QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS
FOR TOURISM AND HOSPITALITY INDUSTRY

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What are Occupational Standards(OS)?

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

Introduction

Qualification Pack: Multi-cuisine Cook

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: RESTAURANT

OCCUPATION: Roadside Eateries

REFERENCE ID: THC/Q3006

ALIGNED TO: NCO-2004/NIL

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

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

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

Job Details

Qualifications Pack Code	THC/Q3006		
Job Role	Multi-cuisine Cook		
Credits(NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	15/04/15
Sub-sector	Restaurant	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	05/10/19
NSQC Clearance on	28/09/15		

Job Role	Multi-cuisine Cook
Role Description	Cooking variety of foods for consumers and arranging and managing food resources in the kitchen
NSQF level	4
Minimum Educational Qualifications	Preferable primary education
Maximum Educational Qualifications	8th standard passed
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. THC/N3005: Arrange and manage food resources in the kitchen 2. THC/N3006: Cook variety of food 3. THC/N9901: Communicate with customer and colleagues 4. THC/N9902: Maintain customer-centric service orientation 5. THC/N9903: Maintain standard of etiquette and hospitable conduct 6. THC/N9904: Follow gender and age sensitive service practices 7. THC/N9905: Maintain IPR of organisation and customers 8. THC/N9906: Maintain health and hygiene 9. THC/N9907: Maintain safety at workplace 10. THC/N9909: Learn a foreign or local language(s) including English **Optional:** 1. NA
Performance Criteria	As described in the relevant OS units

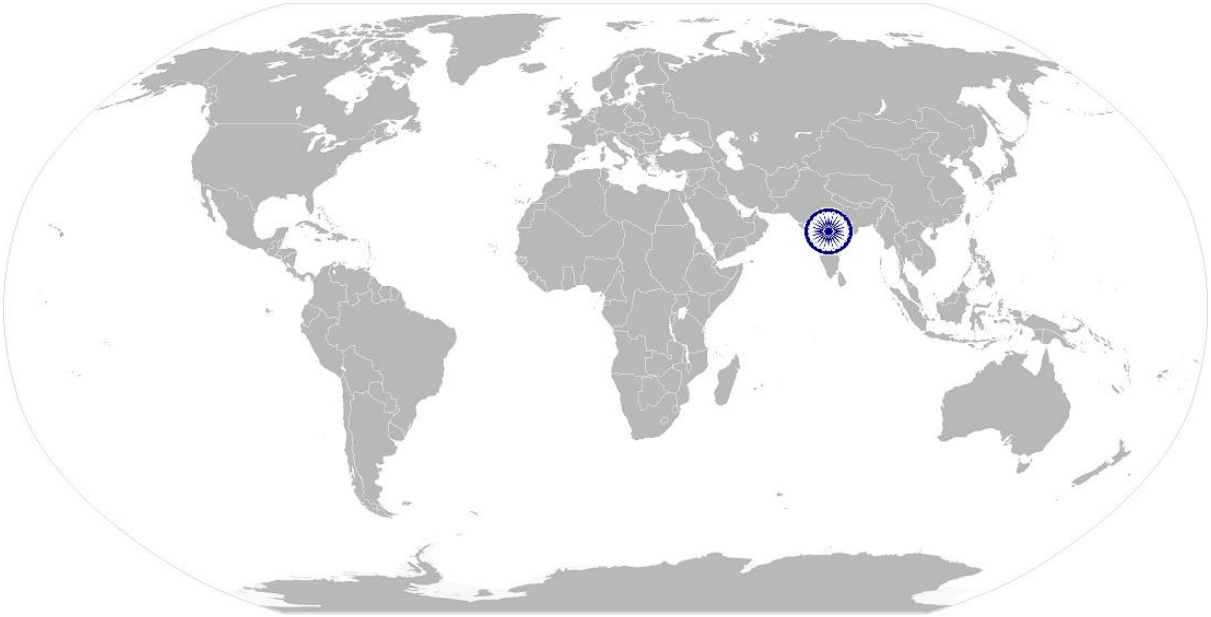
Definitions

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

Acronyms

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

National Occupational Standard



Overview

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

National Occupational Standard

THC/N3005 Arrange and manage food resources in the kitchen

Unit Code	**THC/N3005**
Unit Title (Task)	**Arrange and manage food resources in the kitchen**
Description	This OS unit is about arranging for, storing and managing the food resources in the kitchen for uninterrupted operations.
Scope	This unit/task covers the following: • Arrange food resources • Maintain inventory control • Ensure efficient use of resources
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Arranging for food resources	To be competent, the user/ individual must be able to: PC1. estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helper PC2. estimate the quantity of various resources required for smooth kitchen operations PC3. provide the specifications for kitchen provisions, supplies and daily perishable consumables to the proprietor of the eatery PC4. receive the deliveries of kitchen provisions, supplies and daily perishable consumables from suppliers PC5. check that received food items; supplies and materials are undamaged and then tally them with the order placed PC6. instruct kitchen helper to unload the supplies and sort them for proper storage
Maintaining inventory control	To be competent, the user/ individual must be able to: PC7. keep track of the quantities of supplies used on day-to-day basis PC8. follow stock rotation procedures to avoid wastage of raw materials PC9. inform proprietor about the inventory status and help in re-ordering of materials PC10. keep track of the fuel consumptions and report to proprietor to decide about re-ordering PC11. ensure adequate availability of resources for uninterrupted kitchen operations PC12. ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring
Ensuring efficient use of resources	To be competent, the user/ individual must be able to: PC13. follow manufacturers' guidelines to ensure that kitchen equipment is working at the correct settings PC14. ensure that cooking fuel does not get wasted because of faulty burners or cooking practices PC15. ensure that there is no wastage of water, electricity, kitchen provision, supplies and perishable materials in the kitchen

