporting to the supervisor
- Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy

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	Hotel/ Hospitality Management/ Material Management	5	Hotel/ Hospitality Management/ Material management	1	Hotel/ Hospitality Management/ Material management	

Trainer Certification	
Domain Certification	Platform Certification
“Store Assistant”, “THC/Q2602, V1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1” 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	Hotel/ Hospitality Management/ Material Management	5	Hotel/ Hospitality Management/ Material Management	1	Hotel/ Hospitality Management/ Material Management	

Assessor Certification	
Domain Certification	Platform Certification
“Store Assistant”, “THC/Q2602, V1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1” 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
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights