

Qualification Pack



Guest Service Associate (Food & Beverage)

Food & Beverage Service Associate / Barista Executive

QP Code: THC/Q0301

Version: 4.0

NSQF Level: 4

Tourism & Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:preetika.kaur@thsc.in

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THC/Q0301: Guest Service Associate (Food & Beverage)

Brief Job Description

The individual at work is responsible for receiving the guests, taking orders, and serving food and beverages to guests. The person also carries out after dining activities like presenting the bill and sending off the guests.

Personal Attributes

The job requires the individual to be polite, well-groomed, and service-oriented with interpersonal skills and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9902: Ensure effective communication and service standards at workplace](#)
2. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
3. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Food & Beverage Service Associate

1. [THC/N0301: Provide Efficient Food and Beverages Service to Guests](#)
2. [THC/N0303: Perform Post-dining Activities](#)

Elective 2: Barista Executive

1. [THC/N0329: Prepare for Barista Operations](#)
2. [THC/N0330: Engage with guests and take Orders](#)
3. [THC/N0308: Prepare, Serve Beverages and Settle the Bill](#)

Qualification Pack (QP) Parameters

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Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food and Beverage Service
Country	India
NSQF Level	4
Credits	29
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5123.20
Minimum Educational Qualification & Experience	12th grade Pass (or equivalent) OR 11th grade pass with 1-2 Years of experience relevant experience OR 10th grade pass with 3 Years of experience relevant experience OR Completed 2nd year of the 3-year diploma after 10 with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 Years
Last Reviewed On	NA
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
Version	4.0
Reference code on NQR	QG-03-TH-02012-2024-V1-THSC
NQR Version	4

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THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

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THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	4.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQF Clearance Date	31/01/2024

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THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQF Clearance Date	30/04/2024

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DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	30/04/2025
Next Review Date	30/04/2028
NSQC Clearance Date	30/04/2025

Qualification Pack

THC/N0301: Provide Efficient Food and Beverages Service to Guests

Description

This OS unit is about providing efficient food and beverage service to guests by inspecting and organizing the service and guest dining area, receiving guests, taking food and beverage orders, and checking, if ordered food and beverage has been served to the guests as per standards.

Scope

The scope covers the following :

- Inspect and organize service and dining area
- Greet and receive the guest
- Take orders from guest
- Serve food and beverage to guest

Elements and Performance Criteria

Inspect and organize service and dining area

To be competent, the user/individual on the job must be able to:

- PC1.** ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards
- PC2.** check for pre-bookings or guest reservations
- PC3.** check arrangement of the tables as per standard layout
- PC4.** ensure tables have been set with linens, tableware and glasses
- PC5.** make sure that essentials such as paper napkins, ketchup, salt and pepper, etc. are replenished in timely manner
- PC6.** check and ensure that side-station has sufficient equipment to ensure smooth service
- PC7.** coordinate with duty chef for the list of available and non-available items, and special dishes of the day
- PC8.** confirm proper working of lighting and ventilation facilities
- PC9.** make sure the dining room temperature is comfortable
- PC10.** verify that all glassware and cutlery are cleaned and polished and free from chips, cracks or damage
- PC11.** ensure the music is organized at the right noise level

Greet and receive the guest

To be competent, the user/individual on the job must be able to:

- PC12.** greet the guests promptly as they arrive and appropriately as per organizational service policy
- PC13.** assist the guests in finding seats
- PC14.** ensure that guests are seated comfortably
- PC15.** ensure that all guests' requests and queries are addressed promptly and effectively such as high chairs for children etc.

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PC16. ensure welcome drinks and snacks are served to the guests, if applicable

PC17. inform the guests about the options available in the outlet such as buffet, a la carte, etc.