THC/N3005 **Arrange and manage food resources in the kitchen**

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

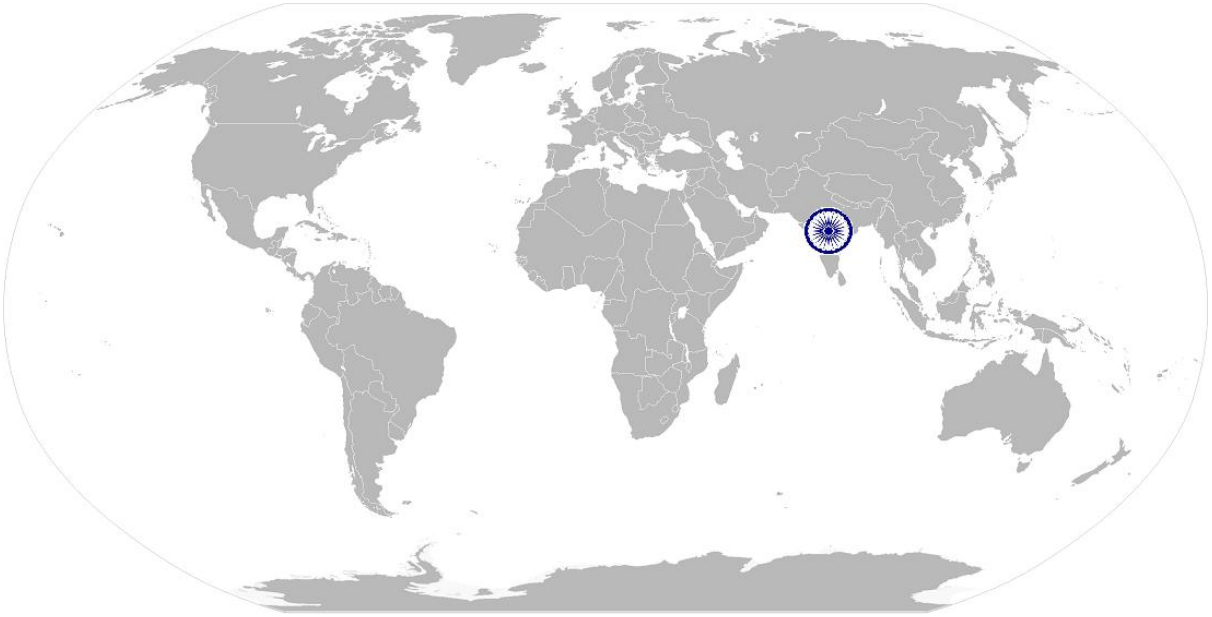
THC/N3005 Arrange and manage food resources in the kitchen

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

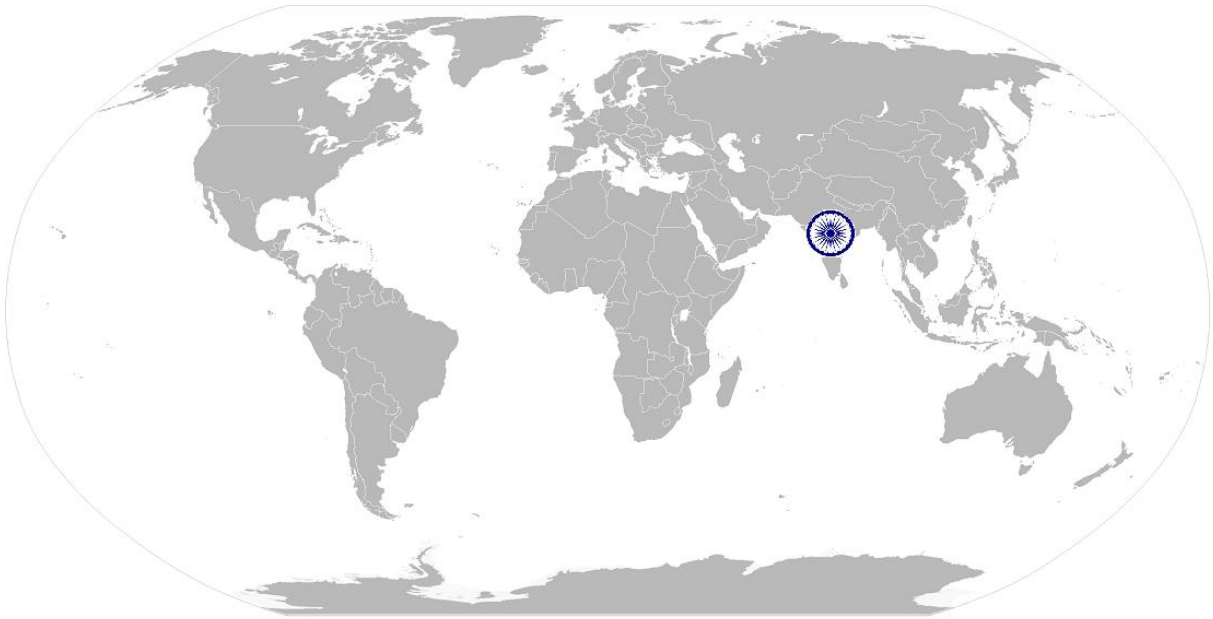
THC/N3005 Arrange and manage food resources in the kitchen

NOS Version Control

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



National Occupational Standard



Overview

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

National Occupational Standard

THC/N3006 **Cook variety of food**

Unit Code	THC/N3006
Unit Title (Task)	Cook variety of food
Description	This OS unit is about cooking variety of foods as per the eatery's menu.
Scope	This unit/task covers the following: • Direct kitchen helper for initial preparation • Cook vegetarian and non- vegetarian food items • Customize food items as per consumer's requirements • Expedite and ensure quality control
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Directing kitchen helper for initial preparation	To be competent, the user/ individual must be able to: PC1. direct kitchen helper to do the basic preparatory work like washing; peeling; chopping; cutting of vegetables, grinding spices etc. PC2. instruct kitchen helper to store semi-cooked food in containers / in the fridge or freezer PC3. inform kitchen helper about what all is required at the workstation to prepare variety of food items
Cooking vegetarian and non- vegetarian food items	To be competent, the user/ individual must be able to: PC4. ensure that food preparation areas and equipment are clean, hygienic and ready for use PC5. select raw items; provisions; supplies and / or semi-cooked food as per food item to be cooked PC6. cook vegetables by boiling; frying; grilling; microwaving and ensure that they are served at correct temperature PC7. cook variety of vegetarian and non- vegetarian North Indian, South Indian, Chinese food items PC8. safely store any cooked vegetables not for immediate use PC9. clear the area and deal correctly with the equipment used after service PC10. ensure food is arranged correctly prior to service PC11. use cooking and finishing techniques that meet the customer's requirements
Customizing food items as per consumer's requirements	To be competent, the user/ individual must be able to: PC12. make changes in the food items as per consumer's requirements PC13. suggest consumers some changes to enhance their taste
Expediting and ensuring quality control	To be competent, the user/ individual must be able to: PC14. ensure that all the food orders are delivered to respective consumers within proprietor set time PC15. ensure that different courses of food are delivered to consumer at set pace and order PC16. ensure the quality of food items delivered to consumers such as the appropriate temperature, consistency, presentation etc.

