



Model Curriculum

QP Name: Food and Beverage Service - Associate

QP Code: THC/Q0301

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 2.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel/Restaurant
Occupation	Food and Beverage Service
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5123.20
Minimum Educational Qualification and Experience	<p>12th grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0- Food & Beverage Assistant with minimum education as 8th Grade pass with 3-year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	27/05/2021
Next Review Date	27/05/2024
NSQC Approval Date	27/05/2021
QP Version	2.0
Model Curriculum Creation Date	27/05/2021
Model Curriculum Valid Up to Date	27/05/2024
Model Curriculum Version	2.0
Minimum Duration of the Course	420 Hours, 0 Minutes
Maximum Duration of the Course	420 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 procedure to inspect as well as organize services and dining area
- Describe the procedure to take the orders and serve Food and Beverages to the guests
- Present the bill to the guests to collect the payment
- Carry out the activities to prepare the table for the next guest
- Communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Maintain 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
THC/N0301 – Provide Efficient Food and Beverages Service to Guests NOS Version No. 2.0 NSQF Level 4	60:00	60:00	60:00	00:00	180:00
Module 1: Introduction to Hotel Restaurant and Food and Beverage Services	06:00	00:00	00:00	00:00	06:00
Module 2: Prepare for Food and Beverage Services	24:00	30:00	30:00	00:00	84:00
Module 3: Provide Food and Beverage Services	30:00	30:00	30:00	00:00	90:00
THC/N0303 – Perform Post-dining Activities NOS Version No. 2.0 NSQF Level 4	30:00	30:00	30:00	00:00	90:00
Module 4: Perform Post Dining Operations	30:00	30:00	30:00	00:00	90:00
THC/N9901 – Communicate Effectively and Maintain Service Standards	18:00	12:00	00:00	00:00	30:00

NOS Version No. 2.0					
NSQF Level 3					
Module 5: Maintain Effective Communication and Service Standard	18:00	12:00	00:00	00:00	30:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests' Privacy	15:00	15:00	00:00	00:00	30:00
NOS Version No. 2.0					
NSQF Level 3					
Module 6: Organizational Confidentiality and Guest Privacy	15:00	15:00	00:00	00:00	30:00
THC/N9906 – Follow Health, Hygiene and Safety practices	15:00	15:00	00:00	00:00	30:00
NOS Version No. 2.0					
NSQF Level 3					
Module 7: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 8. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 9. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 10. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 11. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 13. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 14. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 15. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 16. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 17. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18. Customer Service	02:00	03:00	00:00	00:00	05:00

Module 19. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	162.00	168.00	90.00	0.00	420.00

Module Details

Module 1: Introduction to Hotel/Restaurant & Food and Beverage Service

Associate

Bridge Module

Terminal Outcomes:

- Develop the knowledge of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Food and Beverage Service Associate
- Explain the scope of work for a Food and Beverage Service Associate

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/Restaurant of small, medium and large establishments • Elaborate the scope for Food and Beverage Service Associate in the Tourism and Hospitality Industry • Describe the attributes required for a Food and Beverage Service Associate • Discuss the role and responsibilities of a Food and Beverage Service Associate • Explain different food and beverage outlets and their layout • Explain basic terminology used in Food and Beverage service • Explain inter and intra departmental coordination of Food and Beverage service with other departments 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Prepare for Food and Beverage Services

Mapped to THC/N0301 v 2.0

Terminal Outcomes:

- Describe various inspection procedures to ensure smooth workflow
- Develop the knowledge and skills about different equipment, tableware, and other essentials required in the dining area

Duration: 24:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of maintaining cleanliness and hygiene in the food service area, such as dining table, sideboards, trolleys, etc. • Discuss types and usage of linen, crockery, cutlery, glassware, tableware and service equipment • Explain the standard procedure of organizing and setting up the table • Elaborate different types of menus • Explain different types of napkin folding techniques • Explain the uses of side station • Discuss the significance of ensuring all amenity details, such as available/non available menu item, lighting, ventilation, and temperature of the dining area, volume of music, etc. 	<ul style="list-style-type: none"> • Employ appropriate inspection methods to check the food service and dining area for cleanliness, ventilation, etc. of the food service area • Apply appropriate practices to inspect table arrangement with linen, tableware, various essentials (table salt, ketch-up, etc.) • Employ standard communication practices to co-ordinate with the Chef for available/non-available menu items and special dishes
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	
Different types of linen, Tableware, Cutlery, Crockery, Napkin, Chair/table, Various service equipment	

Module 3: Provide Food and Beverage Services

Mapped to THC/N0301 v 2.0

Terminal Outcomes:

- Greet and welcome the guests
- Explain the activities to take orders
- Describe the procedure to serve the guests with Food and Beverages

