

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualification Pack: Multi-cuisine Cook

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: RESTAURANT

OCCUPATION: Roadside Eateries

REFERENCE ID: THC/Q3006

ALIGNED TO: NCO-2004/NIL

Multi-cuisine Cook is responsible for cooking variety of foods for consumers and arranging and managing food resources in the kitchen.

Brief Job Description: The individual at work cooks foods of different types and typically of regional flavours.

Personal Attributes: The job requires the individual to have good eye sight; knack for observational learning, attention to details, ability to work in typically hot and messy environment.

Job Details

Qualifications Pack Code	THC/Q3006		
Job Role	Multi-cuisine Cook		
Credits(NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	15/04/15
Sub-sector	Restaurant	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16
NSQC Clearance on	28/09/15		

Job Role	Multi-cuisine Cook
Role Description	Cooking variety of foods for consumers and arranging and managing food resources in the kitchen
NSQF level	4
Minimum Educational Qualifications	Preferable primary education
Maximum Educational Qualifications	8 th standard passed
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. THC/N3005: Arrange and manage food resources in the kitchen 2. THC/N3006: Cook variety of food 3. THC/N9901: Communicate with customer and colleagues 4. THC/N9902: Maintain customer-centric service orientation 5. THC/N9903: Maintain standard of etiquette and hospitable conduct 6. THC/N9904: Follow gender and age sensitive service practices 7. THC/N9905: Maintain IPR of organisation and customers 8. THC/N9906: Maintain health and hygiene 9. THC/N9907: Maintain safety at workplace 10. THC/N9909: Learn a foreign or local language(s) including English <p>Optional:</p> <ol style="list-style-type: none"> 1. NA
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

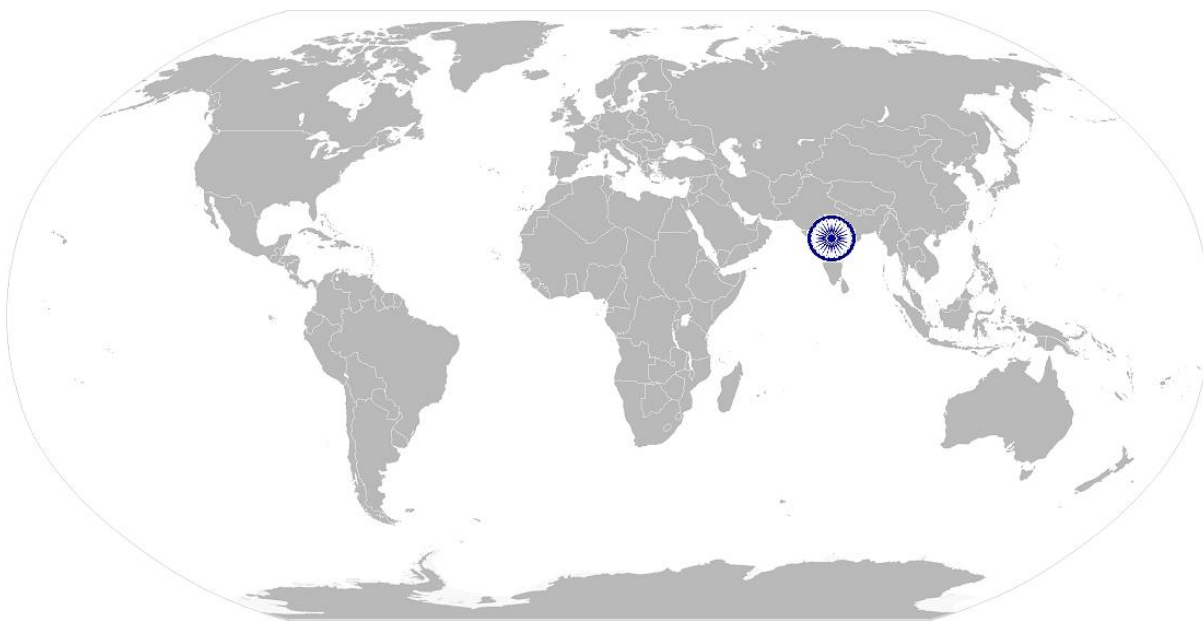
Acronyms

Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources

THC/N3005

Arrange and manage food resources in the kitchen

National Occupational Standard



Overview

This unit is about arranging for, storing and managing food resources in the kitchen for uninterrupted operations.

THC/N3005

Arrange and manage food resources in the kitchen

Unit Code	THC/N3005
Unit Title (Task)	Arrange and manage food resources in the kitchen
Description	This OS unit is about arranging for, storing and managing the food resources in the kitchen for uninterrupted operations.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Arrange food resources • Maintain inventory control • Ensure efficient use of resources
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Arranging for food resources	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helper</p> <p>PC2. estimate the quantity of various resources required for smooth kitchen operations</p> <p>PC3. provide the specifications for kitchen provisions, supplies and daily perishable consumables to the proprietor of the eatery</p> <p>PC4. receive the deliveries of kitchen provisions, supplies and daily perishable consumables from suppliers</p> <p>PC5. check that received food items; supplies and materials are undamaged and then tally them with the order placed</p> <p>PC6. instruct kitchen helper to unload the supplies and sort them for proper storage</p>
Maintaining inventory control	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. keep track of the quantities of supplies used on day-to-day basis</p> <p>PC8. follow stock rotation procedures to avoid wastage of raw materials</p> <p>PC9. inform proprietor about the inventory status and help in re-ordering of materials</p> <p>PC10. keep track of the fuel consumptions and report to proprietor to decide about re-ordering</p> <p>PC11. ensure adequate availability of resources for uninterrupted kitchen operations</p> <p>PC12. ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring</p>
Ensuring efficient use of resources	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. follow manufacturers' guidelines to ensure that kitchen equipment is working at the correct settings</p> <p>PC14. ensure that cooking fuel does not get wasted because of faulty burners or cooking practices</p> <p>PC15. ensure that there is no wastage of water, electricity, kitchen provision, supplies and perishable materials in the kitchen</p>

THC/N3005

Arrange and manage food resources in the kitchen

	PC16. report any equipment faults or potential wastage to the proprietor for immediate repair
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to employees, service provision and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. what are the standard protocols related to purchase of materials, selection of vendors, minimum inventory, food storage, safety and quality standards</p> <p>KA4. what records to be kept and to whom they need to be passed</p> <p>KA5. organization culture and typical customer profile</p> <p>KA6. organization policy on documentation, reporting, etc.</p> <p>KA7. sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA8. reporting structure, inter-dependent functions, lines and procedures in the work area</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. about variety of provisions, condiments, ingredients, kitchen materials, perishable and non-perishable supplies used in the kitchen for cooking</p> <p>KB2. about variety of equipment used for cooking food in the kitchen</p> <p>KB3. about specifications of variety of resources used in the kitchen</p> <p>KB4. about precautions to be taken for food handling, storing and preparing</p> <p>KB5. about effective inventory control practices in the kitchen</p> <p>KB6. about how to use all the resources effectively in the kitchen and avoid the wastage</p> <p>KB7. how to safely dispose of food that is beyond its 'use-by date'</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read manufacturer's instructions and other product related information printed on cartons / packing material
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA2. Create format for keeping the item wise record of the inventory SA3. write the list of resources and their quantity required for kitchen operations
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. communicate effectively with proprietor and kitchen staff SA5. provide accurate and up-to-date information in a way that is suitable for the people receiving it SA6. communicate with people in respectful form and manner