THC/N3006 **Cook variety of food**

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

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

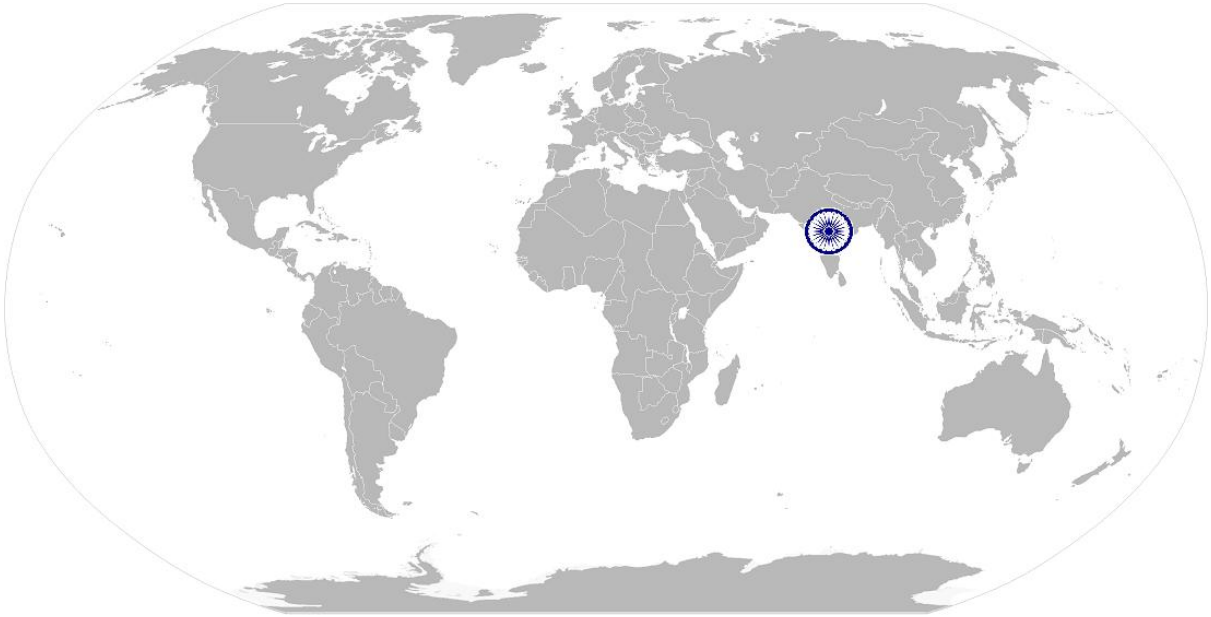
THC/N3006 **Cook variety of food**

NOS Version Control

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

THC/ N9901 Communicate with customer and colleagues

National Occupational Standard



Overview

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

THC/ N9901 **Communicate with customer and colleagues**

National Occupational Standard

Unit Code	**THC/N9901**
Unit Title (Task)	**Communicate with customer and colleagues**
Role Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	This unit/task covers the following: • Interact with superior • Communicate with colleagues • Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Interacting with superior	To be competent, the user/ individual must be able to: PC1. receive job order and instructions from reporting superior PC2. understand the work output requirements, targets, performance indicators and incentives PC3. deliver quality work on time and report any anticipated reasons for delays PC4. escalate unresolved problems or complaints to the relevant senior PC5. communicate maintenance and repair schedule proactively to the superior PC6. receive feedback on work standards PC7. document the completed work schedule and handover to the superior
Communicating with colleagues	To be competent, the user/ individual must be able to: PC8. exhibit trust, support and respect to all the colleagues in the workplace PC9. aim to achieve smooth workflow PC10. help and assist colleagues with information and knowledge PC11. seek assistance from the colleagues when required PC12. identify the potential and existing conflicts with the colleagues and resolve PC13. pass on essential information to other colleagues on timely basis PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues PC17. highlight any errors of colleagues, help to rectify and ensure quality output PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance

THC/ N9901 **Communicate with customer and colleagues**

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

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

THC/ N9901 **Communicate with customer and colleagues**

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

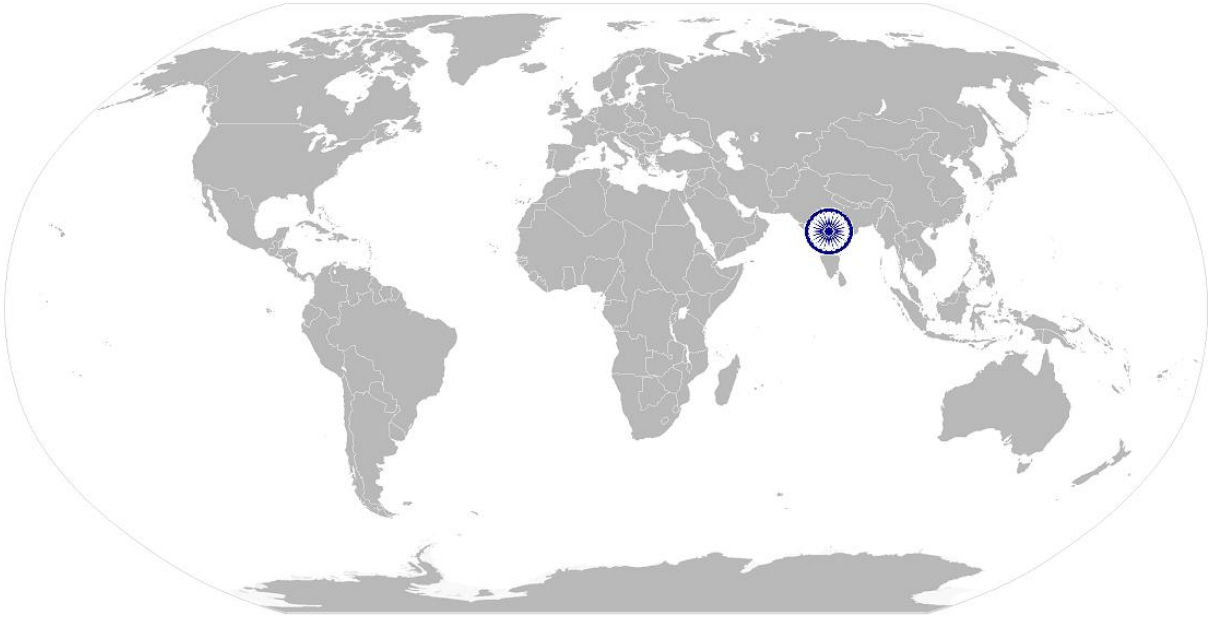
THC/ N9901 **Communicate with customer and colleagues**

NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9902 Maintain customer-centric service orientation

National Occupational Standard



Overview

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

THC/N9902 Maintain customer-centric service orientation

National Occupational Standard

Unit Code	THC/N9902
Unit Title (Task)	**Maintain customer-centric service orientation**
Description	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
Scope	This unit/task covers the following: • Engage with customers to understand their service quality requirements • Achieve customer satisfaction • Fulfil customer requirement
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Engaging with customers for assessing service quality requirements	To be competent, the user/ individual must be able to: PC1. keep in mind the profiles of expected customers PC2. understand the target customers and their needs as defined by the company PC3. organize regular customer events and feedback session frequently PC4. build a good rapport with the customers including the ones who complain PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc. PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc. PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures PC8. ingrain customer oriented behaviour in service at all level PC9. aim to gain their long lasting loyalty and satisfaction PC10. engage with customers on without intruding on privacy
Achieving customer satisfaction	To be competent, the user/ individual must be able to: PC11. ensure clarity, honesty and transparency with the customers PC12. treat the customers fairly and with due respect PC13. focus on executing company's marketing strategies and product development PC14. focus on enhancing brand value of company through customer satisfaction
Fulfilling customer requirement	To be competent, the user/ individual must be able to: PC15. ensure that customer expectations are met PC16. learn to read customers' needs and wants PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction PC18. communicate feedback of customer to senior, especially, the negative feedback PC19. maintain close contact with the customers and focus groups PC20. offer promotions to improve product satisfaction level to the customers periodically

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

THC/N9902 **Maintain customer-centric service orientation**

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

THC/N9902 **Maintain customer-centric service orientation**

NOS Version Control

NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9903 Maintain standard of etiquette and hospitable conduct

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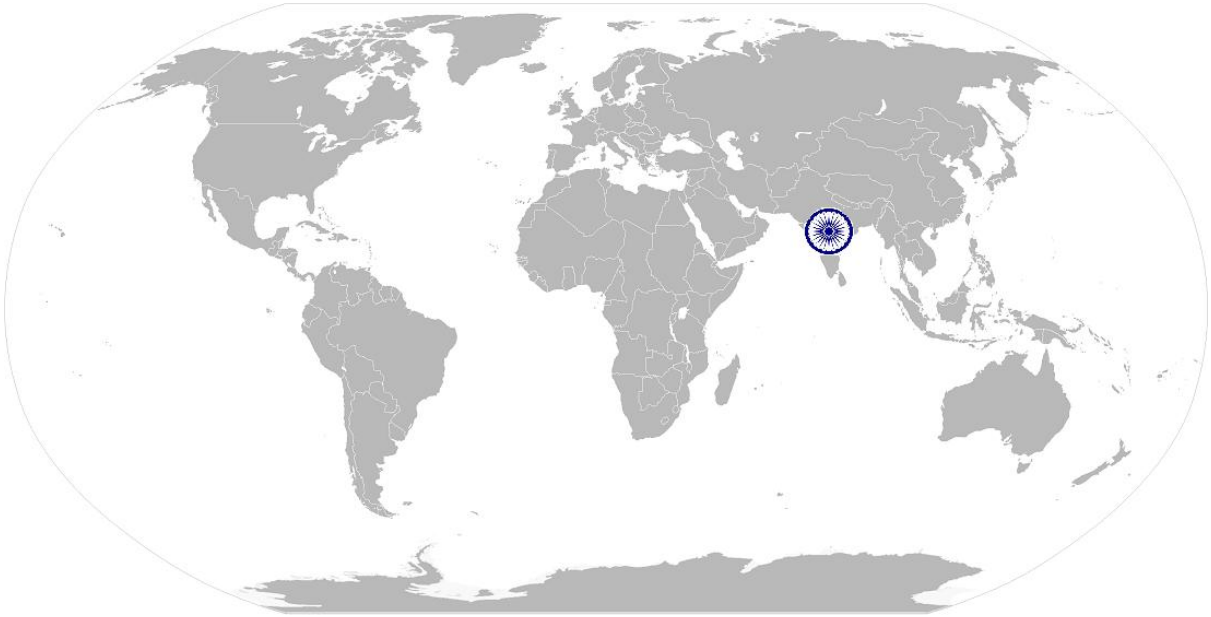
National Occupational Standard



Overview

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

THC/N9903 Maintain standard of etiquette and hospitable conduct

National Occupational Standard

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	This unit/task covers the following: • Follow behavioural, personal and telephone etiquettes • Treat customers with high degree of respect and professionalism • Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Following behavioural, personal and telephone etiquettes	To be competent, the user/ individual must be able to: PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival PC2. welcome the customers with a smile PC3. ensure to maintain eye contact PC4. address the customers in a respectable manner PC5. do not eat or chew while talking PC6. use their names as many times as possible during the conversation PC7. ensure not to be too loud while talking PC8. maintain fair and high standards of practice PC9. ensure to offer transparent prices PC10. maintain proper books of accounts for payment due and received PC11. answer the telephone quickly and respond back to mails faster PC12. ensure not to argue with the customer PC13. listen attentively and answer back politely PC14. maintain personal integrity and ethical behaviour PC15. dress professionally PC16. deliver positive attitude to work PC17. maintain well groomed personality PC18. achieve punctuality and body language PC19. maintain the social and telephonic etiquette PC20. provide small gifts as token of appreciation and thanks giving to the customer PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism PC22. demonstrate responsible and disciplined behaviours at the workplace PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict

THC/N9903 Maintain standard of etiquette and hospitable conduct

Treating customers with high degree of respect and professionalism	To be competent, the user/ individual must be able to: PC24. use appropriate titles and terms of respect to the customers PC25. use polite language PC26. maintain professionalism and procedures to handle customer grievances and complaints PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette PC29. provide special attention to the customer at all time
Achieving customer satisfaction	To be competent, the user/ individual must be able to: PC30. achieve 100% customer satisfaction on a scale of standard PC31. gain customer loyalty PC32. enhance brand value of company
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on behavioural etiquette and professionalism KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. significance of professional and polite etiquette and behaviour KB2. the need and reason for achieving customer satisfaction KB3. procedural behavioural patterns framed by the organisation KB4. methods for gaining customer satisfaction KB5. standard operating procedure and service quality standards KB6. measure of customer satisfaction KB7. significance of brand enhancement via word-of-mouth KB8. the hospitality and tourism environment KB9. company's growth strategy and productivity targets
Skills (S)	
A. Core Skills/ Generic Skills	**Reading Skills**
	The individual on the job needs to know and understand: SA1. how to read job sheets, company policy documents and information displayed at the workplace SA2. how to read notes and comments from the supervisor or customer
	Writing Skills
	The individual on the job needs to know and understand: SA3. how to fill up documentation pertaining to job requirement

THC/N9903 Maintain standard of etiquette and hospitable conduct

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

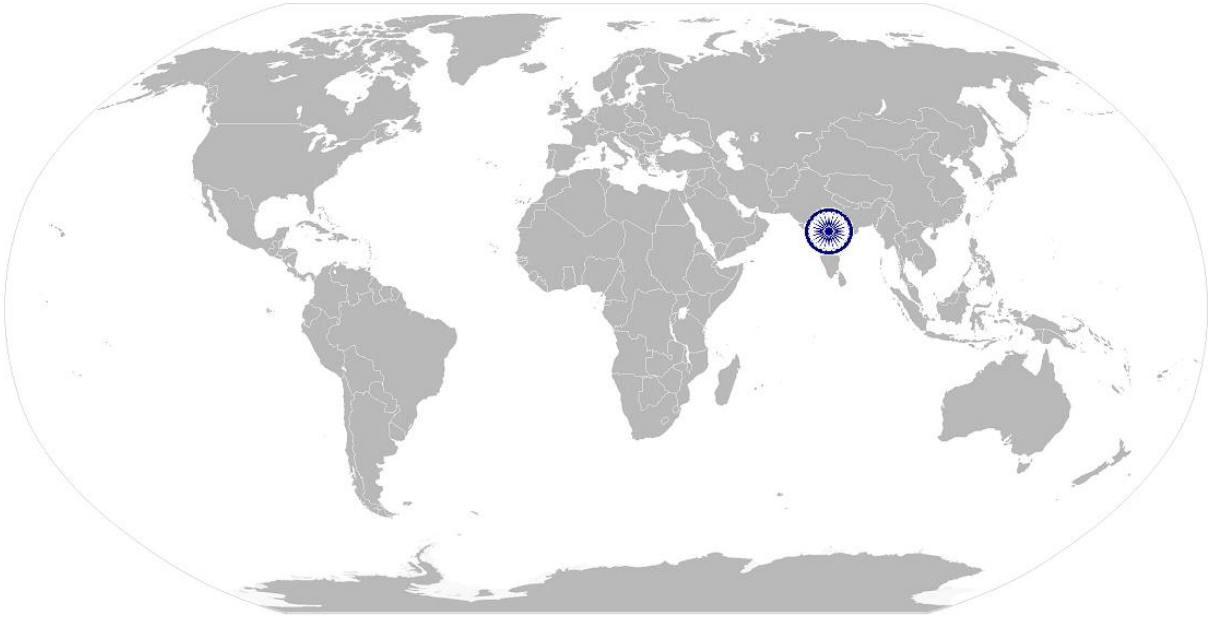
THC/N9903 Maintain standard of etiquette and hospitable conduct

NOS Version Control

NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9904 Follow gender and age sensitive service practices

National Occupational Standard



Overview

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

THC/N9904 Follow gender and age sensitive service practices

National Occupational Standard

Unit Code	THC/N9904
Unit Title (Task)	**Follow gender and age sensitive service practices**
Description	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
Scope	This unit/task covers the following: • Educate customer on specific facilities and services available for different categories of customers • Provide gender and age specific services as per their unique and collective requirements • Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Educating customer on specific facilities and services available	To be competent, the user/ individual must be able to: PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc. PC6. maintain compliant behavioural etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc. PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties
Providing different age and gender specific customer service	To be competent, the user/ individual must be able to: PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others PC11. coordinate with team to meet these unique needs, also keeping in mind their

THC/N9904 Follow gender and age sensitive service practices

	diverse cultural backgrounds PC12. provide entertainment programs and events suited for the children tourists PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies PC14. arrange for transport and equipment as required by senior citizens PC15. ensure availability of medical facilities and doctor
Following standard etiquette with women at workplace	To be competent, the user/ individual must be able to: PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc. PC18. involve women in the decision making processes and management professions PC19. avoid specific discrimination and give women their due respect PC20. motivate the women in the work place towards utilizing their skills PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell. PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc. PC25. ensure safety and security of women at all levels
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on gender sensitive service practices at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. gender specific requirements of different types of customer KB2. specific requirements of different age-groups of customers KB3. safety measures and procedures available for female colleagues and customers KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure KB5. helpline numbers

