



# Food & Beverage Service - Associate

QP Code: THC/Q0301

Version: 2.0

NSQF Level: 4

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## THC/Q0301: Food & Beverage Service - Associate

### 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/N0301: Provide efficient food and beverages service to guests](#)
2. [THC/N0303: Perform post-dining activities](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5123.20

<b>Minimum Educational Qualification &amp; Experience</b>	<p>10th Class/I.T.I (two years after class 8th) with 1 Year of experience in Food &amp; Beverage Service department</p> <p>OR</p> <p>10th Class/I.T.I (one year after class 8th and with one year of experience) with 1 Year of experience in Food &amp; Beverage Service department</p> <p>OR</p> <p>Certificate-NSQF (Level- 3 Food &amp; Beverage Service Assistant)</p>
<b>Minimum Level of Education for Training in School</b>	9th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	16/12/2020
<b>Next Review Date</b>	16/12/2025
<b>Deactivation Date</b>	16/12/2025
<b>NSQC Approval Date</b>	17/05/2021
<b>Version</b>	2.0

## 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.
- 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

**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

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect and organize service and dining area</i>	<b>20</b>	<b>20</b>	<b>-</b>	<b>10</b>
<b>PC1.</b> ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards	-	-	-	-
<b>PC2.</b> check for pre-bookings or guest reservations	-	-	-	-
<b>PC3.</b> check arrangement of the tables as per standard layout	-	-	-	-
<b>PC4.</b> ensure tables have been set with linens, tableware and glasses	-	-	-	-
<b>PC5.</b> make sure that essentials such as paper napkins, ketchup, salt and pepper, etc. are replenished in timely manner	-	-	-	-
<b>PC6.</b> check and ensure that side-station has sufficient equipment to ensure smooth service	-	-	-	-
<b>PC7.</b> coordinate with duty chef for the list of available and non-available items, and special dishes of the day	-	-	-	-
<b>PC8.</b> confirm proper working of lighting and ventilation facilities	-	-	-	-
<b>PC9.</b> make sure the dining room temperature is comfortable	-	-	-	-
<b>PC10.</b> verify that all glassware and cutlery are cleaned and polished and free from chips, cracks or damage	-	-	-	-
<b>PC11.</b> ensure the music is organized at the right noise level	-	-	-	-
<i>Greet and receive the guest</i>	<b>20</b>	<b>20</b>	<b>-</b>	<b>10</b>
<b>PC12.</b> greet the guests promptly as they arrive and appropriately as per organizational service policy	-	-	-	-
<b>PC13.</b> assist the guests in finding seats	-	-	-	-
<b>PC14.</b> ensure that guests are seated comfortably	-	-	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> ensure that all guests' requests and queries are addressed promptly and effectively such as high chairs for children etc.	-	-	-	-
<b>PC16.</b> ensure welcome drinks and snacks are served to the guests, if applicable	-	-	-	-
<b>PC17.</b> inform the guests about the options available in the outlet such as buffet, a la carte, etc.	-	-	-	-
<i>Take orders from guest</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC18.</b> present the menu card to the guests	-	-	-	-
<b>PC19.</b> ask the guest about their food or beverage preference	-	-	-	-
<b>PC20.</b> assist guests in choosing items according to their tastes	-	-	-	-
<b>PC21.</b> inform guests about the special dishes available for the day	-	-	-	-
<b>PC22.</b> provide suggestions to guests on beverages that complement the food items they have ordered	-	-	-	-
<b>PC23.</b> decline orders for unavailable items in a pleasant manner	-	-	-	-
<b>PC24.</b> advise suitable alternatives for the demanded unavailable items	-	-	-	-
<b>PC25.</b> respond to guest's queries or doubts regarding menu items, ingredients used, food preparation process, etc.	-	-	-	-
<b>PC26.</b> upsell food items and new beverages or high selling products to ensure profitable transactions for the organization	-	-	-	-
<b>PC27.</b> note the guest's orders manually or using handheld device	-	-	-	-
<b>PC28.</b> repeat and confirm the order with guest	-	-	-	-
<b>PC29.</b> provide estimated delivery time of the order to the guest	-	-	-	-

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0301
<b>NOS Name</b>	Provide efficient food and beverages service to guests
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

