

Model Curriculum

Trainee Chef

SECTOR: TOURISM AND HOSPITALITY
SUB-SECTOR: RESTAURANT
OCCUPATION: FOOD PRODUCTION / KITCHEN
REF. ID: THC/Q2702 ,VERSION 1.0
NSQF LEVEL: 3



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TOURISM AND HOSPITALITY SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Trainee Chef' QP No. 'THC/Q2702 NSQF Level 3'

Date of Issuance: December 10th, 2015

Valid up to: March 25th, 2016

* Valid up to the next review date of the Qualification Pack



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Authorized Signatory
(Tourism and Hospitality Skill Council)

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Trainee Chef

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Trainee Chef”, in the “Tourism and Hospitality” and aims at building the following key competencies amongst the learner

Program Name	Trainee Chef		
Qualification Pack Name & Reference ID.	Trainee Chef THC/Q2702 ,Version 1.0		
Version No.	1.0	Version Update Date	26-08 -2015
Pre-requisites to Training	Preferable 8th Standard Passed		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Receive, store and track raw material in the kitchen • Assist in food preparation and cooking • Maintain kitchen • Maintain IPR of customers • Exhibit Proper etiquette and conduct • Follow gender and age sensitive practices • Follow Health, hygiene and safety practices in the industry • Effectively communicate with Guests and Colleagues 		