THC/N3005

Arrange and manage food resources in the kitchen

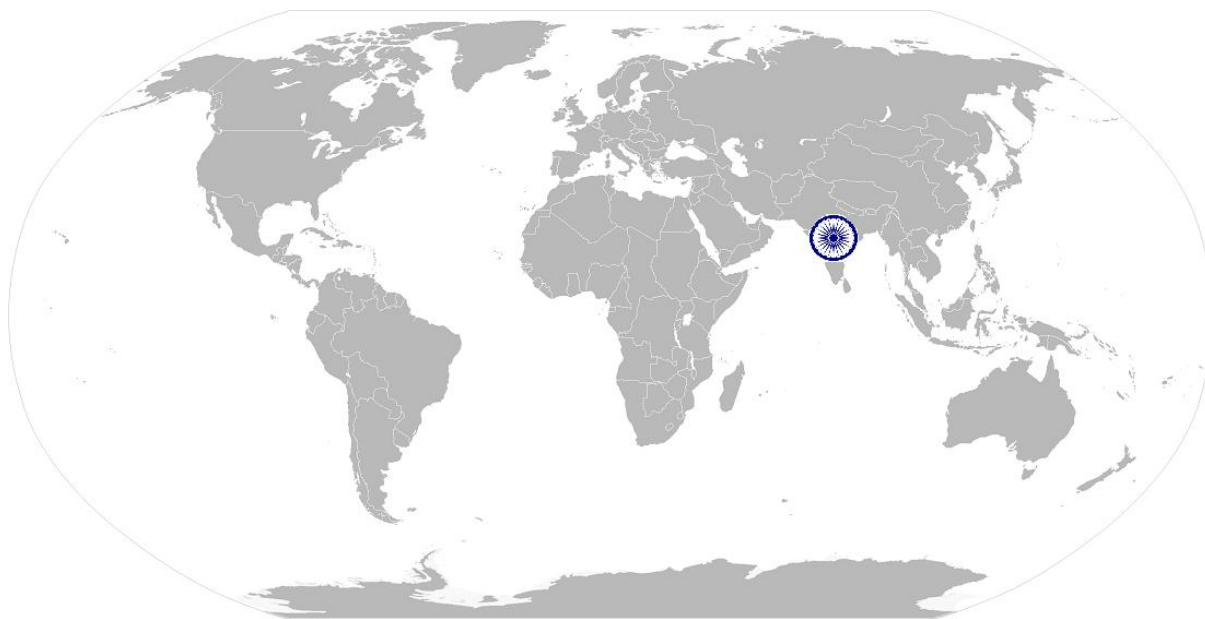
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand:
	SB1. type of situations which require to be tackled by the individual or need to pass on to the proprietor
	SB2. what sort of work decisions can be taken by the individual within the job responsibilities
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB3. how to plan effective methods of monitoring the kitchen staff
	SB4. how to prioritize work activities to make best use of time and resources
	SB5. take responsibility for own work outcomes
	SB6. time management and adhering to work timings, and other organizational policies
	SB7. manage distractions to be disciplined at work
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB8. develop a rapport with proprietor and customer
	SB9. listen carefully and interpret their requirement
	SB10. suggest customer on picking up dishes
	SB11. importance of personal grooming
	SB12. significance of etiquette during conversation with customer
	SB13. importance of being patient and courteous with the customer
	Problem Solving
	NA
	Analytical Thinking
	The user/individual on the job needs to know and understand how:
	SB14. to estimate the quantity of resources like kitchen provisions, supplies and other raw materials required for uninterrupted kitchen operations
	SB15. to estimate the time taken to complete a work
	SB16. calculate the material quantity based on the consumption rate
	calculate the cost of the dish
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB17. learn to prepare new dishes from various sources such as magazines, food shows on television, etc.
	SB18. seek to improve and modify own work practices

THC/N3005

Arrange and manage food resources in the kitchen

NOS Version Control

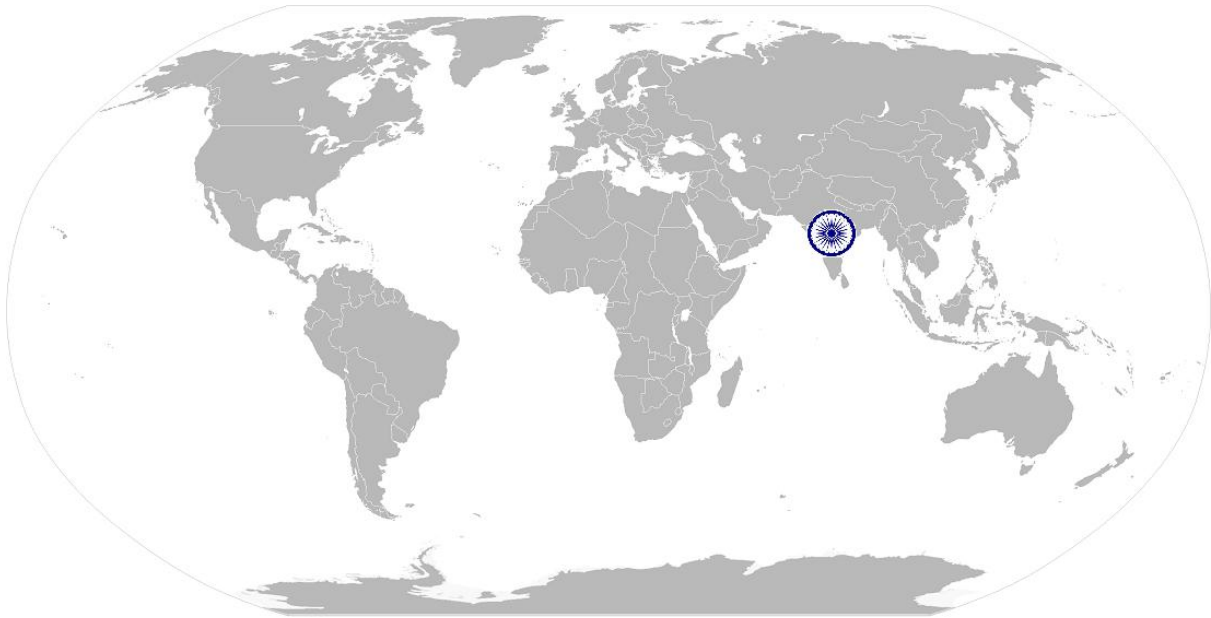
NOS Code	THC/N3005		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	Restaurant	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16



THC/N3006

Cook variety of food

National Occupational Standard



Overview

This unit is about cooking variety of foods as per the eatery's menu.

THC/N3006

Cook variety of food

National Occupational Standard

Unit Code	THC/N3006
Unit Title (Task)	Cook variety of food
Description	This OS unit is about cooking variety of foods as per the eatery's menu.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Direct kitchen helper for initial preparation • Cook vegetarian and non- vegetarian food items • Customize food items as per consumer's requirements • Expedite and ensure quality control
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Directing kitchen helper for initial preparation	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. direct kitchen helper to do the basic preparatory work like washing; peeling; chopping; cutting of vegetables, grinding spices etc.</p> <p>PC2. instruct kitchen helper to store semi-cooked food in containers / in the fridge or freezer</p> <p>PC3. inform kitchen helper about what all is required at the workstation to prepare variety of food items</p>
Cooking vegetarian and non- vegetarian food items	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. ensure that food preparation areas and equipment are clean, hygienic and ready for use</p> <p>PC5. select raw items; provisions; supplies and / or semi-cooked food as per food item to be cooked</p> <p>PC6. cook vegetables by boiling; frying; grilling; microwaving and ensure that they are served at correct temperature</p> <p>PC7. cook variety of vegetarian and non- vegetarian North Indian, South Indian, Chinese food items</p> <p>PC8. safely store any cooked vegetables not for immediate use</p> <p>PC9. clear the area and deal correctly with the equipment used after service</p> <p>PC10. ensure food is arranged correctly prior to service</p> <p>PC11. use cooking and finishing techniques that meet the customer's requirements</p>
Customizing food items as per consumer's requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. make changes in the food items as per consumer's requirements</p> <p>PC13. suggest consumers some changes to enhance their taste</p>
Expediting and ensuring quality control	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. ensure that all the food orders are delivered to respective consumers within proprietor set time</p> <p>PC15. ensure that different courses of food are delivered to consumer at set pace and order</p> <p>PC16. ensure the quality of food items delivered to consumers such as the appropriate temperature, consistency, presentation etc.</p>

THC/N3006

Cook variety of food

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. organization's client management policies</p> <p>KA3. organization culture and typical customer profile</p> <p>KA4. company's code of conduct</p> <p>KA5. sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA6. organization quality and hygiene standards policy</p> <p>KA7. material movement, storage and material return policy</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how the design kitchen operations in most effective and efficient ways under the given infrastructure</p> <p>KB2. how to ensure the quality of food preparation and kitchen operations</p> <p>KB3. how to carry out the required initial food preparation, cooking and finishing</p> <p>KB4. how to use and prepare equipment for food preparation</p> <p>KB5. how to store food items correctly</p> <p>KB6. how to store frozen and unfrozen vegetables before cooking</p> <p>KB7. what to look for in vegetables before cooking: frozen, pre-cooked or fresh</p> <p>KB8. which tools and equipment should be used for boiling, frying, grilling, microwaving cooking methods</p> <p>KB9. how to carry out boiling, frying, grilling, microwaving cooking methods correctly</p> <p>KB10. how to store vegetables that are not for immediate use</p> <p>KB11. what quality points are appropriate to the different dishes on offer</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read manufacturer's instructions and other product related information printed on cartons / packing material</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. write the recipe of variety of vegetarian and non- vegetarian dishes from magazines or while watching food shows on television</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. communicate effectively with proprietor and kitchen staff</p> <p>SA4. provide accurate and up-to-date information in a way that is suitable for the people receiving it</p>