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain communication etiquette and other protocols to be followed while communicating with guests and kitchen/bar staff • Elaborate the standard policy of reservation and seating arrangement • Explain FSSAI and HACCP standard protocols related to Food Safety as well as Food and Beverage Regulations by the Government • Discuss various types of alcoholic and non-alcoholic beverages • Describe different combination of Food and Beverages • Explain the procedure of handling guest's order • Discuss the importance of maintaining delivery standard while serving the Food and Beverages • State the importance of timely removal of glassware and tableware 	<ul style="list-style-type: none"> • Demonstrate professional etiquette while receiving and greeting the guests • Apply appropriate practices to assist the guests to be seated comfortably • Show how to serve welcome drink and snacks to the guests • Dramatize how to take guests' orders • Employ proper techniques to upsell Food and Beverages • Dramatize how to converse with kitchen and bar staff while communicating with orders requirements • Employ appropriate practices to serve the ordered food items and meet delivery standards
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	
Different types of linen, Tableware, Cutlery, Crockery, Napkin, Chair/table, Various service equipment	

Module 4: Perform Post-dining Operations

Mapped to THC/N0303 v 2.0

Terminal Outcomes:

- Explain the procedure to present the bill
- Describe the activities to prepare the table for the next guests

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of providing after meal services to guests • Discuss the standard procedure to receive guests' feedback and handle guests' complaints • Explain the standard procedure to present the bill to the guests • Elaborate the types of various methods to process the payment, like cash, card, e-wallet, etc. • Describe the procedure of managing the cash • Discuss the importance of cleaning and sanitizing the dining area and the tools, equipment, glassware, etc. before the arrival of the next guest • Elaborate the steps of post-dining cleaning • Explain the methods to organize and store the equipment, tools, and other products after providing the service • Discuss the procedure of managing the waste 	<ul style="list-style-type: none"> • Employ appropriate ways to provide after-meal services like mouth freshener, finger bowls, etc. • Dramatize how to handle guests' complaints • Apply appropriate practices to take feedback from the guests • Show how to present the bill to the guests • Demonstrate how to process the payment and handle the cash • Dramatize how to ensure the post-dining cleaning activities are properly done • Employ appropriate inspection methods to check the proper disposal of the waste
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 feedback form, Various cleaning chemicals and accessories, Bill book, Card swiping machine, Various tools, glassware, equipment	

Module 5: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

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

Duration: 18:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle guest complaints • Discuss different ways to improve the guest experience • 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 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 guests • Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guest 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 Guest's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Maintain the confidentiality of the organization
- Maintain the privacy of guest information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining 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 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 organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 7: Basic Health and safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Maintain 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"> • 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 • Identify 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 • Participate in 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: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

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

Module 9: 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
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids <p>LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker</p>	
Tools, Equipment and Other Requirements	

Module 11: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of career development & goal setting 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

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

Module 14: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act. 	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

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
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> List the common components of salary and compute income, expenditure, taxes, investments etc. Discuss the legal rights, laws, and aids. 	<ul style="list-style-type: none"> Outline the importance of selecting the right financial institution, product, and service. Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

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

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

Module 19: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and confidence during an interview. List the steps for searching and registering for apprenticeship opportunities. 	<ul style="list-style-type: none"> Create a professional Curriculum Vitae (CV) Perform a mock interview Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: On-the-Job Training

Mapped to Food and Beverage Service Associate

Mandatory Duration: 90:00	Recommended Duration: 000:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Inspect the dining area, table equipment, and other essentials for cleanliness and hygiene as per organization's standard operating procedure • Carry out the activities to inspect and organize the table with tableware, glass, linen, and other essentials • Demonstrate the inspection procedure to check, replenish, and arrange with various essentials and service equipment • Demonstrate the procedures of folding the napkins • Carry out the activities to co-ordinate with the Duty Chef to know about available, non-available and special Food and Beverages of the day • Apply appropriate practices to receive and greet the guests • Demonstrate the professional skills to handle guests' orders, serve the guests, and handle guests' complaints effectively • Perform the activities to upsell Food and Beverages to the guests • Carry out the activities to receive guests' feedback, present the bill, process the payments, and manage the cash • Perform the activities to check for cleanliness of the table, chair, and other essentials for the next guests • Carry out the activities to check for proper waste disposal as per standards • Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors • Demonstrate positive body language when dealing with guests and colleagues • 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 • Maintain personal hygiene and grooming at workplace • Identify hazards at workplace and report to the supervisor • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Perform all the activities to maintain health, hygiene, and safety at the workplace 	

Annexure

Trainer Requirements

Trainer Prerequisites							
Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
			Years	Specialization	Years	Specialization	
Certificate in Food and Beverage Service Associate	Certificate/ Diploma/ Degree/ Master/ PhD	Hotel/Hospitality Management/ Food and Beverage Service	5	Hotel/Hospitality Management/ Food and Beverage Service Associate	1	Hotel/Hospitality Management/ Food and Beverage Service Associate	

Trainer Certification	
Domain Certification	Platform Certification
“Food and Beverage Service Associate”, “THC/Q0301, v1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites

Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
			Years	Specialization	Years	Specialization	
Certificate in Food and Beverage Service Associate	Certificate/ Diploma/ Degree/ Master/ PhD	Hotel/Hospitality Management/ Food and Beverage Service	5	Hotel/Hospitality Management/ Food and Beverage Service Associate	1	Hotel/Hospitality Management/ Food and Beverage Service Associate	

Assessor Certification

Domain Certification	Platform Certification
"Food and Beverage Service Associate", "THC/Q0301, 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	Technical and Vocational Education and Training
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
IATA	International Air Transport Association
WHO	World Health Organization
ICAO	International Civil Aviation Organization
IRDA	Insurance Regulatory and Development Authority of India