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QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Tourism and Hospitality Skill Council (THSC)

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Name and contact details of individual dealing with the submission

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Position in the organisation: Chief Executive Officer

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List of documents submitted in support of the Qualifications File:

- a) Annexure 1: Occupational Map of the Sector
- b) Annexure2: QP THC/Q0306: Captain

Documents already submitted to QRC:

1. RFP for development of Occupational Standards
2. Selection process of the Consultants to develop Occupational Standards
3. Occupational Map for the Sector
4. List of companies and Industry Association partners who helped in creating the QPs
5. Minutes of the Meeting of the Governing Body to Appoint Subject Matter Experts (SMEs)
6. List of Subject matter experts appointed by the Governing Body
7. Putting up the Occupational Standards in public view
8. Qualification Pack
9. Assessment protocol and strategy
10. NSDC-IMaCS skill gap report
11. NSDC-KPMG skill gap report

QUALIFICATION FILE SUMMARY

Qualification Title	Captain (THC/Q0306)		
Body/bodies which will assess candidates	Tourism and Hospitality Skill Council Affiliated Assessment partners		
Body/bodies which will award the certificate for the qualification.	Tourism and Hospitality Skill Council		
Body which will accredit providers to offer the qualification.	Tourism and Hospitality Skill Council		
Occupation(s) to which the qualification gives access	Food & Beverage Service		
Proposed level of the qualification in the NSQF.	Level 6		
Anticipated volume of training/learning required to complete the qualification.	350 Hours		
Entry requirements / recommendations.	Preferable 8th Standard pass		
Maximum Qualifications	Craft Course Hospitality Management		
International Comparability	Not yet established		
Progression from the qualification.	Outlet Manager		
Planned arrangements for RPL.	RPL policy will be described as and when available		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/Optional	Estimated size (learning hours)	Level
THC/N0312: Supervise food & beverage service	M	80	6

THC/N0313: Manage customer service	M	60	6
THC/N0314: Manage inventory and staff	M	60	6
THC/N9901: Communicate with customer and colleagues	M	30	Common Across all Levels
THC/N9902: Maintain customer-centric service orientation	M	20	Common Across all Levels
THC/N9903: Maintain standard of etiquetthospitable conduct	M	20	Common Across all Levels
THC/N9904: Follow gender and age sensitive service practices	M	20	Common Across all Levels
THC/N9905: Maintain IPR of organisation and customers	M	10	Common Across all Levels
THC/N9906: Maintain health and hygiene	M	10	Common Across all Levels
THC/N9907: Maintain safety at workplace	M	20	Common Across all Levels
THC/N9909: Learn a foreign or local language(s) including English	M	20	Common Across all Levels

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

1) Qualification pack attached- Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

- Confederation of Indian Industry.

Will the assessment body be responsible for RPL assessment?

Yes. The RPL will be carried out through screening, identifying the skill gaps, provide bridge training to cover the competency gap & then conduct final assessments of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Assessment is done through third parties who are affiliated to THSC as Assessment Body. THSC has defined an **eligibility criterion for assessors for each QP**. The assessment agency looks for prospective assessor basis the eligibility criterion defined by THSC & are henceforth appropriately interviewed & approved for that particular assessment. The assessors go through the assessment orientation before the final assessments.

THSC creates & develops an assessment strategy unique to each QP which bifurcates the theory & practical with higher emphasis on Practical assessment and comprises of the following:

- 1) NOS Mapped Questions/Activities/Skill Demonstration
- 2) Assessment methods/tools
- 3) Total marks Per Assessment Method/Tool

- 4) Number of Questions
- 5) Marks Allocation Per Question
- 6) Timelines
- 7) Exam Conduct
- 8) Assessment Design

The emphasis is on practical demonstration of skills & knowledge based on the Assessable Criteria. Each NOS is assessed & marked separately. Student is required to pass in all NOS's individually and marks are allotted per NOS as the unit of evaluation

Few examples of the Assessment Methods we use:

- 1) Theory- Written Assessment (Multiple Choice Questions)
- 2) Practical Assessment
 - a. Identification
 - b. Demonstration of Skills/ Activities
 - c. Role Play
 - d. Viva Voce

The assessment results are backed by evidences collected by assessors.

1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.

2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.