## 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)

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

## Assessment Criteria

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

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0303
<b>NOS Name</b>	Perform post-dining activities
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	



## THC/N9901: Communicate effectively and maintain service standards

### Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

### Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

### Elements and Performance Criteria

#### *Communicate effectively with guests, colleagues and superiors*

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.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

#### *Maintain professional etiquette*

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

#### *Provide specific services as per the guests' requirements*

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability
- PC19.** follow gender and age sensitive service practices at all times

**PC20.** adhere to the company policies related to prevention of sexual harassment

## **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 hierarchy and reporting 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.** gender specific requirements of different types of guest
- KU10.** specific requirements of different age-groups of guests
- KU11.** age and gender specific etiquette
- KU12.** key helpline numbers
- KU13.** organizational policy with regards to Persons with disability

## **Generic Skills (GS)**

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

- GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace
- GS2.** interact with coworkers to work efficiently
- GS3.** communicate effectively with the guests
- GS4.** solve problem when required
- GS5.** improve work processes by incorporating guests' feedback

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> clarify guest's requirements by asking appropriate questions	-	-	-	-
<b>PC4.</b> address guest's dissatisfactions and complaints effectively	-	-	-	-
<b>PC5.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
<b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
<b>PC9.</b> pass on essential information to the colleagues timely	-	-	-	-
<b>PC10.</b> report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> report to work on time	-	-	-	-
<b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
<b>PC13.</b> follow the dress code as per organizational policy	-	-	-	-
<b>PC14.</b> maintain personal hygiene	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
<b>PC17.</b> provide assistance to Persons with Disability, if required	-	-	-	-
<b>PC18.</b> follow the organisational policies specified for Persons with Disability	-	-	-	-
<b>PC19.</b> follow gender and age sensitive service practices at all times	-	-	-	-
<b>PC20.</b> adhere to the company policies related to prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

## THC/N9903: Maintain organisational confidentiality and respect guests' privacy

### Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

### Elements and Performance Criteria

#### *Maintain organisational confidentiality*

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

#### *Respect guest's privacy*

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

### Generic Skills (GS)

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

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor

- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>6</b>	-	<b>3</b>
<b>PC1.</b> ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
<b>PC2.</b> comply to organizational IPR policy at all times	-	-	-	-
<b>PC3.</b> report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
<b>PC4.</b> maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	<b>4</b>	<b>4</b>	-	<b>2</b>
<b>PC5.</b> protect personal and financial information of the guest	-	-	-	-
<b>PC6.</b> refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>5</b>



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

## THC/N9906: Follow Health, Hygiene and Safety practices

### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

### Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

### Elements and Performance Criteria

#### *Maintain personal and workplace hygiene*

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

#### *Take precautionary health measures*

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

#### *Follow standard safety procedure*

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

#### *Follow effective waste management*

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC16.** segregate waste into different coloured dustbins

- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** 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.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

## **Generic Skills (GS)**

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

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

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC3.</b> clean the crockery and other articles as per established standards	-	-	-	-
<b>PC4.</b> sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
<b>PC5.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC6.</b> use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
<b>PC7.</b> dispose of the waste as per the prescribed standards	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	<b>5</b>	<b>5</b>	-	-
<b>PC9.</b> attend regular health check-ups organized by the management	-	-	-	-
<b>PC10.</b> report personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC11.</b> report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC12.</b> follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> follow first aid procedures appropriately	-	-	-	-
<b>PC14.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC16.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC17.</b> handle the waste as per SOP	-	-	-	-
<b>PC18.</b> recycle waste wherever applicable	-	-	-	-
<b>PC19.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>35</b>	-	<b>15</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

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

**Minimum Aggregate Passing % at QP Level : 60**

(**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

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
THC/N0301.Provide efficient food and beverages service to guests	75	85	0	40	200	25
THC/N0303.Perform post-dining activities	40	40	0	20	100	25
THC/N9901.Communicate effectively and maintain service standards	40	40	0	20	100	25
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	0	15	75	20
<b>Total</b>	<b>190</b>	<b>210</b>	<b>-</b>	<b>100</b>	<b>500</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>IPR</b>	Intellectual Property Rights
<b>ISO</b>	International Standards Organization



## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.