This course encompasses 10 out of 10 National Occupational Standards (NOS) of “Trainee Chef”, Qualification Pack issued by “Tourism and Hospitality”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Receiving, distributing and storing supplies</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N2706</p>	<ul style="list-style-type: none"> Receive all provisions and supplies Check incoming stock Sort them for storing Distribute supplies appropriately Refill kitchen condiment bottles Store remaining supplies properly Ensure proper storage of uncooked, semi-cooked and cooked food 	<p>White Board Audio Visual Inventory sheet Stock Register Date tags</p>
2	<p>Keeping track of consumption</p> <p>Theory Duration (hh:mm) 0800</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N2706</p>	<ul style="list-style-type: none"> Keep track of daily consumption of supplies Keep track of fuel consumption Inform when re-ordering is required 	<p>White Board Audio Visual</p>
3	<p>Preparation before cooking</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code THC/N2707</p>	<ul style="list-style-type: none"> Retrieve items to be prepared Prepare items before cooking like cleaning, peeling, cutting etc. Weigh and measure ingredients Complete basic preparatory work Grind spices 	<p>White Board Audio Visual, Different types of basic knives like a peeler, chef’s knife, filleting knife, bread knife etc. Basic kitchen equipment like a grater, weighing scale, measuring spoons / cups etc. Whole and powdered spices (actual product or pictures of the same)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<p>Cooking</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code THC/N2707</p>	<ul style="list-style-type: none"> • Prepare food as per instructions • Cook in a way so as to prevent loss of nutrients • Ensure that food characteristics are as per chef's approval • Ensure appropriate quantity of food is cooked • Minimize spoilage of food items and fuel 	<p>White Board Audio Visual Standard recipe card</p>
5	<p>Cleaning kitchen, equipment and appliances</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N2708</p>	<ul style="list-style-type: none"> • Wash floors and walls as per SOP • Wash work area and cooking area as per SOP • Collect dirt and mop surfaces • Sort bottles and discard disposables • Clean storage spaces • Sanitize work surfaces • Collect towels used for handling kitchen equipment • Launder kitchen linen daily • Ensure cleanliness and hygiene in the kitchen • Dust / clean kitchen equipment like juicer, mixer, grinder, toaster etc. • Wash tools and equipment as per SOP • Defrost refrigerators when needed • Get utensils and other cooking area washed by the dishwashers 	<p>White Board Audio Visual Kitchen appliances like a juicer, mixer, grinder, toaster, griller, microwave etc. Soap solution spray bottles Sanitizer spray bottles Color coded chopping boards and knives Disinfectant solutions to be used for knives and chopping boards</p>
6	<p>Kitchen maintenance</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N2708</p>	<ul style="list-style-type: none"> • Check all electrical points, water pipes, taps and electrical fitments are in working order • Inform chef if any repair of electrical, plumbing or infrastructure item is required 	<p>White Board Audio Visual</p>
7	<p>Interacting with superiors and colleagues</p> <p>Theory Duration (hh:mm)</p>	<ul style="list-style-type: none"> • Receive job order and instructions from reporting superior • Escalate unresolved problems or complaints to relevant superior • Understand work output requirements, targets, performance indicators and 	<p>White Board Audio Visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	06:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code THC/N9901	incentives <ul style="list-style-type: none"> • Deliver quality work and report anticipated delays with reason • Communicate maintenance and repair schedule to superior • Receive feedback on work standards • Document the completed work • Show trust, support and respect to all colleagues and assist them with information and knowledge • Try to achieve smooth overflow • Identify the potential and existing conflicts with colleagues and resolve them • Seek assistance from colleagues when required • Pass on essential information to colleagues in a timely manner • Behave responsibly and use polite language with colleagues • Interact with colleagues from different functions to understand their nature of work • To understand teamwork, multi tasking, co-operation, co-ordination and collaboration • Lookout for any errors and help colleagues to rectify them 	
8	Communicating with customers Theory Duration (hh:mm) 06:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code THC/N9901	<ul style="list-style-type: none"> • Identify customer needs by asking questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers • Use appropriate language and tone and listen actively • Show sensitivity to gender/ cultural and social differences • Understand customer expectations and provide appropriate product/services • Understand customer dissatisfaction and address their complaints • Maintain proper body language and dress code • Communicate clearly and effectively with the guest • Inform the customers on any issues and developments involving them • Respond back to the customer immediately • Upselling/promoting suitable products and services • Seek feedback from customers • Explain terms and conditions clearly 	White Board Audio Visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
9	<p>Service quality requirements</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> Understand target customers, their profiles and needs Build good rapport with the customer Understand the market trends and customer expectations by discussing the same with frequent customers Seek feedback and rating from customer Use customer oriented behaviour to gain loyalty and satisfaction Be friendly but not familiar with guest 	White Board Audio Visual