3 The assessor needs to punch the trainee's roll number on all the test pieces.

4 The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.

5 The assessor also needs to carry a photo ID card.

THSC is in process of putting an auditing partner in place to audit the assessments being conducted by the assessment bodies affiliated with THSC.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role :Captain Qualification Pack :THC/Q0306 Sector Skill Council : Tourism and Hospitality
Assessment Guidelines: <ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Assessable Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. To pass the Qualification Pack, every trainee should score a minimum of 75% in Functional NOS's and 60% in all Generic NOS's. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification pack.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment Criteria	Total Marks (550)	Out of	Theory	Skills Practical
THC/N0312 Supervise food & beverage service	PC1. identify a proper place to conduct staff briefing	50	1	0.5	0.5
	PC2. ensure that all the duty staff of that shift attend the briefing		0.5	0	0.5
	PC3. count staff to check the absenteeism on that day		0.5	0	0.5
	PC4. brief about the shift work and assign them location and specific duties to be performed during the day		3.5	1	2.5
	PC5. brief staff members, in case of an event or function, about the host, special requirements mentioned and number of guests		3.5	1	2.5
	PC6. mention explicitly the do's and don'ts of day's customer service		3.5	1	2.5
	PC7. instruct them, if need be, where to unload the supplies and sort them for proper storage and placement		3.5	1	1.5
	PC8. describe table setup specifications (including the sizes, types and colors of table cloths and table skirts)		3.5	1	2.5
	PC9. describe the menu of the day or for the function (including beverages, number of courses and desserts)		2	0.5	1.5

	PC10. describe about the way of serving and how to operate equipment's		3	1	2
	PC11. define and clearly describe, in case of an event or function, the sequence of service		3	1	2
	PC12. ensure the proper maintenance and good working order of all equipment, furniture and fixtures in the customer service area		2	0.5	1.5
	PC13. keep track of the quantities of supplies like glass wares etc. used on day-to-day basis		2	0.5	1.5
	PC14. co-ordinate with steward and assign tables for guests with table reservation		2	0.5	1.5
	PC15. guide the hostess, waiter/waitress in the performance of their jobs		2	0.5	1.5
	PC16. assist the service staff in the service of food and drinks		2	0.5	1.5
	PC17. consistently implementing the service standards and operating procedures in the customer service area		2.5	1	1.5
	PC18. visit guests to confirm their satisfaction		2	0.5	1.5
	PC19. instruct the staff to clear all the tables as per organizational SOP		2	0.5	1.5
	PC20. direct them to do the basic cleaning of furniture and customer service area as per organizational SOP		2.5	1	1.5
	PC21. ask them about the problems faced during the day's operation and provide solutions		2.5	1	1.5
	PC22. take their suggestion, if any, to improve the services		2	0.5	1.5
		Total	50	15	35
THC/N0313 Manage customer service	PC1. inspect the service area before the arrival of customers	50	3	1.5	1.5
	PC2. check dining room and ensure proper setting of tables and chairs		3	1	2
	PC3. ensure cleanliness and safety of the area as per organizational quality standards		3	1	2
	PC4. inspect the cleanliness and presentation of all china, glass and silver wares prior to use		3	1	2
	PC5. ensure setting of tables according to type of event and service standards		3.5	1	2.5
	PC6. take immediate action to correct any issues found during the inspection		3.5	1	2.5
	PC7. welcome and acknowledge all guests according to company standards and assist them with seating		3	1	2
	PC8. provide customer correct menu and give accurate information on individual dishes according to customers' requirements		3	1	2
	PC9. take the opportunity to maximize the order using appropriate sales techniques		3.5	1	2.5
	PC10. advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice		3.5	1	2.5