THC/N3006

Cook variety of food

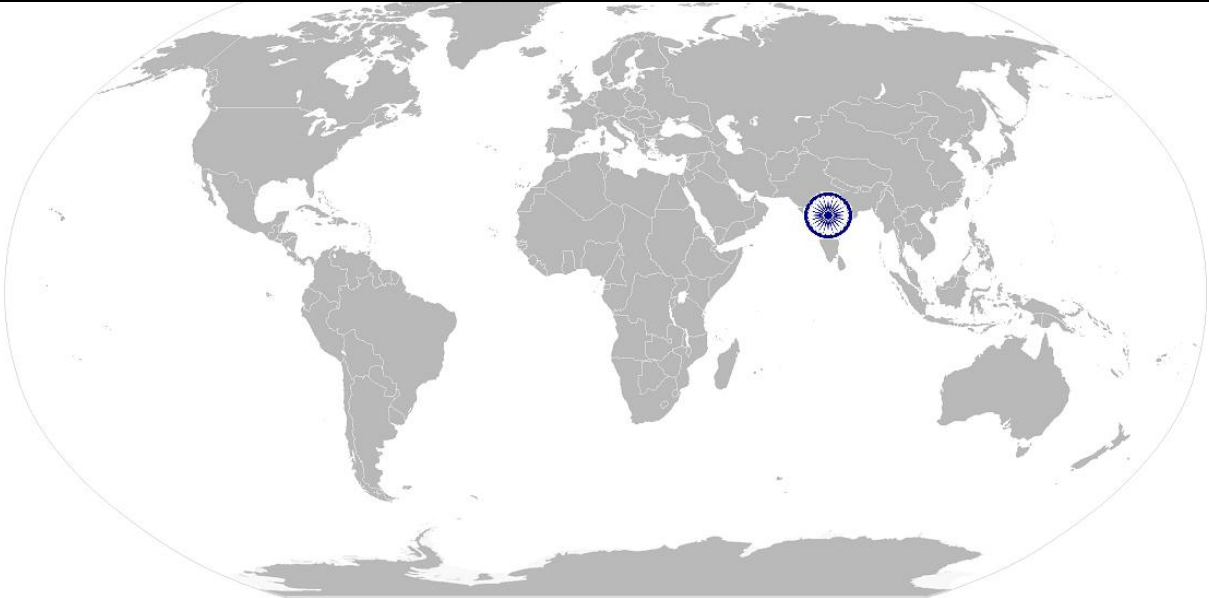
	SA5. communicate with people in respectful form and manner
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. type of situations which require to be tackled by the individual or need to pass on to the proprietor SB2. what sort of work decisions can be taken by the individual within the job responsibilities
	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. how to plan effective methods of monitoring the kitchen staff SB4. how to prioritize work activities to make best use of time and resources SB5. take responsibility for own work outcomes SB6. time management and adhering to work timings, and other organizational policies SB7. manage distractions to be disciplined at work
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB8. develop a rapport with proprietor and customer SB9. listen carefully and interpret their requirement SB10. suggest customer on picking up dishes SB11. importance of personal grooming SB12. significance of etiquette during conversation with customer SB13. importance of being patient and courteous with the customer
	Problem Solving
	The user/ individual on the job needs to know and understand: SB14. how to solve conflicts among kitchen staff or with the consumer amicably SB15. how to deal with the dis-satisfaction of the consumer
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB16. analyze the quality of kitchen provisions, supplies and other raw materials SB17. analyze the taste of dish and make changes, if need be, as per consumer's requirements
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB18. learn preparing new dishes from various sources like magazines, food shows on television etc. SB19. seek to improve and modify own work practices

THC/N3006

Cook variety of food

NOS Version Control

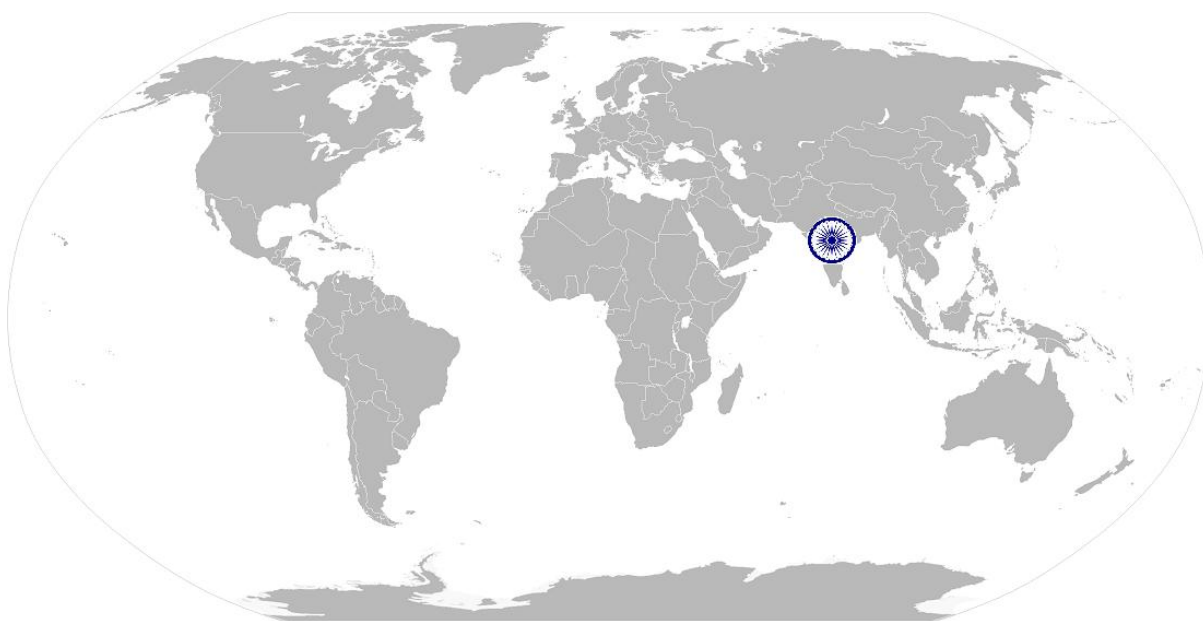
NOS Code	THC/N3006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	Restaurant	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16



THC/ N9901

Communicate with customer and colleagues

National Occupational Standard



Overview

This unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow.

THC/ N9901

Communicate with customer and colleagues

National Occupational Standard

Unit Code	THC/N9901
Unit Title (Task)	Communicate with customer and colleagues
Role Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Interact with superior Communicate with colleagues Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
Communicating with colleagues	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues</p> <p>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</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>

THC/ N9901

Communicate with customer and colleagues

Communicating effectively with customers	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong knowledge on the product, services and market</p> <p>PC21. brief the customers clearly</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure the appropriate language and tone are used to the customers</p> <p>PC25. listen actively in a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address to their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.</p> <p>PC35. develop good rapport with the customers and promote suitable products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective team work at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p>

THC/ N9901

Communicate with customer and colleagues

	<p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents</p> <p>KB4. how to use computer or smart phone to communicate effectively and productively</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p> <p>KB7. how to practice effective listening</p> <p>KB8. communicate effectively with customers</p> <p>KB9. effective use of voice tone and pitch for communication</p> <p>KB10. how to demonstrate ethics and convey discipline to the customers</p> <p>KB11. how to build effective working relationship with mutual trust and respect within the team</p> <p>KB12. importance of dealing with grievances effectively and in time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. interact with team members to work efficiently
	SA5. communicate effectively with superior to achieve smooth workflow
	SA6. communicate effectively with the customers to build a good rapport with them
	SA7. use language that the customer or colleague understands
	SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems
	SA9. E-mail and use Internet for communicating
	SA10. use of audio-visual aids to communicate complex issues
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. spot and communicate potential areas of disruptions to work process and report the same
	SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	Plan and Organize

THC/ N9901

Communicate with customer and colleagues

	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required SB6. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. improve work processes by interacting with others and adopting best practices SB8. resolve recurring inter-personal conflicts



THC/ N9901

Communicate with customer and colleagues

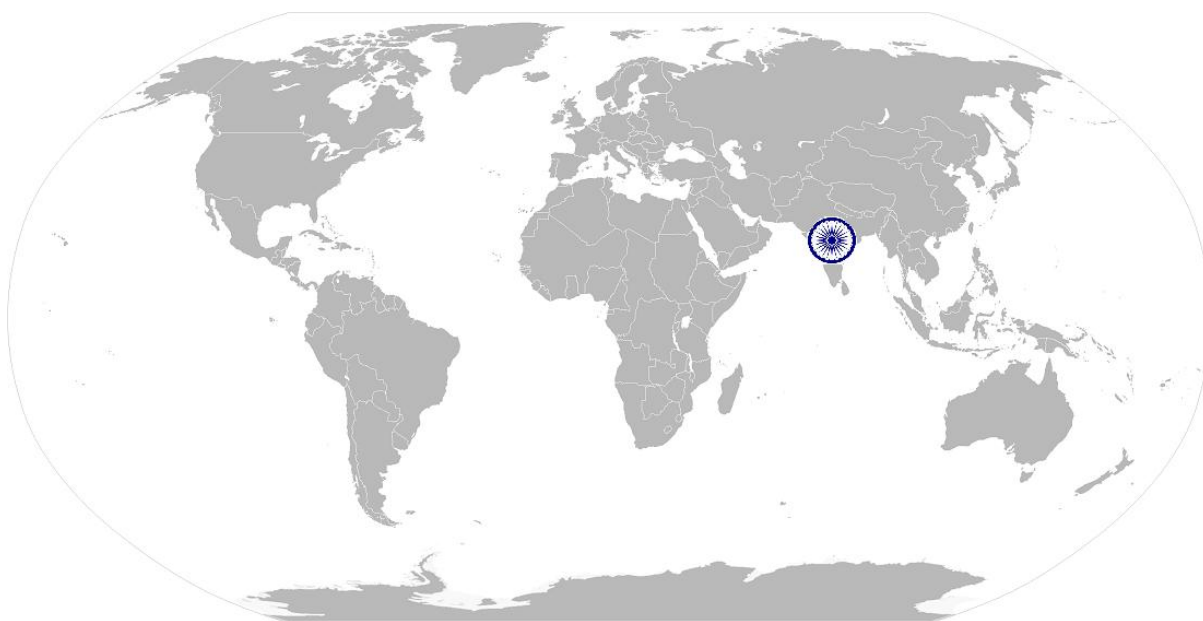
NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard



Overview

This unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction.