THC/N9904 Follow gender and age sensitive service practices

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

THC/N9904 Follow gender and age sensitive service practices

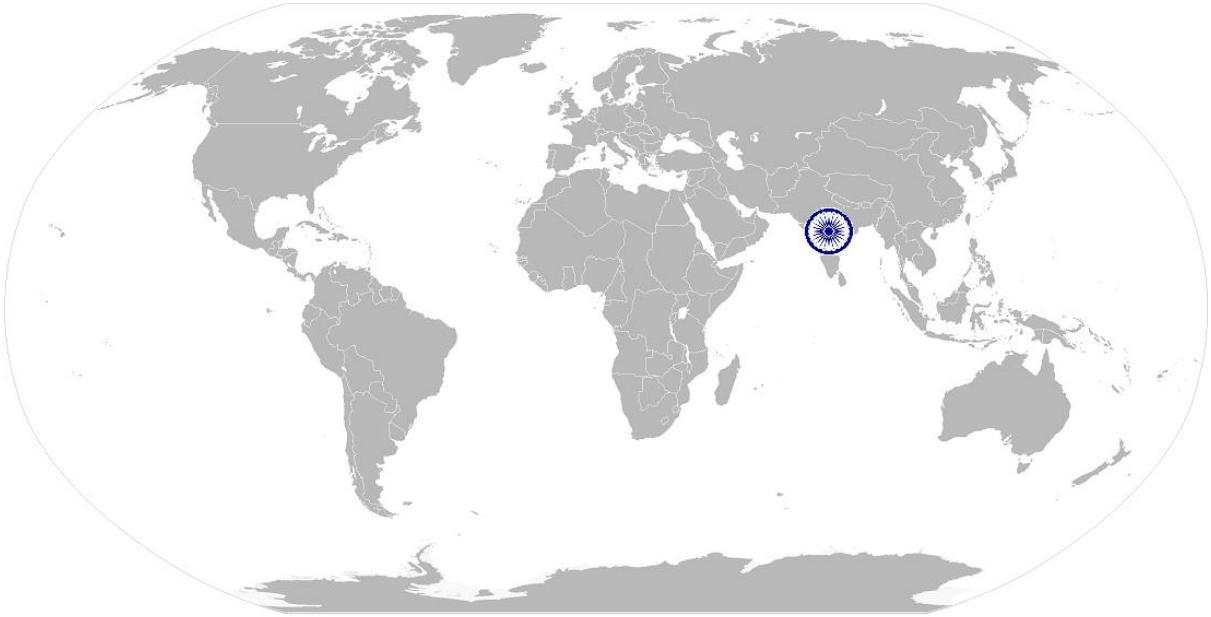
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring problems based on the complaints received from women customers and at the workplace SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment

THC/N9904 Follow gender and age sensitive service practices

NOS Version Control

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

National Occupational Standard



Overview

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

National Occupational Standard

THC/N9905 Maintain IPR of organisation and customer

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customer
Description	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
Scope	This unit/task covers the following: • Secure company's IPR • Respect customers copyright

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Securing company's IPR	To be competent, the user/ individual must be able to: PC1. prevent leak of new plans and designs to competitors by reporting on time PC2. be aware of any of company's product, service or design patents PC3. report IPR violations observed in the market, to supervisor or company head
Respecting customer's copyright	To be competent, the user/ individual must be able to: PC4. read copyright clause of the material published on the internet and any other printed material PC5. protect infringement upon customer's business or design plans PC6. consult supervisor or senior management when in doubt about using information available from customer PC7. report any infringement observed by anyone in the company

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on intellectual property rights KA2. company's IPR infringement reporting policy KA3. company's Human Resource policies KA4. company's reporting structure KA5. company's documentation policy KA6. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company KB3. significance of damages resulting from IPR infringement KB4. industrial and political espionages

THC/N9905 Maintain IPR of company and customer

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

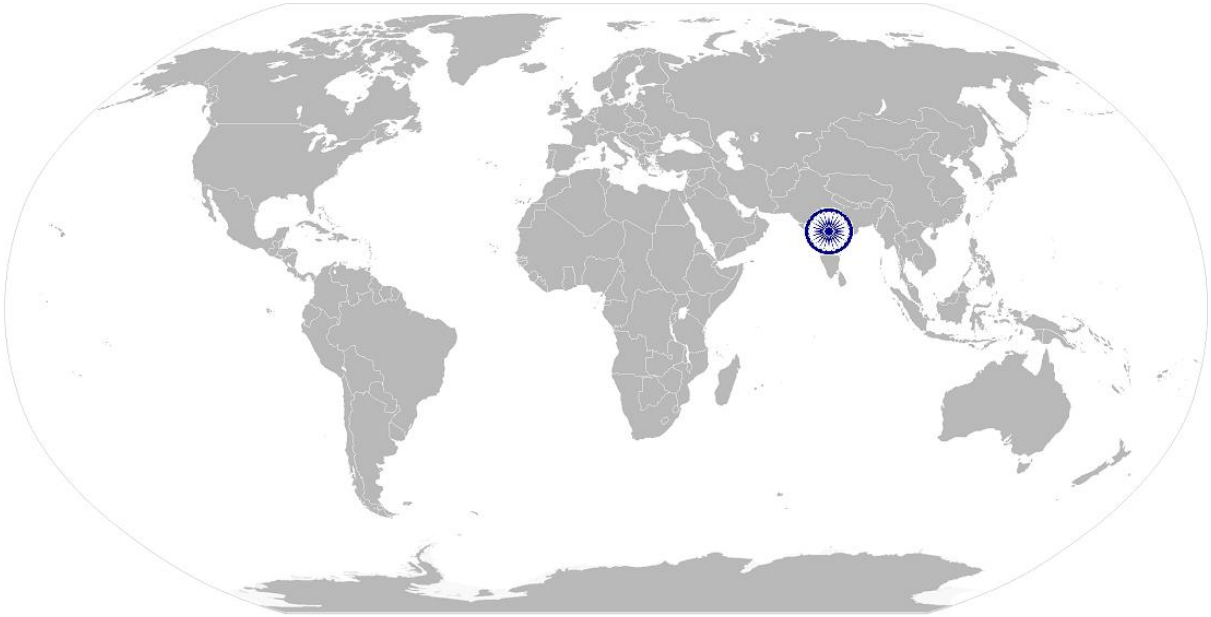
THC/N9905 Maintain IPR of company and customer

NOS Version Control

NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

THC/N9906 **Maintain health and hygiene**

National Occupational Standard



Overview

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

THC/N9906 **Maintain health and hygiene**

National Occupational Standard

Unit Code	THC/N9906
Unit Title (Task)	Maintain health and hygiene
Description	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
Scope	This unit/task covers the following: • Ensure cleanliness around workplace in hospitality and tourist areas • Follow personal hygiene practices • Take precautionary health measures

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Ensuring cleanliness around workplace	To be competent, the user/ individual must be able to: PC1. keep the workplace regularly clean and cleared-off of food waste or other litter PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal PC3. ensure that the trash cans or waste collection points are cleared everyday PC4. arrange for regular pest control activities at the workplace PC5. to maintain records for cleanliness and maintenance schedule PC6. ensure the workplace is well ventilated with fresh air supply PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well PC8. ensure the workplace is provided with sufficient lighting PC9. ensure clean work environment where food is stored, prepared, displayed and served PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc. PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids PC13. ensure to clean the store areas with appropriate materials and procedures PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal
Following personal hygiene practices	To be competent, the user/ individual must be able to: PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.