Take orders from guest

To be competent, the user/individual on the job must be able to:

PC18. present the menu card to the guests

PC19. ask the guest about their food or beverage preference

PC20. assist guests in choosing items according to their tastes

PC21. inform guests about the special dishes available for the day

PC22. provide suggestions to guests on beverages that complement the food items they have ordered

PC23. decline orders for unavailable items in a pleasant manner

PC24. advise suitable alternatives for the demanded unavailable items

PC25. respond to guest's queries or doubts regarding menu items, ingredients used, food preparation process, etc.

PC26. upsell food items and new beverages or high selling products to ensure profitable transactions for the organization

PC27. note the guest's orders manually or using handheld device

PC28. repeat and confirm the order with guest

PC29. provide estimated delivery time of the order to the guest

Serve food and beverage to guest

To be competent, the user/individual on the job must be able to:

PC30. ensure that orders are communicated to the kitchen and bar promptly and accurately

PC31. coordinate with the kitchen staff to expedite orders, ensuring that they are served in a timely fashion

PC32. check the served food and beverages meet appropriate serving temperature

PC33. make sure the guests meet regulatory requirement for serving alcoholic beverages

PC34. ensure the correct dish is served along with the appropriate cutlery to a guest where multiple orders have been placed

PC35. ensure the dishes are served in the correct sequence as per standard procedures (e.g. starters, beverage/alcoholic beverage, main dishes, dessert etc.)

PC36. ensure plates are removed without disturbing guests when they finish an item

PC37. refill glasses with water/beverage, if needed

PC38. make sure guests' inquiries are appropriately responded

PC39. ensure proper assistance is provided to the guests throughout their dining experience

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. FSSAI (Food Safety and Standards Authority of India) guidelines for food safety

KU2. occupational health and safety requirements applicable at the workplace

Qualification Pack

- KU3.** organizational policy and work instructions on receiving and greeting guests, sale promotion offers, food safety and quality standards
- KU4.** government's food and beverage regulations
- KU5.** SOP on order taking, serving, and delivery standards
- KU6.** table settings procedure as per organizational standards
- KU7.** different napkin folding techniques
- KU8.** types and use of equipment required in the dining area
- KU9.** details of items available on the menu, especially the specials for the day
- KU10.** preparation time and ingredients of the items on the menu card
- KU11.** ideal food and beverage combinations
- KU12.** types of alcoholic/non-alcoholic beverages
- KU13.** reservation and seating policy of the organization
- KU14.** storage and maintenance procedure for cutlery, condiments, and other dining accessories

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret instructions, procedures, information and signs relevant to F&B activities
- GS2.** maintain appropriate documentation to fulfill duties
- GS3.** communicate effectively with guests and co-workers
- GS4.** identify immediate or temporary solutions to resolve delays
- GS5.** coordinate with different departments for smooth workflow