10	<p>Achieving customer satisfaction through customer-centric service</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> Ensure fair and honest treatments to customers Enhance company's brand value Read customer expectations and ensure they are met Readily accept and implement new ideas to improve customer satisfaction Communicate customer feedback to superior Offer promotions to improve product satisfaction Consult with senior on unscheduled customer requests 	White Board Audio Visual
11	<p>Etiquettes</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Greet, welcome and address the customer appropriately Maintain pitch and tone of voice while speaking to customers Maintain high standards of practice and transparency in pricing Answer the telephone Communicate appropriately with the customer Dress professionally Maintain personal integrity and ethical behaviour Maintain personal grooming and positive body language Demonstrate responsible and disciplined behaviour Escalate grievances to appropriate authority 	White Board Audio Visual
12	<p>Achieving customer satisfaction by being professional</p>	<ul style="list-style-type: none"> Use appropriate titles and terms of respect Handle customer grievances professionally Offer friendly, courteous and hospitable 	White Board Audio Visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9903</p>	<p>service to the customers</p> <ul style="list-style-type: none"> • Provide assistance with sincere attitude • Achieve 100% customer satisfaction • Understand customer loyalty and brand value 	
13	<p>Services and facilities specific to age / gender / special needs</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> • Ensure that the customer feels safe • Understand procedures to be followed during terrorist attacks • Know the facilities and services specific to gender and age • Co-ordinate with team to meet these needs • Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens • Arrange for transport and equipment as required by senior citizens • Understand availability of medical facilities/doctor 	White Board Audio Visual
14	<p>How to behave with women at workplace?</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> • Understand women rights and company's policies regarding them • Know special facilities available for women colleagues and customers • Inform about methods to ensure safety and security of women • Provide comfortable and safe environment for female customers • Maintain compliant behaviour etiquette while dealing with women • Treat women equally and avoid discrimination • Ensure safety and security of female colleagues and customers at all levels 	White Board Audio Visual
15	<p>IPR and Copyright</p> <p>Theory Duration (hh:mm) 04:00</p>	<ul style="list-style-type: none"> • Make sure new initiatives of Hotel are not leaked out • Report IPR violations • Read copyright clause • Protect infringement upon customer's interests 	White Board Audio Visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code THC/N9905</p>	<ul style="list-style-type: none"> Know which aspect of customer information can be used Report any infringement 	
16	<p>Cleanliness</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9906</p>	<ul style="list-style-type: none"> Keep the workplace clean Identify waste and ensure its disposal Ensure waste bins are cleared everyday Point out requirements for pest control Ensure work place has fresh air supply and sufficient lighting Ensure maintenance check of air conditioners and other mechanical equipment in the department Know safe and clean handling of linen, laundry and work area Ensure adequate supply of cleaning consumables 	<p>White Board Audio Visual Broom Duster Wiper Cleaning agents</p>
17	<p>Hygiene</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9906</p>	<ul style="list-style-type: none"> Hand wash procedure Understand personal hygiene Understand dental hygiene Understand cross contamination and how to prevent it Report on personal health issues Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing Maintain availability of clean drinking water Get appropriate vaccinations regularly Undergo preventive health check up and treat all illnesses promptly 	<p>White Board Audio Visual Sanitizer Disinfectant</p>
18	<p>Work Hazards</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9907</p>	<ul style="list-style-type: none"> Understand various hazards in work areas and how to eliminate or minimize them Analyze the causes of accident at workplace and suggest measures to prevent them Take preventive measures and suggest methods to improve existing safety procedures 	<p>White Board Audio Visual Safety sign boards</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
19	<p>Safety standards and procedures</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N9907</p>	<ul style="list-style-type: none"> • Know correct emergency procedures • Know the locations of fire extinguishers, fire emergency etc • Stack items in an organized way to avoid accidents • Handle materials, tools, chemicals etc safely • Ensure safe techniques while moving furniture and fixtures • Understand guidelines to use electrical equipment • Ensure floors are not slippery • Practice ergonomic lifting, bending or moving equipment • Understand first aid • Know the use of personal protective equipment and safety gear • Knowledge of safety signs • Document first aid treatments and safety procedures • Report to supervisor if any hazard is identified adhere to safety standards 	<p>White Board</p> <p>Audio Visual</p> <p>Fire safety sign boards</p> <p>Fire extinguishers and their types</p>
	<p>Total Duration 400 Hrs.</p> <p>Theory Duration 120Hrs.</p> <p>Practical Duration 280Hrs.</p>	<p>Unique Equipment Required: Chopping boards, various types of knives like chef's knife, peeler, cleaver, filleting knife etc., indent sheet, requisition slip, inventory sheet / register, pulverizer, mixer-grinder, toaster, griller and other small kitchen appliances.</p>	