	PC11. record and relay information about any special requests or dietary or cultural requirements promptly and accurately to kitchen		3.5	1	2.5
	PC12. anticipate customers' needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience for them		3.5	1	2.5
	PC13. check tables throughout service times for customer satisfaction and resolve their complaints if any		3.5	1	2.5
	PC14. communicate additional meal requirements and special requests to the kitchen		2.5	0.5	2
	PC15. take the feedback from the customer on dining experience		2.5	0.5	2
	PC16. provide creative inputs from customer's feedback to top management for improving the services		2.5	0.5	2
		Total	50	25	35
THC/N0314 Manage inventory and staff	PC1. estimate the requirements of variety of resources for customer service	50	3.5	1	2.5
	PC2. estimate the quantity of various resources required for effective customer service		3.5	1	2.5
	PC3. receive the deliveries of materials from outlet manager / storekeeper		3.5	1	2.5
	PC4. ensure that received materials are kept at safe position		3.5	1	2.5
	PC5. keep track of the quantities of supplies used on day-to-day basis		3.5	1	2.5
	PC6. follow stock management procedures of the organization		3.5	1	2.5
	PC7. inform outlet manager about the inventory status and help in re-ordering of materials		3.5	1	2.5
	PC8. ensure adequate availability of resources for uninterrupted customer services		3.5	1	2.5
	PC9. ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring		3.5	1	2.5
	PC10. ensure that adequate number of staff is available in the customer service area		3.5	1	2.5
	PC11. train them as per the job requirements		3.5	1	2.5
	PC12. train them about working as a team to ensure effective customer service		3	0.5	2.5
	PC13. ensure that each staff is exposed to different aspects of customer service		3	0.5	2.5
	PC14. divide the work among the staff according to required tasks to be performed during service hours		3	0.5	2.5
	PC15. have contingency plans to deal with problems as they arise e.g. unexplained absenteeism of the staff		3	0.5	2.5
			50	12.5	38.5
THC/9901 Communicate	PC1. receive job order and instructions from reporting superior	50	1	0.5	0.5

with customer and colleagues	PC2. understand the work output requirements, targets, performance indicators and incentives	0.5	0.5	0
	PC3. deliver quality work on time and report any anticipated reasons for delays	0.5	0.5	0
	PC4. escalate unresolved problems or complaints to the relevant senior	1	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior	0.5	0.5	0
	PC6. receive feedback on work standards	1	0.5	0.5
	PC7. document the completed work schedule and handover to the superior	1	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace	1.5	0.5	1
	PC9. aim to achieve smooth workflow	1.5	0.5	1
	PC10. help and assist colleagues with information and knowledge	1	0.5	0.5
	PC11. seek assistance from the colleagues when required	1	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve	1.5	0.5	1
	PC13. pass on essential information to other colleagues on timely basis	1.5	0.5	1
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues	1.5	0.5	1
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work	1.5	0.5	1
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues	1.5	0.5	1
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output	1.5	0.5	1
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance	1	0.5	0.5
	PC19. ask more questions to the customers and identify their needs	1	0.5	0.5
	PC20. possess strong knowledge on the product, services and market	0.5	0.5	0
	PC21. brief the customers clearly	0.5	0.5	0
	PC22. communicate with the customers in a polite, professional and friendly manner	1.5	0.5	1
	PC23. build effective but impersonal relationship with the customers	1.5	0.5	1
	PC24. ensure the appropriate language and tone are used to the customers	1.5	0.5	1
	PC25. listen actively in a two way communication	1.5	0.5	1

	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2	0.5	1.5
	PC37. explain the terms and conditions clearly		3	0.5	2.5
		Total	50	18.5	31.5
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2
	PC10. engage with customers without intruding on privacy		2	0	2
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2

	PC12. treat the customers fairly and with due respect		2.5	0.5	2
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2
	PC15. ensure that customer expectations are met		2.5	0.5	2
	PC16. learn to read customers' needs and wants		2.5	0.5	2
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2
	PC19. maintain close contact with the customers and focus groups		2	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2	0.5	1.5
		Total	50	10	40
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0	0.5
	PC2. welcome the customers with a smile		0.5	0	0.5
	PC3. ensure to maintain eye contact		0.5	0	0.5
	PC4. address the customers in a respectable manner		1	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0	0.5
	PC7. ensure not to be too loud while talking		0.5	0	0.5
	PC8. maintain fair and high standards of practice		2.5	1	1.5
	PC9. ensure to offer transparent prices		2	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2	0.5	1.5
	PC12. ensure not to argue with the customer		2	0.5	1.5
	PC13. listen attentively and answer back politely		2	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1	1.5
	PC15. dress professionally		2	0.5	1.5
	PC16. deliver positive attitude to work		2	0.5	1.5
	PC17. maintain well groomed personality		2	0.5	1.5
	PC18. achieve punctuality and body language		2	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2	0.5	1.5