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect and organize service and dining area</i>	20	20	-	10
PC1. ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards	-	-	-	-
PC2. check for pre-bookings or guest reservations	-	-	-	-
PC3. check arrangement of the tables as per standard layout	-	-	-	-
PC4. ensure tables have been set with linens, tableware and glasses	-	-	-	-
PC5. make sure that essentials such as paper napkins, ketchup, salt and pepper, etc. are replenished in timely manner	-	-	-	-
PC6. check and ensure that side-station has sufficient equipment to ensure smooth service	-	-	-	-
PC7. coordinate with duty chef for the list of available and non-available items, and special dishes of the day	-	-	-	-
PC8. confirm proper working of lighting and ventilation facilities	-	-	-	-
PC9. make sure the dining room temperature is comfortable	-	-	-	-
PC10. verify that all glassware and cutlery are cleaned and polished and free from chips, cracks or damage	-	-	-	-
PC11. ensure the music is organized at the right noise level	-	-	-	-
<i>Greet and receive the guest</i>	20	20	-	10
PC12. greet the guests promptly as they arrive and appropriately as per organizational service policy	-	-	-	-
PC13. assist the guests in finding seats	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure that guests are seated comfortably	-	-	-	-
PC15. ensure that all guests' requests and queries are addressed promptly and effectively such as high chairs for children etc.	-	-	-	-
PC16. ensure welcome drinks and snacks are served to the guests, if applicable	-	-	-	-
PC17. inform the guests about the options available in the outlet such as buffet, a la carte, etc.	-	-	-	-
<i>Take orders from guest</i>	15	15	-	5
PC18. present the menu card to the guests	-	-	-	-
PC19. ask the guest about their food or beverage preference	-	-	-	-
PC20. assist guests in choosing items according to their tastes	-	-	-	-
PC21. inform guests about the special dishes available for the day	-	-	-	-
PC22. provide suggestions to guests on beverages that complement the food items they have ordered	-	-	-	-
PC23. decline orders for unavailable items in a pleasant manner	-	-	-	-
PC24. advise suitable alternatives for the demanded unavailable items	-	-	-	-
PC25. respond to guest's queries or doubts regarding menu items, ingredients used, food preparation process, etc.	-	-	-	-
PC26. upsell food items and new beverages or high selling products to ensure profitable transactions for the organization	-	-	-	-
PC27. note the guest's orders manually or using handheld device	-	-	-	-
PC28. repeat and confirm the order with guest	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. provide estimated delivery time of the order to the guest	-	-	-	-
<i>Serve food and beverage to guest</i>	20	30	-	15
PC30. ensure that orders are communicated to the kitchen and bar promptly and accurately	-	-	-	-
PC31. coordinate with the kitchen staff to expedite orders, ensuring that they are served in a timely fashion	-	-	-	-
PC32. check the served food and beverages meet appropriate serving temperature	-	-	-	-
PC33. make sure the guests meet regulatory requirement for serving alcoholic beverages	-	-	-	-
PC34. ensure the correct dish is served along with the appropriate cutlery to a guest where multiple orders have been placed	-	-	-	-
PC35. ensure the dishes are served in the correct sequence as per standard procedures (e.g. starters, beverage/alcoholic beverage, main dishes, dessert etc.)	-	-	-	-
PC36. ensure plates are removed without disturbing guests when they finish an item	-	-	-	-
PC37. refill glasses with water/beverage, if needed	-	-	-	-
PC38. make sure guests' inquiries are appropriately responded	-	-	-	-
PC39. ensure proper assistance is provided to the guests throughout their dining experience	-	-	-	-
NOS Total	75	85	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0301
NOS Name	Provide Efficient Food and Beverages Service to Guests
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food and Beverage Service
NSQF Level	4
Credits	6
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQF Clearance Date	31/01/2024

Qualification Pack

THC/N0303: Perform Post-dining Activities

Description

This OS unit is about undertaking after dining activities such as presenting the bill, sending off the guests, and preparing the table for next guest.

Scope

The scope covers the following :

- Present the bill to the guest
- Prepare table for next guest

Elements and Performance Criteria

Present the bill to the guest

To be competent, the user/individual on the job must be able to:

- PC1.** provide after-meals services such as providing mouth fresheners and finger-bowls as per organization standards
- PC2.** handle guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times
- PC3.** ensure guest complaints and comments are reported to management
- PC4.** ensure that the guest is billed only for the items they had ordered
- PC5.** present the bill to the guest as per standard procedure
- PC6.** process the payment through various methods as chosen by the guest like cash, debit/credit card, e-wallet, etc. and present it to the bill desk/cash terminal
- PC7.** take the feedback from the guest using feedback form or handheld device
- PC8.** pull the chair backwards politely as guests decide to leave
- PC9.** thank the guest and invite to visit again

Prepare table for next guest

To be competent, the user/individual on the job must be able to:

- PC10.** ensure removal of used dishware, tableware and leftover food items from the dining table
- PC11.** sanitize the tables, chairs, high chairs, and any other open surfaces and menu
- PC12.** ensure the area is cleaned and mopped for any food droppings
- PC13.** ensure the tables/chairs are rearranged promptly as per standard table arrangement policy for next guests to be seated in a timely manner
- PC14.** ensure timely replenishment of tableware, napkins, and other essential items on the tables for next guests taking minimum time
- PC15.** restock the service stations and cabinets with clean glassware, cutlery, and other items
- PC16.** ensure recycling procedures for all used items as per organization policy