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

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

THC/N9906 **Maintain health and hygiene**

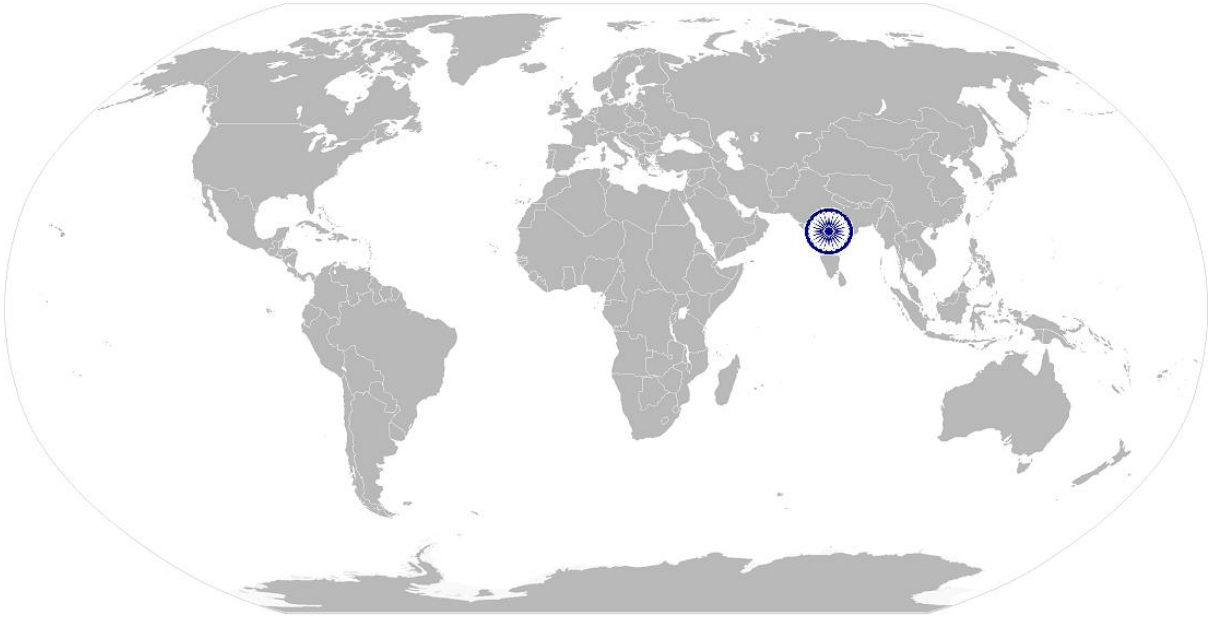
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand: SB3. how to use the acids, detergents, lubricants, etc., for cleaning SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others

THC/N9906 **Maintain health and hygiene**

NOS Version Control

NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

National Occupational Standard



Overview

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

THC/N9907 **Maintain safety at workplace**

National Occupational Standard

Unit Code	THC/N9907
Unit Title (Task)	**Maintain safety at workplace**
Description	This OS unit is about following workplace safety standards to have a hazard-free work environment and avoid downtime because of disruption from personal injuries and hazardous system failures
Scope	This unit/task covers the following: • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment • Achieve safety standards

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Taking precautionary measures to avoid work hazards	To be competent, the user/ individual must be able to: PC1. assess the various hazards in the work areas PC2. take necessary steps to eliminate or minimize them PC3. analyse the causes of accidents at the workplace PC4. suggest measures to prevent such accidents from taking place PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc. PC6. suggest methods to improve the existing safety procedures at the workplace
Following standard safety procedure	To be competent, the user/ individual must be able to: PC7. be aware of the locations of fire extinguishers, emergency exits, etc. PC8. practice correct emergency procedures PC9. check and review the storage areas frequently PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas PC11. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc. PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed PC13. ensure safe techniques while moving furniture and fixtures PC14. ensure to reduce risk of injury from use of electrical tools PC15. read the manufacturer's manual carefully before use of any equipment PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries PC17. keep the floors free from water and grease to avoid slippery surface PC18. ensure to use non slip liquids and waxes to polish and treat floors, if required PC19. use rubber mats to the places where floors are constantly wet

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

	KB5. reporting procedure or hierarchy for signs of damage and potential hazards KB6. methods to minimize accidental risks KB7. safe handling chemicals, acids, etc. for cleaning KB8. material handling procedure KB9. standard operating procedure for safety drills and equipment maintenance KB10. precautionary activities to be followed for work place safety KB11. optimal operation of tools and electrical equipment KB12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.
Skills (S)	
A. Core Skills/ Generic Skills	**Reading Skills**
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices. SA2. read job sheets, company policy documents and information displayed at the workplace SA3. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. fill up documentation to one's role
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. verbally report safety hazards and poor organisation practice SA6. communicate supervisor about the work safety issues SA7. receive instructions from supervisor on minimizing the accidental risks SA8. communicate co-workers about the precautions to be taken for accident free work
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. select appropriate hand tools and personal protection equipment SB2. identify first aid needs in case and of an injury
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB3. use safety equipment such as fire extinguisher during fire accidents

THC/N9907 **Maintain safety at workplace**

	SB4. store chemicals and tools in a safe way SB5. use tools and equipment without causing any injury to fellow workers
	Critical Thinking
	NA