	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2	0.5	1.5
	PC25. use polite language		1	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1
	PC31. gain customer loyalty		1.5	0.5	1
	PC32. enhance brand value of company		2	0.5	1.5
		Total	50	14	36
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1	1	0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2	0.5	1.5

PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties	2	0.5	1.5
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged	2	0.5	1.5
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others	3	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	3	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists	2	0.5	1.5
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	2	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens	2	0.5	1.5
PC15. ensure availability of medical facilities and doctor	2	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	2	0.5	1.5
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.	2	0.5	1.5
PC18. involve women in the decision making processes and management professions	2	0.5	1.5
PC19. avoid specific discrimination and give women their due respect	2	0.5	1.5
PC20. motivate the women in the work place towards utilizing their skills	2	0.5	1.5
PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	2	0.5	1.5
PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues	2	0.5	1.5
PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.	2	0.5	1.5
PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.	2	0.5	1.5
PC25. ensure safety and security of women at all levels	2	0.5	1.5

		Total	50	15	35
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4
	PC2. be aware of any of company's product, service or design patents		7	7	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4
	PC4. read copyright clause of the material published on the internet and any other printed material		7	3	4
	PC5. protect infringement upon customer's business or design plans		7	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7	3.5	3.5
	Total	50	27.5	22.5	
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1

	PC15. wash hands on a regular basis		2	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1
	PC17. wash the cups		1.5	0.5	1
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1
		Total	50	15.5	34.5
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1	1	0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1
	PC8. practice correct emergency procedures		1.5	0.5	1
	PC9. check and review the storage areas frequently		1.5	0.5	1

PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas	1.5	0	1.5
PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.	1.5	0.5	1
PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch	1.5	0.5	1
PC13. ensure safe techniques while moving furniture and fixtures	1.5	0.5	1
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	1.5	0.5	1
PC15. read the manufacturers manual carefully before use of any equipment	1.5	0.5	1
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	2	0.5	1.5
PC17. keep the floors free from water and grease to avoid slippery surface	2	0.5	1.5
PC18. ensure to use non slip liquids and waxes to polish and treat floors	1.5	0.5	1
PC19. use rubber mats to the places where floors are constantly wet	2	0.5	1.5
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.	2	0.5	1.5
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	2	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	2	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies	2	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed	1	0	1
PC25. ensure all equipment and tools are stored and maintained properly and safe to use	1.5	0.5	1
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	1.5	0.5	1
PC27. Ensure to display safety signs at places where necessary for people to be cautious	1	0	1
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.	1.5	0.5	1

	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1
	PC31. comply with the established safety procedures of the workplace		1	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0	0.5
	PC33. ensure zero accident at workplace		0.5	0	0.5
	PC34. adhere to safety standards and ensure no material damage		1	0.5	0.5
		Total	50	15	35
THC/N9909 Learn a foreign or local language(s) including English	PC1. understand from the company, the typical foreign or vernacular language queries	50	5.5	2.5	3
	PC2. learn keywords that may be used to pose those queries		7	2	5
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		7.5	1	5.5
	PC4. listen to focussed or recorded sentences as spoken typically in the language		7.5	1	5.5
	PC5. speak without hesitation and fear of being incorrect		7.5	1	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		7.5	1	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5	1	4
	PC8. seek to improve language proficiency to 'working knowledge' level		7.5	1	5.5
		Total	50	10.5	39.5

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Attached is Annexure 1 as Occupational Map which lists the job role & occupations & their career paths which have been derived through extensive industry interactions facilitated from around 08 workshops & site visits conducted and interactions with over 300+ representatives from different organizations all over the country.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- IMaCS Industry Estimation-22303
- Skills Gap analysis Reports for industry demand
- Training duration and current and potential capacity envisaged for potential supply
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work to ensure that there is no duplicity.
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- 1) Agencies have been planned by the SSC to interact with training providers to gather feedback in implementation.
- 2) Monitoring of results of assessments
- 3) Employer feedback will be sought post-placement
- 4) A formal review is scheduled in 2 years' time (2017)