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** procedure to present a bill to guest and process payments
- KU2.** digital payment methods
- KU3.** daily cash management process
- KU4.** procedure for receiving feedback from the guest
- KU5.** SOP and service quality standards to send off the guests
- KU6.** procedure for storing the glassware, tableware and other equipment
- KU7.** post-dining clean-up process
- KU8.** waste management procedures

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read instructions, menu card, SOP, organizational policies etc.
- GS2.** communicate effectively with guests and co-workers
- GS3.** manage time efficiently to handle guest orders
- GS4.** spot and report potential guest problems to manager

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Present the bill to the guest</i>	20	20	-	10
PC1. provide after-meals services such as providing mouth fresheners and finger-bowls as per organization standards	-	-	-	-
PC2. handle guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times	-	-	-	-
PC3. ensure guest complaints and comments are reported to management	-	-	-	-
PC4. ensure that the guest is billed only for the items they had ordered	-	-	-	-
PC5. present the bill to the guest as per standard procedure	-	-	-	-
PC6. process the payment through various methods as chosen by the guest like cash, debit/credit card, e-wallet, etc. and present it to the bill desk/cash terminal	-	-	-	-
PC7. take the feedback from the guest using feedback form or handheld device	-	-	-	-
PC8. pull the chair backwards politely as guests decide to leave	-	-	-	-
PC9. thank the guest and invite to visit again	-	-	-	-
<i>Prepare table for next guest</i>	20	20	-	10
PC10. ensure removal of used dishware, tableware and leftover food items from the dining table	-	-	-	-
PC11. sanitize the tables, chairs, high chairs, and any other open surfaces and menu	-	-	-	-
PC12. ensure the area is cleaned and mopped for any food droppings	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure the tables/chairs are rearranged promptly as per standard table arrangement policy for next guests to be seated in a timely manner	-	-	-	-
PC14. ensure timely replenishment of tableware, napkins, and other essential items on the tables for next guests taking minimum time	-	-	-	-
PC15. restock the service stations and cabinets with clean glassware, cutlery, and other items	-	-	-	-
PC16. ensure recycling procedures for all used items as per organization policy	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0303
NOS Name	Perform Post-dining Activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food and Beverage Service
NSQF Level	4
Credits	6
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQF Clearance Date	31/01/2024

Qualification Pack

THC/N0329: Prepare for Barista Operations

Description

This OS unit is about preparing the cafe or coffee bar for serving the guests. It also includes ensuring the availability of adequate stock of beverages, food products, snacks, and other materials for smooth service

Scope

The scope covers the following :

- Plan and prepare for work
- Check storage and manage inventory

Elements and Performance Criteria

Plan and prepare for work

To be competent, the user/individual on the job must be able to:

- PC1.** Ensure the cafe/ coffee bar is clean as per health and hygiene standards
- PC2.** Switch on and check the equipment/appliances such as coffee machine, coffee grinder, fridge, ACs, etc. for proper functioning and report defects to the supervisor
- PC3.** Ensure all coffee bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival
- PC4.** Organize coffee bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery
- PC5.** Prepare ice cubes, crushed ice, and garnishes
- PC6.** Place menus at the bar counter/table
- PC7.** Check for the day's special items/promotions

Check storage and manage inventory

To be competent, the user/individual on the job must be able to:

- PC8.** Run an inventory check on coffee beans stock/garnishes/snacks/ice machines for the day's requirement
- PC9.** Ensure adequate stock of coffee and non-coffee beverages
- PC10.** Ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement
- PC11.** Check for expiry date of food & beverages and other products and discard as per standards
- PC12.** Prepare requisition and coordinate with procurement department and inform supervisor for replenishment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Food and beverage regulations as per FSSAI
- KU2.** Relevant occupational health and safety requirements as applicable in the workplace