Grand Total Course Duration: **400 Hours, 0 Minutes**

Recommended OJT Hours:**30 days** as a Trainee Chef in a Restaurant covering the practical aspects of the job

*(This syllabus/ curriculum has been approved by **SSC: Tourism and Hospitality Council**)*

Trainer Prerequisites for Job role “Trainee Chef” mapped to Qualification Pack: “THC/Q2702 ,Version 1.0”

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q2702 ,Version 1.0”
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Certificate/Diploma/Degree in Hotel Management
4a	Domain Certification	Certified for training for Job Role: “Trainee Chef” mapped to QP: “THC/Q2702 ,Version 1.0” with minimum passing score 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC\Q1402”. Minimum accepted score is 70%.
5	Experience	At least 5 years’ experience in Food Production / Kitchen including one year as supervisory capacity in a classified Hotel or Restaurant. Experience as Departmental Trainer/ On the Job Trainer would be essential.

Annexure: Assessment Criteria

Assessment Criteria for Trainee Chef	
Job Role	Trainee Chef
Qualification Pack	THC/Q2702, Version 1.0
Sector Skill Council	Tourism and Hospitality Skill Council

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC.
2	Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N2706 Receive, store and track raw materials in the kitchen	PC1. receive all the provisions, supplies and daily consumables sent by supplier(s) as per company's SOP	50	4	1	3
	PC2. check all the incoming stock against the invoice and bills		4	0.5	3.5
	PC3. sort provisions, supplies and daily consumables for proper storing		4.5	1	3.5
	PC4. distribute supplies and daily consumables to the kitchen staff as per the instructions of the Commi / Range / Multicuisine chef		4.5	1	3.5
	PC5. re-fill kitchen condiment bottles and shakers		4.5	1	3.5
	PC6. store non distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per company's work instructions		4.5	1	3.5
	PC7. store all the leftovers, prepared or partially prepared food as per instructions		4.5	1	3.5
	PC8. store semi-cooked food in containers / in the fridge or freezer		4.5	1	3.5
	PC9. ensure that food is stored in the appropriate conditions		4.5	1	3.5
	PC10. keep track of the quantities of supplies used on day		4.5	1	3.5
	PC11. keep track of the fuel consumptions and report to Commi / Range / Multicuisine chef to decide about re		4.5	1	3.5
	PC12. inform Commi / Range / Multicuisine chef about re-ordering of materials		4.5	1	3.5
	Total	50	11.5	38.5	
THC/N2707 Assist in food preparation and cooking	PC1. retrieve food items from the storage area, fridge or freezer	50	4.5	1	3.5
	PC2. prepare items for meal preparation like washing, peeling, chopping and/or cutting vegetables and fruits, butchering meat, cleaning seafood etc.		6.5	1.5	5
	PC3. weigh or measure ingredients		3	0.5	2.5
	PC4. do the basic preparatory work like mixing etc. for making salads and desserts		6	1	5
	PC5. grind spices for usages		6	1	5
	PC6. collect all the required items / ingredients at cooking area		5	1.5	3.5
	PC7. prepare foods in accordance with the Commi / Range / Multi cuisine chef's instructions		5.5	0.5	5
	PC8. cook food and prepare snacks in such a way that a minimum of nutrients are lost		3.5	1	2.5
	PC9. ensure that foods colour, taste and appearance is as per Commi / Range / Multi cuisine chef's approval		3	0.5	2.5
	PC10. ensure that food is cooked as per the quantities required to serve the guests		3.5	0.5	3
	PC11. minimize spoilages of food items and fuel while cooking food		3.5	1	2.5
	Total	50	10	40	

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N2708 Maintain the kitchen	PC1. wash the floor and walls as per company's SOP	50	2	0.5	1.5
	PC2. wash worktables, meat blocks, food preparation and cooking area as per company's SOP		2	0.5	1.5
	PC3. collect dirt and debris in a dustpan		2	0.5	1.5
	PC4. empty out the dustpan in the garbage		2	0.5	1.5
	PC5. mop the surfaces as per company's SOP		2	0.5	1.5
	PC6. squeeze out the mop into a bucket		2	0.5	1.5
	PC7. sort bottles and break / discard disposable ones as per company's work instructions		2	0.5	1.5
	PC8. clean bins, cupboards and other storage places		2	0.5	1.5
	PC9. wipe down kitchen surfaces using proper sanitizers		2	0.5	1.5
	PC10. collect all the towels used for handling kitchen equipments and utensils during the cooking		2	0.5	1.5
	PC11. launder all kitchen linens daily as per company's SOP		2	0.5	1.5
	PC12. ensure that the food preparation areas are clean and hygienic		4.5	1	3.5
	PC13. dust / clean kitchen equipments like mixer, juicer, meat slicer, sink, stoves, fridge etc		4	1	3
	PC14. wash tools and equipments as per company's SOP e.g. weights, grinder		3.5	1	2.5
	PC15. clean refrigerators, stoves and burners		3.5	1	2.5
	PC16. defrost freezers as per operating manuals		3.5	1	2.5
	PC17. get utensils, trays and other food service and cooking wares washed by the dishwasher		1	0.5	0.5
	PC18. check that all the electrical points are in working condition		2	0.5	1.5
	PC19. check that all the water pipes, taps are in good condition		2	0.5	1.5
	PC20. check that all the electrical fitments like fan, exhaust fan etc are in working condition		2	0.5	1.5
	PC21. inform chef if any repair of electrical and plumbing instalments is required		1	0.5	0.5
	PC22. inform about any repair of infrastructure is required e.g. replacement of broken tile		1	0.5	0.5
		Total	50	13.5	36.5
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1	0.5	0.5
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

Assessable Outcomes	Assessment Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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



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