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard

Unit Code	THC/N9902
Unit Title (Task)	Maintain customer-centric service orientation
Description	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Engage with customers to understand their service quality requirements Achieve customer satisfaction Fulfil customer requirement
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with customers for assessing service quality requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep in mind the profiles of expected customers</p> <p>PC2. understand the target customers and their needs as defined by the company</p> <p>PC3. organize regular customer events and feedback session frequently</p> <p>PC4. build a good rapport with the customers including the ones who complain</p> <p>PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures</p> <p>PC8. ingrain customer oriented behaviour in service at all level</p> <p>PC9. aim to gain their long lasting loyalty and satisfaction</p> <p>PC10. engage with customers on without intruding on privacy</p>
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. ensure clarity, honesty and transparency with the customers</p> <p>PC12. treat the customers fairly and with due respect</p> <p>PC13. focus on executing company's marketing strategies and product development</p> <p>PC14. focus on enhancing brand value of company through customer satisfaction</p>
Fulfilling customer requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. ensure that customer expectations are met</p> <p>PC16. learn to read customers' needs and wants</p> <p>PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC18. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC19. maintain close contact with the customers and focus groups</p> <p>PC20. offer promotions to improve product satisfaction level to the customers periodically</p>

THC/N9902

Maintain customer-centric service orientation

	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on customer centric orientation behaviour at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of treating the customers with respect and in a friendly and professional way</p> <p>KB2. importance of gaining customer satisfaction</p> <p>KB3. methods of engaging with the customers effectively and professionally</p> <p>KB4. ways to improve company's customer satisfaction rating</p> <p>KB5. company's and prevailing market standards of customer satisfaction</p> <p>KB6. standard operating procedure (SOP)</p> <p>KB7. the variety of common and unscheduled requests to expect</p> <p>KB8. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to one's role in customer satisfaction</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with customers</p> <p>SA6. engage with customer to understand their expectations</p> <p>SA7. company standards and effectiveness improvements pattern</p> <p>SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague</p> <p>SA9. use the communications systems of the company, e.g., telephone, fax, public announcement systems</p>

THC/N9902


Maintain customer-centric service orientation

	<p>SA10. E-mail and use Internet for communicating</p> <p>SA11. use of audio-visual aids to communicate complex issues</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth</p> <p>SB2. how to address the complaints and handle the dissatisfied the customers</p> <p>Plan and Organize</p> <p>NA</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. coordinate with different departments in order to service the customer better</p> <p>SB4. contribute to quality of team work and achieve smooth workflow</p> <p>SB5. share work load as required</p> <p>Analytical Thinking</p> <p>NA</p> <p>Critical Thinking</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB6. improve work processes by interacting with customers and adopting best practices</p> <p>SB7. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service</p> <p>SB8. act upon constructively on any problems as pointed by customers</p> <p>SB9. handle personality clashes effectively</p>

THC/N9902

Maintain customer-centric service orientation

NOS Version Control

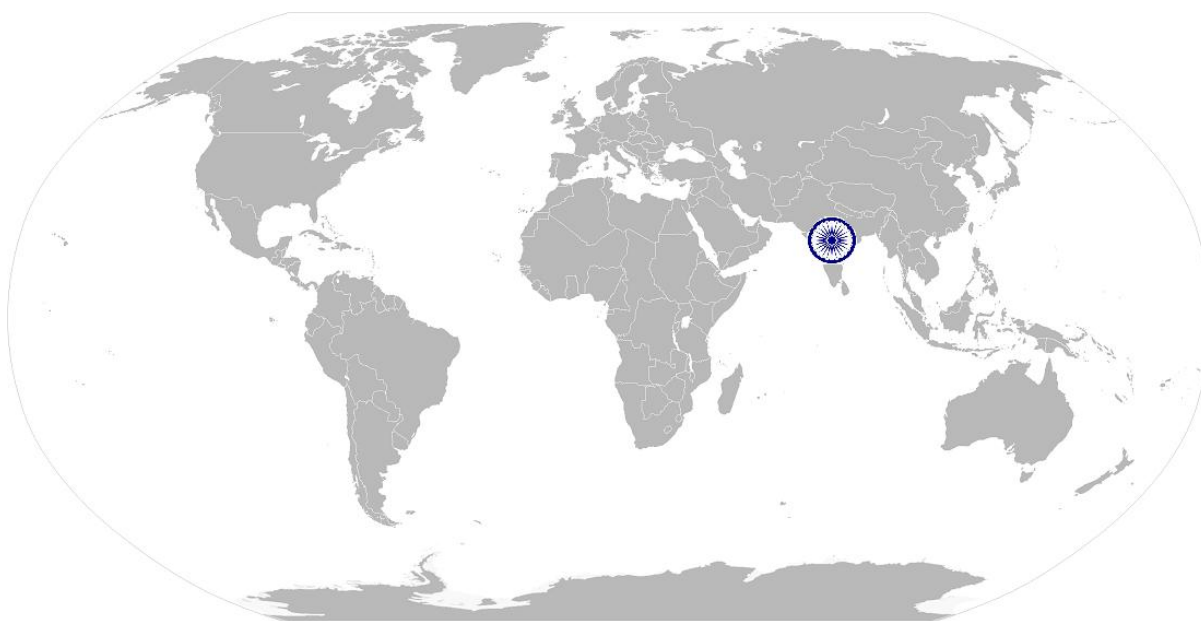


NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard



Overview

This unit is about maintaining standard etiquette at workplace and achieving customer satisfaction

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow behavioural, personal and telephone etiquettes Treat customers with high degree of respect and professionalism Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Following behavioural, personal and telephone etiquettes	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</p> <p>PC2. welcome the customers with a smile</p> <p>PC3. ensure to maintain eye contact</p> <p>PC4. address the customers in a respectable manner</p> <p>PC5. do not eat or chew while talking</p> <p>PC6. use their names as many times as possible during the conversation</p> <p>PC7. ensure not to be too loud while talking</p> <p>PC8. maintain fair and high standards of practice</p> <p>PC9. ensure to offer transparent prices</p> <p>PC10. maintain proper books of accounts for payment due and received</p> <p>PC11. answer the telephone quickly and respond back to mails faster</p> <p>PC12. ensure not to argue with the customer</p> <p>PC13. listen attentively and answer back politely</p> <p>PC14. maintain personal integrity and ethical behaviour</p> <p>PC15. dress professionally</p> <p>PC16. deliver positive attitude to work</p> <p>PC17. maintain well groomed personality</p> <p>PC18. achieve punctuality and body language</p> <p>PC19. maintain the social and telephonic etiquette</p> <p>PC20. provide small gifts as token of appreciation and thanks giving to the customer</p> <p>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC22. demonstrate responsible and disciplined behaviours at the workplace</p> <p>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>

THC/N9903

Maintain standard of etiquette and hospitable conduct

Treating customers with high degree of respect and professionalism	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. use appropriate titles and terms of respect to the customers</p> <p>PC25. use polite language</p> <p>PC26. maintain professionalism and procedures to handle customer grievances and complaints</p> <p>PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility</p> <p>PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette</p> <p>PC29. provide special attention to the customer at all time</p>
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. achieve 100% customer satisfaction on a scale of standard</p> <p>PC31. gain customer loyalty</p> <p>PC32. enhance brand value of company</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on behavioural etiquette and professionalism</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of professional and polite etiquette and behaviour</p> <p>KB2. the need and reason for achieving customer satisfaction</p> <p>KB3. procedural behavioural patterns framed by the organisation</p> <p>KB4. methods for gaining customer satisfaction</p> <p>KB5. standard operating procedure and service quality standards</p> <p>KB6. measure of customer satisfaction</p> <p>KB7. significance of brand enhancement via word-of-mouth</p> <p>KB8. the hospitality and tourism environment</p> <p>KB9. company's growth strategy and productivity targets</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The individual on the job needs to know and understand:</p> <p>SA1. how to read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. how to read notes and comments from the supervisor or customer</p>
	Writing Skills
	<p>The individual on the job needs to know and understand:</p>

THC/N9903

Maintain standard of etiquette and hospitable conduct

	SA3. how to fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The individual on the job needs to know and understand:
	SA4. how to interact with team members to work efficiently SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and report potential areas of disruption to work process SB2. how to address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand:
	SB3. how to coordinate with different departments to achieve smooth workflow SB4. contribution to quality of customer satisfaction via team work SB5. how to share work load as required
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand:
	SB6. how to improve work processes by interacting with customers SB7. how to adopt suggested best practices SB8. how to resolve recurring inter-personal conflicts SB9. how to address or escalate recurring problems reported by customers SB10. measure performance against company's standards SB11. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management SB12. use the authority, power and politics issues to serve customer effectively