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- KU3.** State Excise Act regulations and guidelines on serving beverages
- KU4.** Organizational code of conduct, business etiquette and typical guest profile
- KU5.** Types of coffee or non coffee beverages in a cafe or coffee bar lounge
- KU6.** Types of fruits, vegetables, snacks and ingredients used in the bar
- KU7.** Inventory management techniques at the bar
- KU8.** Types of tableware, equipment, and appliances used in the bar
- KU9.** Operating procedure of various coffee equipment used
- KU10.** Placement of bar accessories and tools
- KU11.** Maintenance procedure of equipment/appliances in the bar

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** Manage time effectively for prompt and improved services
- GS3.** Be polite and courteous at all times
- GS4.** Improve and modify own work practices
- GS5.** Handle day-to-day operational problems pertaining to the work area

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and prepare for work</i>	10	20	-	10
PC1. Ensure the cafe/ coffee bar is clean as per health and hygiene standards	-	-	-	-
PC2. Switch on and check the equipment/appliances such as coffee machine, coffee grinder, fridge, ACs, etc. for proper functioning and report defects to the supervisor	-	-	-	-
PC3. Ensure all coffee bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival	-	-	-	-
PC4. Organize coffee bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery	-	-	-	-
PC5. Prepare ice cubes, crushed ice, and garnishes	-	-	-	-
PC6. Place menus at the bar counter/table	-	-	-	-
PC7. Check for the day's special items/promotions	-	-	-	-
<i>Check storage and manage inventory</i>	8	10	-	5
PC8. Run an inventory check on coffee beans stock/garnishes/snacks/ice machines for the day's requirement	-	-	-	-
PC9. Ensure adequate stock of coffee and non-coffee beverages	-	-	-	-
PC10. Ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement	-	-	-	-
PC11. Check for expiry date of food & beverages and other products and discard as per standards	-	-	-	-
PC12. Prepare requisition and coordinate with procurement department and inform supervisor for replenishment	-	-	-	-
NOS Total	18	30	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0329
NOS Name	Prepare for Barista Operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Restaurant
Occupation	Food and Beverage Service
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

THC/N0330: Engage with guests and take Orders

Description

This NOS is about welcoming the guest to the cafe and taking orders for serving beverages.

Scope

The scope covers the following :

- Welcome the guest
- Take the beverages order
- Confirm the order with the guests

Elements and Performance Criteria

Welcome the guest

To be competent, the user/individual on the job must be able to:

- PC1.** Greet and welcome the guests promptly and appropriately on arrival as per SOP of organization
- PC2.** Check for any reservation and allot the table to the guest accordingly
- PC3.** Escort the guests to the table
- PC4.** Ensure that the guests are comfortably seated
- PC5.** Serve water to the guest

Take the beverages order

To be competent, the user/individual on the job must be able to:

- PC6.** Present the beverage menu to the guest and explain them about the available beverages in the bar
- PC7.** Establish guest's beverage requirements quickly
- PC8.** Suggest the drinks and food choices based on guest's preference
- PC9.** Inform guests about the available special offers in the bar
- PC10.** Ask the guest for any preference
- PC11.** Answer guest's queries on beverages
- PC12.** Inform guests of any new arrivals or exotic beverages
- PC13.** Recommend suitable pairings of food and coffee (e.g. Americano and croissant)
- PC14.** Up-sell new coffees/other beverages and high margin products to ensure profitable transactions for the organization

Confirm the order with the guests

To be competent, the user/individual on the job must be able to:

- PC15.** Note the guest's beverages orders manually or using the handheld device
- PC16.** Repeat and confirm the order with guest for preparation of beverages
- PC17.** Provide estimated delivery time of the order to the guest