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Process Required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>This role demands wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices in the contexts of F&B services operations in outlets including monitoring food & beverage services during day-to-day operations, events and functions like banquet parties etc.</p> <p>The candidate requires well developed skills as is evident in the complex tasks below.</p> <ul style="list-style-type: none"> welcome and acknowledge all guests according to company standards and assist them with seating provide customer correct menu and give accurate information on individual dishes according to customers' requirements 	<p>The knowledge requirement is in conformance with level 6 descriptor i.e. It requires factual and theoretical knowledge in broad contexts within a field of work or study which in this case includes, hotel Food & Beverage operations and customer services, as is evident through:</p> <p>Examples:</p> <ul style="list-style-type: none"> about variety of equipment, supplies and materials required in the customer service area about the standard operating procedures of the organization applicable to the work area about the mise-en-place at the prescribed hours about outlet's menu and drinks, its standard quantity, basic preparation method and presentation about how to use all the equipment available in the service area or used there about precautions to be taken for material handling and storage, food handling and serving about how to use all the resources effectively and avoid the wastage storage, service and 	<p>The incumbent has to put to use a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study</p> <p>Examples:</p> <ul style="list-style-type: none"> anticipate customers' needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience for them check tables throughout service times for customer satisfaction and resolve their complaints if any communicate additional meal requirements and special requests to the kitchen take the feedback from the customer on dining experience have contingency 	<p>The incumbent requires reasonably good skills in mathematical calculation, understanding of social, political environment and reasonably good skills in data collecting, organising information and logical communication in order to perform the job.</p> <p>Examples:</p> <ul style="list-style-type: none"> communicate effectively with proprietor, outlet manager, chef, service staff and customer provide accurate and up-to-date information in a way that is suitable for the people receiving it communicate with people in respectful form and manner fill data capturing format for keeping day-to-day record as per organizational SOPs write the list of 	<p>The incumbent not only has responsibility for own work and learning but full responsibility for his team for their work and learning.</p> <p>This is evident through the following requirements:</p> <p>Examples:</p> <ul style="list-style-type: none"> guide the hostess, waiter/waitress in the performance of their jobs ensure that adequate number of staff is available in the customer service area train them as per the job requirements train them about working as a team to ensure effective customer service ensure that each staff is exposed to different aspects of customer service divide the work among the staff according to 	5

<ul style="list-style-type: none"> • take the opportunity to maximize the order using appropriate sales techniques • advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice • record and relay information about any special requests or dietary or cultural requirements promptly and accurately to kitchen • anticipate customers' needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience for them • decide and select supplies and materials as per the requirements • decide on selection of candidate for job based on skills and 	<p>upkeep procedure for cutlery, condiments and other accessories</p> <ul style="list-style-type: none"> • site layout and obstacles • instructions and procedures for entering and leaving the workplace and why one should follow them • levels of personal hygiene required at the workplace and why it is important to maintain them during work • how to clear tables of crockery, cutlery and glassware at the appropriate time with minimal disruption to customers • when and how to remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has left • how and where to arrange table items used in food service area for cleaning or store them as required • how to safely dispose of waste food <p>If the facts and knowledge were wide-ranging it would have been a level 7, but given the facts and knowledge is very specific to the industry and establishment category, level 6 is more appropriate.</p>	<p>plans to deal with problems as they arise e.g. unexplained absenteeism of the staff</p> <ul style="list-style-type: none"> • check tables throughout service times for customer satisfaction and resolve their complaints if any 	<p>resources and their quantity required for customer service</p> <ul style="list-style-type: none"> • to estimate time taken for each activity and allocate work accordingly • to estimate the performance of staff based on checks and inspections • calculate and estimate the optimum inventory level of materials to be stocked for smooth operation • calculate the cost of different expenses while preparing a budget 	<p>required tasks to be performed during service hours</p>
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<p>competency</p> <p>Given that the incumbent is responsible for all aspects of the operations, finance and human resources management, the role clearly lies in domain level 6 of the NSQF. This is not level 7 as for level 7 there is involvement of non-standard contexts, wherein here the context is fixed only practices are variable.</p>					
5	5	5	5	5	

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Please refer to the attached career path as per annexure 1 which clearly defines the career path.
 Vertical Progression: Outlet Manager
 Horizontal Progression: Bar Manager

Please attach any documents giving further information about any of the topics above.
 Give details of the document(s) here:

1. Occupational Map of the sector
2. QP: THC/Q0306