THC/N9903

Maintain standard of etiquette and hospitable conduct

NOS Version Control

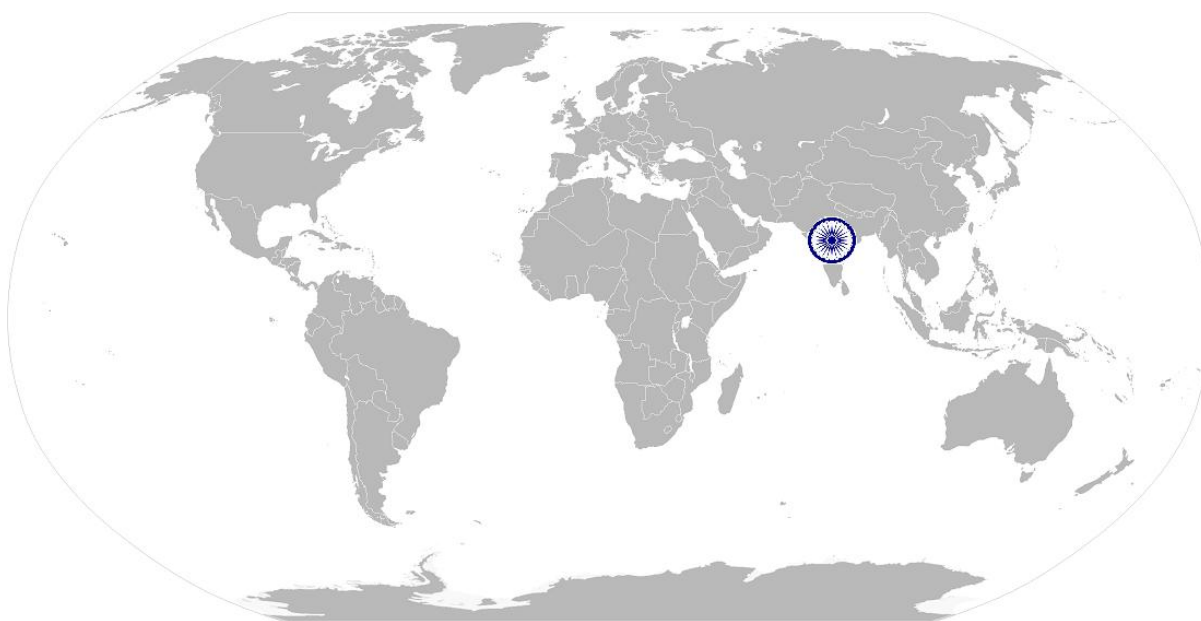
NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16



THC/N9904

Follow gender and age sensitive service practices

National Occupational Standard



Overview

This unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women, men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women with respect and ensuring personal and material security and at all times.

THC/N9904

Follow gender and age sensitive service practices

National Occupational Standard

Unit Code	THC/N9904
Unit Title (Task)	Follow gender and age sensitive service practices
Description	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Educate customer on specific facilities and services available for different categories of customers Provide gender and age specific services as per their unique and collective requirements Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Educating customer on specific facilities and services available	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</p> <p>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</p> <p>PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</p> <p>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</p> <p>PC6. maintain compliant behavioural 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.</p> <p>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</p> <p>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</p>
Providing different age and gender specific customer service	<p>To be competent, the user/ individual must be able to:</p> <p>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</p> <p>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</p> <p>PC11. coordinate with team to meet these unique needs, also keeping in mind their</p>

THC/N9904

Follow gender and age sensitive service practices

	<p>diverse cultural backgrounds</p> <p>PC12. provide entertainment programs and events suited for the children tourists</p> <p>PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies</p> <p>PC14. arrange for transport and equipment as required by senior citizens</p> <p>PC15. ensure availability of medical facilities and doctor</p>
Following standard etiquette with women at workplace	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace</p> <p>PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.</p> <p>PC18. involve women in the decision making processes and management professions</p> <p>PC19. avoid specific discrimination and give women their due respect</p> <p>PC20. motivate the women in the work place towards utilizing their skills</p> <p>PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues</p> <p>PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.</p> <p>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.</p> <p>PC25. ensure safety and security of women at all levels</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on gender sensitive service practices at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. gender specific requirements of different types of customer</p> <p>KB2. specific requirements of different age-groups of customers</p> <p>KB3. safety measures and procedures available for female colleagues and customers</p> <p>KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure</p> <p>KB5. helpline numbers</p>

THC/N9904

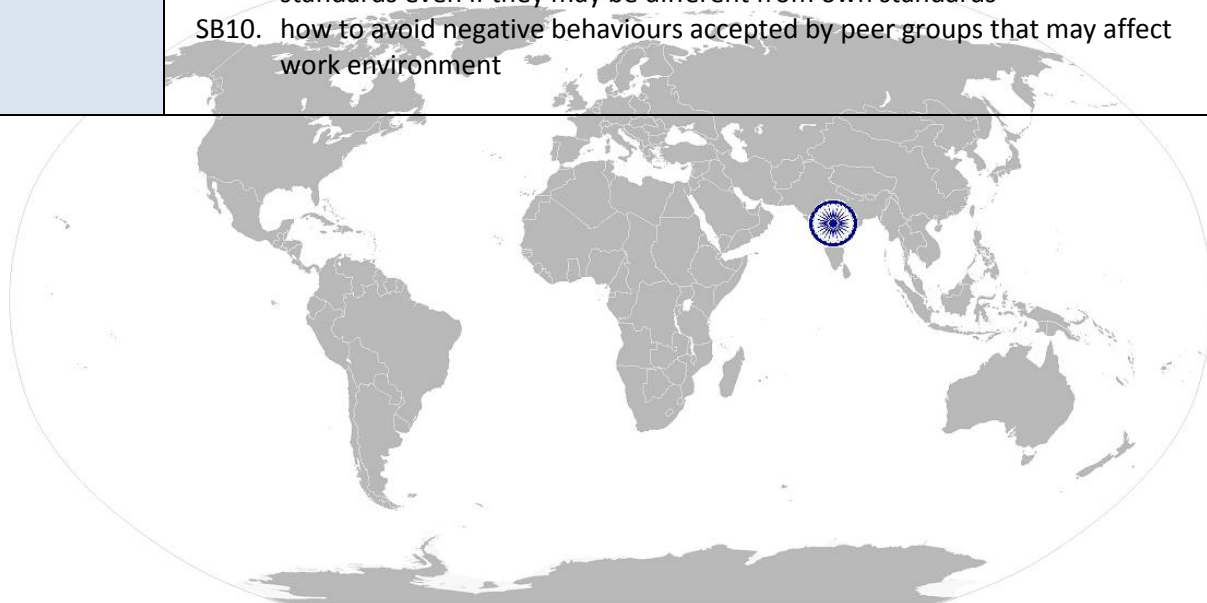
Follow gender and age sensitive service practices

	<p>KB6. process of handling and reporting abuse</p> <p>KB7. how to be vigilant for breach of safety at smallest level</p> <p>KB8. how to maintain customers' and colleagues' safety without making the environment threatening</p> <p>KB9. different types of potential security threats to domestic and international tourists</p> <p>KB10. standard procedures to be followed in the event of terrorist attack</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. fill up documentation pertaining to safety maintenance requirements
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette
	SA5. communicate with the women at workplace and the customers with respect
	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele
	SB2. address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB3. coordinate with different departments and work as team
	SB4. contribute to quality of team work and achieve smooth workflow
	SB5. share work load as required
	Analytical Thinking
	NA
	Critical Thinking

THC/N9904

Follow gender and age sensitive service practices

	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring problems based on the complaints received from women customers and at the workplace SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment
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THC/N9904

Follow gender and age sensitive service practices

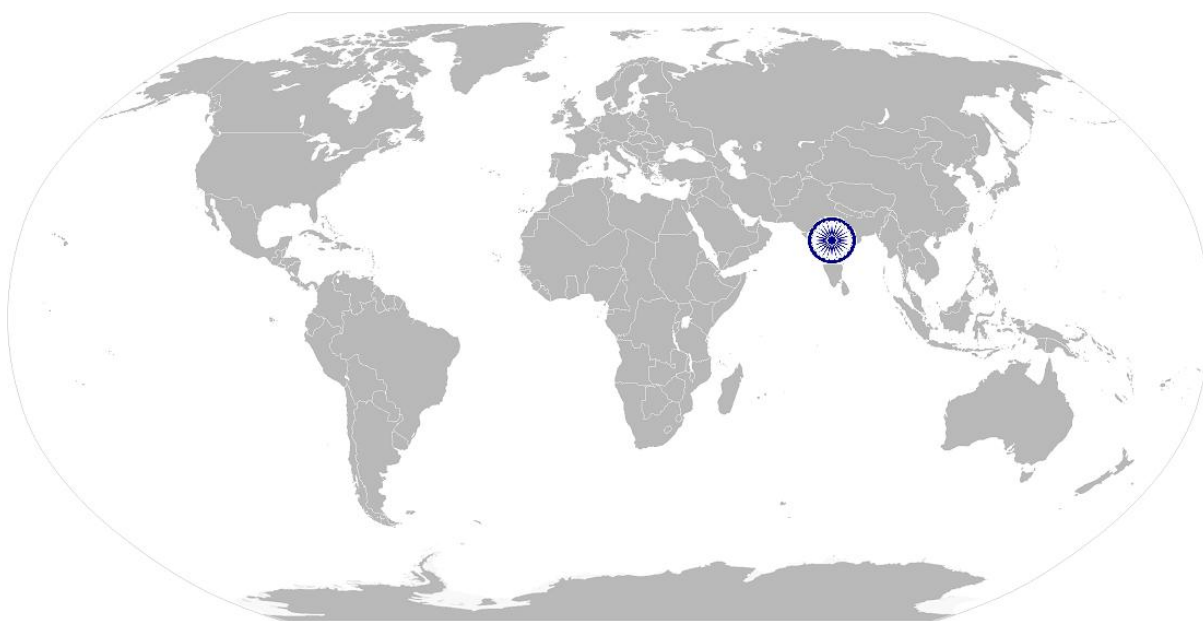
NOS Version Control

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9905

Maintain IPR of organisation and customer

National Occupational Standard



Overview

This unit is about securing intellectual property rights (IPR) of the company and respecting customer's copyright