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's policy on receiving and greeting guests, promotional offers, food safety and quality standard
- KU2.** preparation time and ingredients of the items in the menu card
- KU3.** government food and beverage regulations
- KU4.** organizational code of conduct, business etiquette and typical guest profile
- KU5.** preparation time and ingredients of the items in the menu card
- KU6.** food and beverage combinations
- KU7.** guest handling techniques
- KU8.** types of coffee/non-coffee beverages in the bar
- KU9.** cross-selling and up-selling strategies
- KU10.** latest trends in the beverage industry
- KU11.** types of tableware, equipment, and appliances used in the bar

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** record the frequently asked questions and problems of guests
- GS3.** assess bar guests' needs
- GS4.** communicate effectively with the guests
- GS5.** handle irate/dissatisfied guests

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Welcome the guest</i>	10	15	-	5
PC1. Greet and welcome the guests promptly and appropriately on arrival as per SOP of organization	-	-	-	-
PC2. Check for any reservation and allot the table to the guest accordingly	-	-	-	-
PC3. Escort the guests to the table	-	-	-	-
PC4. Ensure that the guests are comfortably seated	-	-	-	-
PC5. Serve water to the guest	-	-	-	-
<i>Take the beverages order</i>	20	20	-	10
PC6. Present the beverage menu to the guest and explain them about the available beverages in the bar	-	-	-	-
PC7. Establish guest's beverage requirements quickly	-	-	-	-
PC8. Suggest the drinks and food choices based on guest's preference	-	-	-	-
PC9. Inform guests about the available special offers in the bar	-	-	-	-
PC10. Ask the guest for any preference	-	-	-	-
PC11. Answer guest's queries on beverages	-	-	-	-
PC12. Inform guests of any new arrivals or exotic beverages	-	-	-	-
PC13. Recommend suitable pairings of food and coffee (e.g. Americano and croissant)	-	-	-	-
PC14. Up-sell new coffees/other beverages and high margin products to ensure profitable transactions for the organization	-	-	-	-
<i>Confirm the order with the guests</i>	20	20	-	9

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. Note the guest's beverages orders manually or using the handheld device	-	-	-	-
PC16. Repeat and confirm the order with guest for preparation of beverages	-	-	-	-
PC17. Provide estimated delivery time of the order to the guest	-	-	-	-
NOS Total	50	55	-	25

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0330
NOS Name	Engage with guests and take Orders
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Restaurant
Occupation	Food and Beverage Service
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQF Clearance Date	31/01/2024

Qualification Pack

THC/N0308: Prepare, Serve Beverages and Settle the Bill

Description

This NOS unit is about preparing and serving the beverages to the guest as per order. It also includes attending to guest's queries and closure of transactions through bill settlement.

Scope

The scope covers the following :

- Prepare beverages for the guests
- Serve the beverages to the guests
- Handle guest's queries/issues
- Prepare the bill as per order
- Perform end of day activity

Elements and Performance Criteria

Prepare beverages for the guests

To be competent, the user/individual on the job must be able to:

- PC1.** handle beverage and syrup bottles as per organizational SOP considering their shelf life and storage procedure
- PC2.** prepare drinks as per standard recipe of the bar
- PC3.** use proper glassware to suit the ordered beverage
- PC4.** ensure glassware are sparkling clean and not cracked or chipped
- PC5.** follow standard procedure for mixing, pouring and, garnishing the prepared drinks
- PC6.** measure quantity of different beverages for making cocktail/details
- PC7.** prepare the beverages of guest's choice using correct spirit/ beverage and mixes
- PC8.** apply techniques like stirring, shaking, blending, layering, or flaming etc. to make cocktails as per guest's preference
- PC9.** follow specific instructions for preparation of ordered drink
- PC10.** shake the ingredients using a cocktail shaker with ice cubes (for cocktails) as per guest preference
- PC11.** ensure there is no overpouring or spillage of beverage
- PC12.** garnish the drink to make it attractive

Serve the beverages to the guests

To be competent, the user/individual on the job must be able to:

- PC13.** handle the tray as per organizational policy (holding at chest height, above shoulder level) if serving at tables
- PC14.** hold the glass stem or base of stemmed glasses
- PC15.** use corkscrew, bottle opener, knife, etc. for opening the bottles without any damage
- PC16.** pour the beverage into the guest's glass if order is for wine/beer
- PC17.** ensure there are adequate napkins on the table

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- PC18.** follow serving guidelines such as serving on the right-hand side of the guest
- PC19.** handle glasses, bottles as per procedure to avoid contamination
- PC20.** serve the beverages with ice cubes or according to guest's preference
- PC21.** ensure all ordered dish/ complimentary snacks are served along with the beverages
- PC22.** avoid interrupting guests while serving beverages

Handle guest's queries/issues

To be competent, the user/individual on the job must be able to:

- PC23.** inform the bar manager/ other operations department about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them
- PC24.** notify the front desk/manager to assist the guest in hiring cab/car to return home, if inebriated
- PC25.** refuse any drink order politely, if guest is inebriated as per organizational protocol
- PC26.** respond to all guest queries

Prepare the bill as per order

To be competent, the user/individual on the job must be able to:

- PC27.** prepare the bill as per SOP
- PC28.** verify the bill detail with the order before presenting it to guests
- PC29.** collect cash and return balance along with the invoice
- PC30.** process payment by card, get signature, and return the card after swipe transaction
- PC31.** bill to room, in case of guests staying in hotel

Perform end of day activity

To be competent, the user/individual on the job must be able to:

- PC32.** ensure the bar is cleaned before closure
- PC33.** clean up and organize the refrigerator and drinks shelves/cabinets
- PC34.** make sure equipment and machines are stripped down, cleaned and sanitized
- PC35.** ensure products are condensed and are properly stored for the next day's use
- PC36.** put away the products with rotation in mind
- PC37.** wash and store the glassware and other tools safely
- PC38.** empty and clean out the taps for the night
- PC39.** lock and close bar cabinet, refrigerator, etc.
- PC40.** turn off electric signages, lights, ACs, etc.
- PC41.** take note of the closing inventory
- PC42.** follow bar closing timings as per regulations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** regulatory requirements and guidelines for bars
- KU2.** general food and beverages service guidelines
- KU3.** organizational policies on behavioural etiquette and professionalism

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- KU4.** essential tools behind the bar and their intended use
- KU5.** types of spirits, wines, and non- alcoholic beverages
- KU6.** preparation of beverages available on the menu
- KU7.** mixology for preparing cocktails and other drinks
- KU8.** classification and usage of glassware
- KU9.** pouring techniques of different beverages to the appropriate glass as per procedure
- KU10.** bartending terminology
- KU11.** escalation procedure to handle unruly or inebriated guests
- KU12.** ways to enhance guest experience
- KU13.** complaint handling policy and procedures
- KU14.** computerized billing procedure
- KU15.** taxes applicable for alcoholic beverages
- KU16.** digital payment methods
- KU17.** daily cash management process
- KU18.** procedure for storing the bar glasses, equipment and appliances,