THC/N9905

Maintain IPR of organisation and customer

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customer
Description	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Secure company's IPR Respect customers copyright
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Securing company's IPR	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. prevent leak of new plans and designs to competitors by reporting on time</p> <p>PC2. be aware of any of company's product, service or design patents</p> <p>PC3. report IPR violations observed in the market, to supervisor or company head</p>
Respecting customer's copyright	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. read copyright clause of the material published on the internet and any other printed material</p> <p>PC5. protect infringement upon customer's business or design plans</p> <p>PC6. consult supervisor or senior management when in doubt about using information available from customer</p> <p>PC7. report any infringement observed by anyone in the company</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on intellectual property rights</p> <p>KA2. company's IPR infringement reporting policy</p> <p>KA3. company's Human Resource policies</p> <p>KA4. company's reporting structure</p> <p>KA5. company's documentation policy</p> <p>KA6. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p> <p>KB3. significance of damages resulting from IPR infringement</p> <p>KB4. industrial and political espionages</p>

THC/N9905

Maintain IPR of company and customer

Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand: SA3. fill up documentation pertaining to one's role in protecting IPR infringement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with the customers about IPR protection and building trust
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues SB2. prevent information leakages SB3. avoid being caught up in copyright issues
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand: SB4. basics of what constitutes IPR violations under WTO agreement SB5. penalties to company or individual on evidence of IPR violations SB6. likely effect of IPR violation on customer
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. improve work IPR related safety and adopting best practices SB8. resolve conflicts related to IPR by reporting in time

THC/N9905

Maintain IPR of company and customer

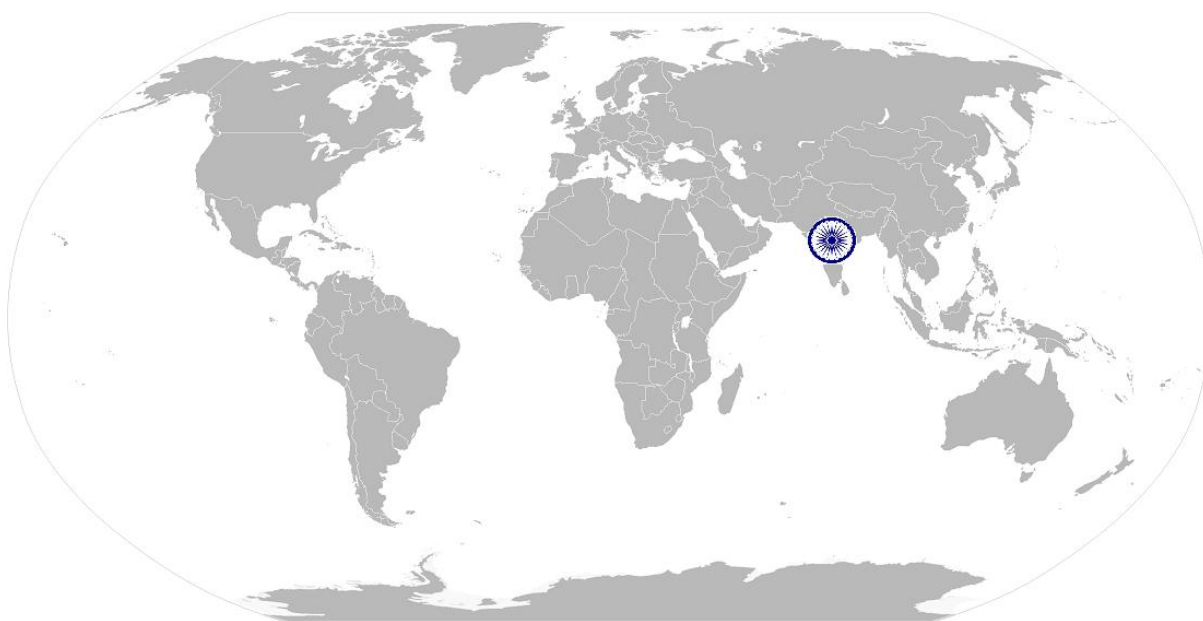
NOS Version Control

NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9906

Maintain health and hygiene

National Occupational Standard



Overview

This unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres.

THC/N9906

Maintain health and hygiene

National Occupational Standard

Unit Code	THC/N9906
Unit Title (Task)	Maintain health and hygiene
Description	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure cleanliness around workplace in hospitality and tourist areas • Follow personal hygiene practices • Take precautionary health measures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Ensuring cleanliness around workplace	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep the workplace regularly clean and cleared-off of food waste or other litter</p> <p>PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal</p> <p>PC3. ensure that the trash cans or waste collection points are cleared everyday</p> <p>PC4. arrange for regular pest control activities at the workplace</p> <p>PC5. to maintain records for cleanliness and maintenance schedule</p> <p>PC6. ensure the workplace is well ventilated with fresh air supply</p> <p>PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well</p> <p>PC8. ensure the workplace is provided with sufficient lighting</p> <p>PC9. ensure clean work environment where food is stored, prepared, displayed and served</p> <p>PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.</p> <p>PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning</p> <p>PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids</p> <p>PC13. ensure to clean the store areas with appropriate materials and procedures</p> <p>PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal</p>
Following personal hygiene practices	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.</p>

THC/N9906

Maintain health and hygiene

	<p>PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc.</p> <p>PC17. wash the cups, glasses or other cutlery clean before and after using them</p> <p>PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc.</p> <p>PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc.</p> <p>PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc. occurs in the workplace</p>
Taking precautionary health measures	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. report on personal health issues related to injury, food, air and infectious diseases</p> <p>PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people</p> <p>PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes</p> <p>PC25. ensure to use single use tissue and dispose these tissues immediately</p> <p>PC26. coordinate for the provision of adequate clean drinking water</p> <p>PC27. ensure to get appropriate vaccines regularly</p> <p>PC28. avoid serving adulterated or contaminated food</p> <p>PC29. undergo preventive health check-ups at regular intervals</p> <p>PC30. take prompt treatment from the doctor in case of illness</p> <p>PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on health and hygiene at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000</p> <p>KB2. health risks to the worker or customer</p> <p>KB3. healthy work practices</p> <p>KB4. equipment and hand swab tests</p> <p>KB5. internal hygiene-audit tests</p> <p>KB6. personal protective equipment to be worn and care</p>

THC/N9906

Maintain health and hygiene

	<p>KB7. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB8. acceptable ventilation standards</p> <p>KB9. technical layout standards and placements of equipment</p> <p>KB10. safe disposal methods for waste</p> <p>KB11. compliance norms for established health and hygiene procedures at workplace</p> <p>KB12. safe handling of chemicals</p> <p>KB13. standard material handling procedure</p> <p>KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists</p> <p>KB15. precautionary rules to follow for maintaining health and hygiene</p> <p>KB16. municipal or community rules for handling and disposing-off waste</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices
	SA2. understand internationally or nationally accepted signage related to hygiene and health
	SA3. read job sheets, company policy documents and information displayed at the workplace
	SA4. read notes or comments from the supervisor or customer
B. Professional Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA5. fill up any documentation required to maintain health and hygiene
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA6. receive instructions from doctor and supervisor on medical care
	SA7. verbally report hygiene hazards and poor organisational practice
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to select appropriate hand tools and personal protection equipment
	SB2. how to select the cleaning procedures and effective hygiene practices as required
	Plan and Organize
	NA
B. Professional Skills	Customer Centricity
	NA
	Problem Solving
	NA

THC/N9906

Maintain health and hygiene

	Analytical Thinking
	NA
	Critical Thinking
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to use the acids, detergents, lubricants, etc., for cleaning</p> <p>SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others</p>