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read journals and other sources to get the latest information about beverage trends
- GS2.** interact with coworkers to work efficiently
- GS3.** communicate effectively with the guests
- GS4.** analyze preferences of the guests
- GS5.** manage time efficiently to handle guest orders
- GS6.** spot and report potential guest problems to manager
- GS7.** address all complaints and handle dissatisfied guests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare beverages for the guests</i>	10	10	-	5
PC1. handle beverage and syrup bottles as per organizational SOP considering their shelf life and storage procedure	-	-	-	-
PC2. prepare drinks as per standard recipe of the bar	-	-	-	-
PC3. use proper glassware to suit the ordered beverage	-	-	-	-
PC4. ensure glassware are sparkling clean and not cracked or chipped	-	-	-	-
PC5. follow standard procedure for mixing, pouring and, garnishing the prepared drinks	-	-	-	-
PC6. measure quantity of different beverages for making cocktail/details	-	-	-	-
PC7. prepare the beverages of guest's choice using correct spirit/ beverage and mixes	-	-	-	-
PC8. apply techniques like stirring, shaking, blending, layering, or flaming etc. to make cocktails as per guest's preference	-	-	-	-
PC9. follow specific instructions for preparation of ordered drink	-	-	-	-
PC10. shake the ingredients using a cocktail shaker with ice cubes (for cocktails) as per guest preference	-	-	-	-
PC11. ensure there is no overpouring or spillage of beverage	-	-	-	-
PC12. garnish the drink to make it attractive	-	-	-	-
<i>Serve the beverages to the guests</i>	10	10	-	5
PC13. handle the tray as per organizational policy (holding at chest height, above shoulder level) if serving at tables	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. hold the glass stem or base of stemmed glasses	-	-	-	-
PC15. use corkscrew, bottle opener, knife, etc. for opening the bottles without any damage	-	-	-	-
PC16. pour the beverage into the guest's glass if order is for wine/beer	-	-	-	-
PC17. ensure there are adequate napkins on the table	-	-	-	-
PC18. follow serving guidelines such as serving on the right-hand side of the guest	-	-	-	-
PC19. handle glasses, bottles as per procedure to avoid contamination	-	-	-	-
PC20. serve the beverages with ice cubes or according to guest's preference	-	-	-	-
PC21. ensure all ordered dish/ complimentary snacks are served along with the beverages	-	-	-	-
PC22. avoid interrupting guests while serving beverages	-	-	-	-
<i>Handle guest's queries/issues</i>	5	5	-	5
PC23. inform the bar manager/ other operations department about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them	-	-	-	-
PC24. notify the front desk/manager to assist the guest in hiring cab/car to return home, if inebriated	-	-	-	-
PC25. refuse any drink order politely, if guest is inebriated as per organizational protocol	-	-	-	-
PC26. respond to all guest queries	-	-	-	-
<i>Prepare the bill as per order</i>	5	5	-	-
PC27. prepare the bill as per SOP	-	-	-	-
PC28. verify the bill detail with the order before presenting it to guests	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. collect cash and return balance along with the invoice	-	-	-	-
PC30. process payment by card, get signature, and return the card after swipe transaction	-	-	-	-
PC31. bill to room, in case of guests staying in hotel	-	-	-	-
<i>Perform end of day activity</i>	10	10	-	5
PC32. ensure the bar is cleaned before closure	-	-	-	-
PC33. clean up and organize the refrigerator and drinks shelves/cabinets	-	-	-	-
PC34. make sure equipment and machines are stripped down, cleaned and sanitized	-	-	-	-
PC35. ensure products are condensed and are properly stored for the next day's use	-	-	-	-
PC36. put away the products with rotation in mind	-	-	-	-
PC37. wash and store the glassware and other tools safely	-	-	-	-
PC38. empty and clean out the taps for the night	-	-	-	-
PC39. lock and close bar cabinet, refrigerator, etc.	-	-	-	-
PC40. turn off electric signages, lights, ACs, etc.	-	-	-	-
PC41. take note of the closing inventory	-	-	-	-
PC42. follow bar closing timings as per regulations	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0308
NOS Name	Prepare, Serve Beverages and Settle the Bill
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	5
Credits	5
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	10
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	100	110	-	40	250	35

Elective: 1 Food & Beverage Service Associate

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0301.Provide Efficient Food and Beverages Service to Guests	75	85	0	40	200	30
THC/N0303.Perform Post-dining Activities	40	40	0	20	100	35
Total	115	125	0	60	300	65

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Elective: 2 Barista Executive

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0329.Prepare for Barista Operations	18	30	0	15	63	25
THC/N0330.Engage with guests and take Orders	50	55	0	25	130	20
THC/N0308.Prepare, Serve Beverages and Settle the Bill	40	40	0	20	100	20
Total	108	125	0	60	293	65

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a 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 quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.