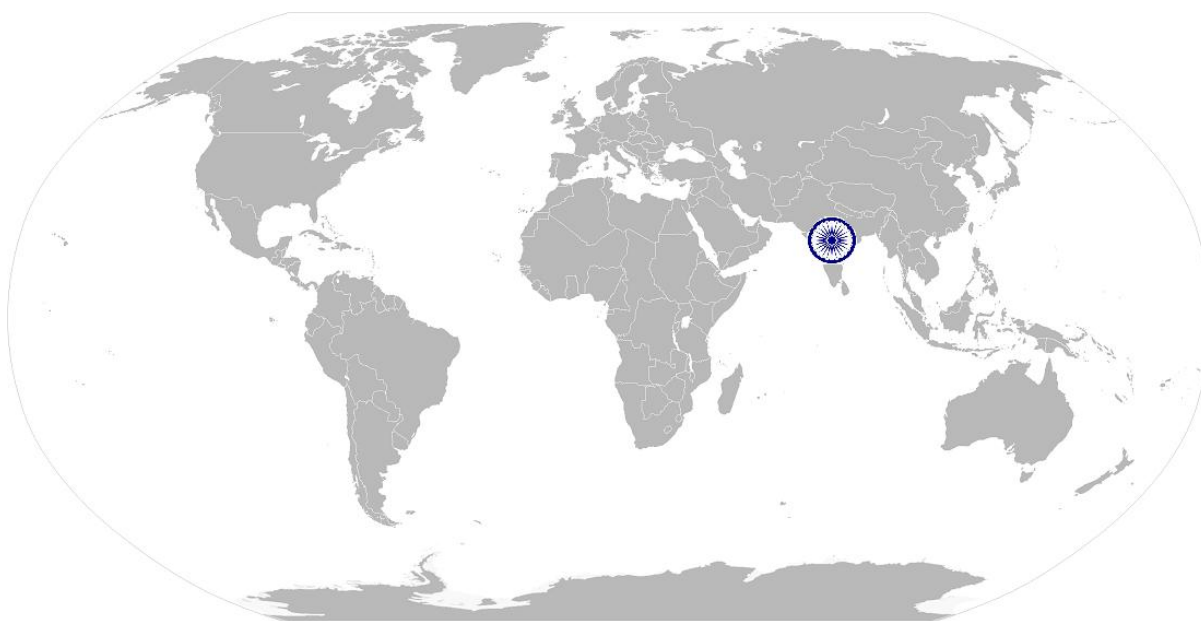
THC/N9906

Maintain health and hygiene

NOS Version Control

NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

National Occupational Standard



Overview

This unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures.

THC/N9907

Maintain safety at workplace

National Occupational Standard

Unit Code	THC/N9907
Unit Title (Task)	Maintain safety at workplace
Description	This OS unit is about following workplace safety standards to have a hazard-free work environment and avoid downtime because of disruption from personal injuries and hazardous system failures
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment • Achieve safety standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid work hazards	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various hazards in the work areas</p> <p>PC2. take necessary steps to eliminate or minimize them</p> <p>PC3. analyse the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. 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.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p>
Following standard safety procedure	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. be aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC8. practice correct emergency procedures</p> <p>PC9. check and review the storage areas frequently</p> <p>PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC11. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc.</p> <p>PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed</p> <p>PC13. ensure safe techniques while moving furniture and fixtures</p> <p>PC14. ensure to reduce risk of injury from use of electrical tools</p> <p>PC15. read the manufacturer's manual carefully before use of any equipment</p> <p>PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries</p> <p>PC17. keep the floors free from water and grease to avoid slippery surface</p> <p>PC18. ensure to use non slip liquids and waxes to polish and treat floors, if required</p> <p>PC19. use rubber mats to the places where floors are constantly wet</p>

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Maintain safety at workplace

	<p>PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.</p> <p>PC21. use flat surfaces, secure holding and protective wear while using such sharp tools</p> <p>PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC23. practice ergonomic lifting, bending, or moving equipment and supplies</p>
Using safety tools or Personal Protective Equipment	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. ensure the workers have access to first aid kit when needed</p> <p>PC25. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC26. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC27. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC28. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc., are available</p>
Achieving safety standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC31. comply with the established safety procedures of the workplace</p> <p>PC32. report to the supervisor on any problems and hazards identified</p> <p>PC33. ensure zero accident at workplace</p> <p>PC34. adhere to safety standards and ensure no material damage</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on safety procedures at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. personal protective equipment should be worn and how it is cared for</p> <p>KB2. purpose and usage of protective gears such as gloves, protective goggles, masks, etc. while working</p> <p>KB3. how to provide the first aid treatment at workplace</p> <p>KB4. significance of accidental risks to the worker and productivity loss</p>

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Maintain safety at workplace

	<p>KB5. reporting procedure or hierarchy for signs of damage and potential hazards</p> <p>KB6. methods to minimize accidental risks</p> <p>KB7. safe handling chemicals, acids, etc. for cleaning</p> <p>KB8. material handling procedure</p> <p>KB9. standard operating procedure for safety drills and equipment maintenance</p> <p>KB10. precautionary activities to be followed for work place safety</p> <p>KB11. optimal operation of tools and electrical equipment</p> <p>KB12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices.
	SA2. read job sheets, company policy documents and information displayed at the workplace
	SA3. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA4. fill up documentation to one's role
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA5. verbally report safety hazards and poor organisation practice
	SA6. communicate supervisor about the work safety issues
	SA7. receive instructions from supervisor on minimizing the accidental risks
	SA8. communicate co-workers about the precautions to be taken for accident free work
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. select appropriate hand tools and personal protection equipment
	SB2. identify first aid needs in case and of an injury
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:

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	SB3. use safety equipment such as fire extinguisher during fire accidents
	SB4. store chemicals and tools in a safe way
	SB5. use tools and equipment without causing any injury to fellow workers
	Critical Thinking
	NA

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Maintain safety at workplace

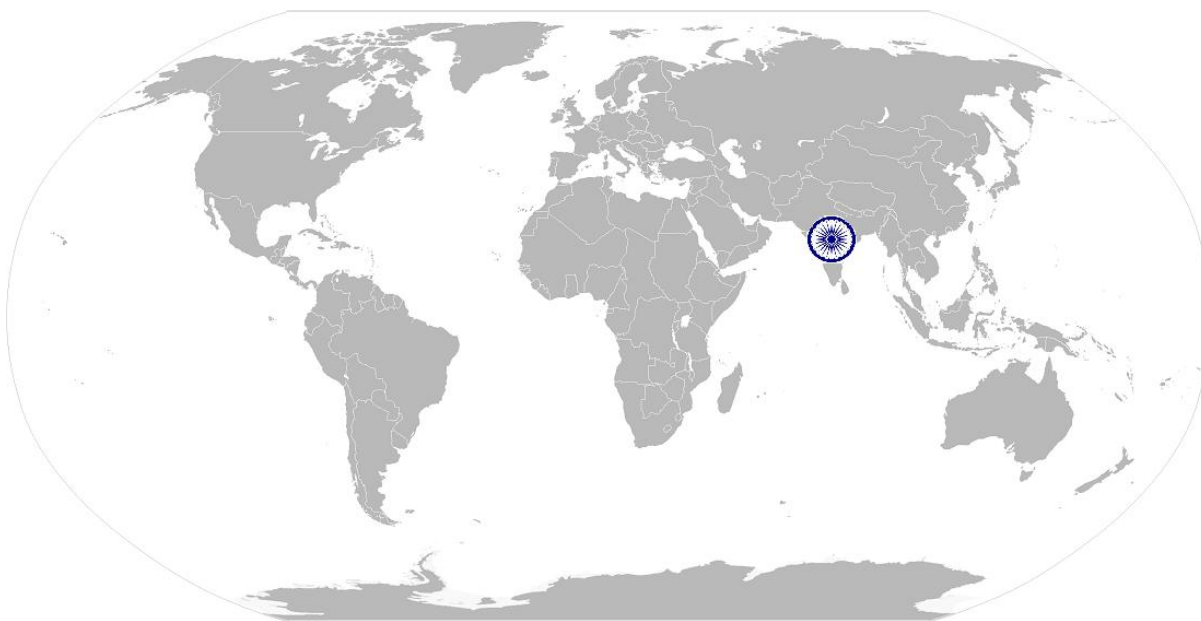
NOS Version Control

NOS Code	THC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9909

Learn a foreign or local language(s) including English

National Occupational Standard



Overview

This unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language.

THC/N9909 Learn a foreign or local language(s) including English

Unit Code	THC/N9909
Unit Title (Task)	Learn a foreign or local language(s) including English
Description	This OS unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Gain understanding of common vocabulary required to address customers' queries Achieve 'minimal pass' level of language proficiency as per UN standards or as specified by company
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Gaining understanding of common vocabulary required	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand from the company, the typical foreign or vernacular language queries</p> <p>PC2. learn keywords that may be used to pose those queries</p> <p>PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees</p> <p>PC4. listen to focussed or recorded sentences as spoken typically in the language</p>
Achieving 'minimal pass standards' of language proficiency	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. speak without hesitation and fear of being incorrect</p> <p>PC6. express coherently in complete sentences over a variety of topics, albeit with effort</p> <p>PC7. exhibit basic range of vocabulary and range of expression</p> <p>PC8. seek to improve language proficiency to 'working knowledge' level</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on use of language</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. preferred languages of usual customers</p> <p>KB2. geographical variations of spoken languages</p> <p>KB3. how to pick up the basic Grammar of the language</p> <p>KB4. how to identify common expressions used by customers to express their</p>

THC/N9909

Learn a foreign or local language(s) including English

	<p>needs and queries</p> <p>KB5. how to use the correct terms as appropriate for the situation</p> <p>KB6. different proficiency levels of language as accepted globally</p> <p>KB7. UN standards of language proficiency</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The individual on the job needs to know and understand how to:
	SA1. read the language, e.g., words, sentences, etc.
	SA2. understand translations
	Writing Skills
	The individual on the job needs to know and understand how to:
	SA3. write in the language
	Oral Communication (Listening and Speaking skills)
	The individual on the job needs to know and understand how to:
	SA4. interact with customers confidently in their preferred language
	SA5. not to offend the customer with improper use of language, unknowingly
	SA6. use the right intonations and pauses
	SA7. express limited language proficiency so as to alert customer of limitations to fluent conversations
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The individual on the job needs to know and understand how to:
	SB1. use audio aids to listen to expressions and correct use of language
	SB2. build vocabulary
	Critical Thinking
	The individual on the job needs to know and understand how to:
	SB3. improve language skills over time
	SB4. practice at every opportunity available

THC/N9909 Learn a foreign or local language(s) including English

NOS Version Control

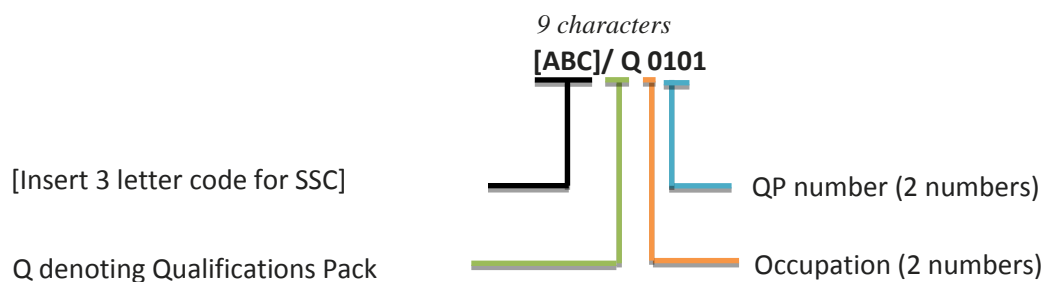
NOS Code	THC/N9909		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

Qualifications Pack For Multi-cuisine Cook

Annexure

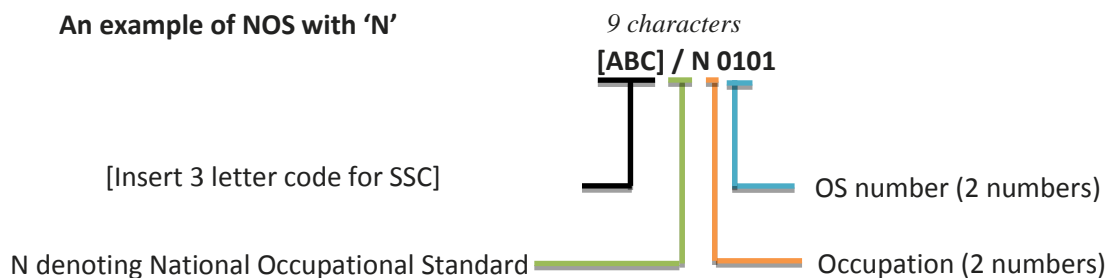
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Multi-cuisine Cook

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	N /Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Multi-cuisine Cook

ASSESSMENT CRITERIA

Job Role : Multi-cuisine Cook Qualification Pack : THC/Q3005 Sector Skill Council : Tourism and Hospitality
<ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. 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. Each NOS will 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 aggregate of 70%.

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N3005 Arrange and manage food resources in the kitchen	PC1. estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helper	50	3.0	1.5	1.5
	PC2. estimate the quantity of various resources required for smooth kitchen operations		3.0	1.0	2.0
	PC3. provide the specifications for kitchen provisions, supplies and daily perishable consumables to the proprietor of the eatery		3.5	0.5	3.0
	PC4. receive the deliveries of kitchen provisions, supplies and daily perishable consumables from suppliers		3.0	1.0	2.0
	PC5. check that received food items; supplies and materials are undamaged and then tally them with the order placed		3.0	0.5	2.5
	PC6. instruct kitchen helper to unload the supplies and sort them for proper storage		2.0	1.0	1.0
	PC7. keep track of the quantities of supplies used on day-to-day basis		4.0	1.5	2.5
	PC8. follow stock rotation procedures to avoid wastage of raw materials		4.0	1.5	2.5
	PC9. inform proprietor about the inventory status and help in re-ordering of materials		4.0	1.5	2.5
	PC10. keep track of the fuel consumptions and report to proprietor to decide about re-ordering		4.0	1.5	2.5
	PC11. ensure adequate availability of resources for uninterrupted kitchen operations		4.0	1.5	2.5
	PC12. ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring		2.5	1.0	1.5
	PC13. follow manufacturers' guidelines to ensure that kitchen equipment is working at the correct settings		2.5	1.0	1.5
	PC14. ensure that cooking fuel does not get wasted		2.5	1.0	1.5

Qualifications Pack For Multi-cuisine Cook

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	because of faulty burners or cooking practices				
	PC15. ensure that there is no wastage of water, electricity, kitchen provision, supplies and perishable materials in the kitchen		2.5	1.0	1.5
	PC16. report any equipment faults or potential wastage to the proprietor for immediate repair		2.5	1.0	1.5
	POINTS		50	18	32
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N3006 Cook variety of food	PC1. direct kitchen helper to do the basic preparatory work like washing; peeling; chopping; cutting of vegetables, grinding spices etc.	50	3.0	1.5	1.5
	PC2. instruct kitchen helper to store semi-cooked food in containers / in the fridge or freezer		3.0	1.5	1.5
	PC3. inform kitchen helper about what all is required at the workstation to prepare variety of food items		3.5	0.5	3.0
	PC4. ensure that food preparation areas and equipment are clean, hygienic and ready for use		3.5	1.0	2.5
	PC5. select raw items; provisions; supplies and / or semi-cooked food as per food item to be cooked		3.5	1.0	2.5
	PC6. cook vegetables by boiling; frying; grilling; microwaving and ensure that they are served at correct temperature		3.5	1.0	2.5
	PC7. cook variety of vegetarian and non-vegetarian North Indian, South Indian, Chinese food items		3.5	1.0	2.5
	PC8. safely store any cooked vegetables not for immediate use		2.5	1.0	1.5
	PC9. clear the area and deal correctly with the equipment used after service		2.5	1.0	1.5
	PC10. ensure food is arranged correctly prior to service		2.5	1.0	1.5
	PC11. use cooking and finishing techniques that meet the customer's requirements		3.0	1.0	2.0
	PC12. make changes in the food items as per consumer's requirements		3.0	1.0	2.0
	PC13. suggest consumers some changes to enhance their taste		3.5	1.0	2.5
	PC14. ensure that all the food orders are delivered to respective consumers within proprietor set time		3.5	1.0	2.5
	PC15. ensure that different courses of food are delivered to consumer at set pace and order		3.0	1.0	2.0
	PC16. ensure the quality of food items delivered		3.0	1.0	2.0

Qualifications Pack For Multi-cuisine Cook

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	to consumers such as the appropriate temperature, consistency, presentation etc.				
	POINTS		50	16.5	33.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	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	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination,		1.0	0.5	0.5

Qualifications Pack For Multi-cuisine Cook

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	communication and collaboration, with shared goals and supporting each other's performance				
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
	PC25. listen actively in a two way communication		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS		50	18.5	31.5
	TOTAL POINTS			50	

Qualifications Pack For Multi-cuisine Cook

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.5	2.0
	POINTS		50	10	40

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
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	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	handle customer grievances and complaints				
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1.0
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	POINTS		50	14	36
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
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	0.0
	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	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	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	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	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	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	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places		2.0	0.5	1.5

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
and instructed properly in order to achieve zero casualties				
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	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	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists		2.0	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	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	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	0.5	1.5
PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
PC20. motivate the women in the work place towards utilizing their skills		2.0	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	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	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	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	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
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	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
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	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
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	1.0
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
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	1.0
PC15. wash hands on a regular basis		2.0	0.5	1.5
PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
PC17. wash the cups		1.5	0.5	1.0
PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
PC30. take prompt treatment from the doctor in		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	case of illness				
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.0	0.5	0.5
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	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	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	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	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	PC19. use rubber mats to the places where floors are constantly wet		2.0	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	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	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	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	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	1.0
	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	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
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	3.0
	PC2. learn keywords that may be used to pose those queries		7.0	2.0	5.0
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		6.5	1.0	5.5
	PC4. listen to focussed or recorded sentences as spoken typically in the language		6.5	1.0	5.5
	PC5. speak without hesitation and fear of being incorrect		6.5	1.0	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		6.5	1.0	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5.0	1.0	4.0
	PC8. seek to improve language proficiency to 'working knowledge' level		6.5	1.0	5.5
	POINTS		50	10.5	39.5
	TOTAL POINTS			50	
	GRAND TOTAL	500			