NOS Version Control

NOS Code	THC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

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

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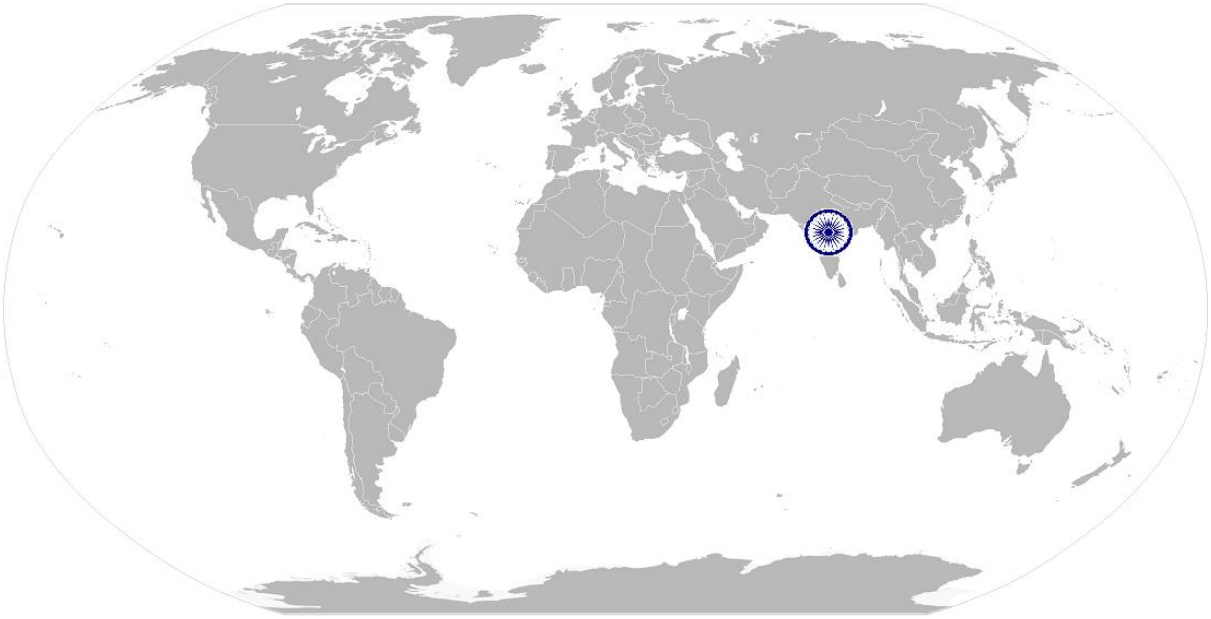
National Occupational Standard



Overview

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

National Occupational Standard

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

Unit Code	**THC/N9909**
Unit Title (Task)	**Learn a foreign or local language(s) including English**
Description	This OS unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language
Scope	This unit/task covers the following: • Gain understanding of common vocabulary required to address customers' queries • Achieve 'minimal pass' level of language proficiency as per UN standards or as specified by company
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Gaining understanding of common vocabulary required	To be competent, the user/ individual must be able to: PC1. understand from the company, the typical foreign or vernacular language queries PC2. learn keywords that may be used to pose those queries PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees PC4. listen to focussed or recorded sentences as spoken typically in the language
Achieving 'minimal pass standards' of language proficiency	To be competent, the user/ individual must be able to: PC5. speak without hesitation and fear of being incorrect PC6. express coherently in complete sentences over a variety of topics, albeit with effort PC7. exhibit basic range of vocabulary and range of expression PC8. seek to improve language proficiency to 'working knowledge' level
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on use of language KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. preferred languages of usual customers KB2. geographical variations of spoken languages KB3. how to pick up the basic Grammar of the language KB4. how to identify common expressions used by customers to express their

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

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

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

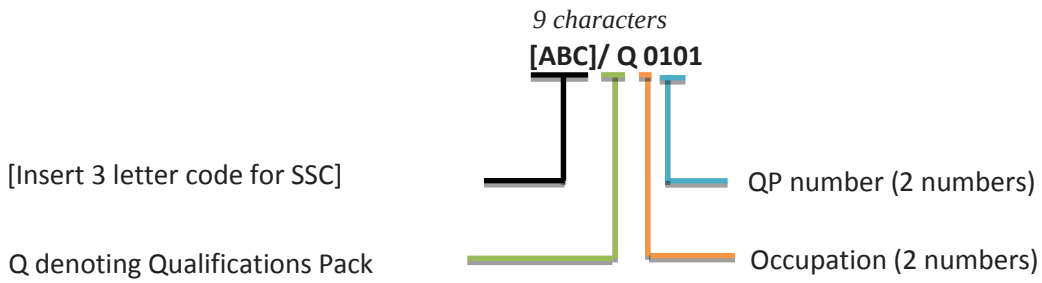
NOS Version Control

NOS Code	THC/N9909		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	24/04/15
Occupation	Roadside Eateries	Next review date	24/04/16

Annexure

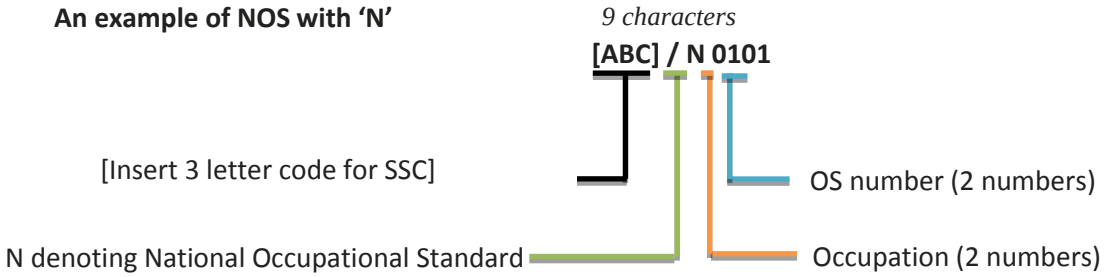
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

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

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

ASSESSMENT CRITERIA

Job Role : **Multi-cuisine Cook** **Qualification Pack** : THC/Q3005 **Sector Skill Council** : Tourism and Hospitality
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. 2. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. 3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 70%.

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

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

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

Qualifications Pack For Multi-cuisine Cook

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	to consumers such as the appropriate temperature, consistency, presentation etc.				
	POINTS		50	16	34
	TOTAL POINTS			**50**	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination,		1.0	0.5	0.5

Qualifications Pack For Multi-cuisine Cook

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

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

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to		1.5	0.5	1.0

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	and instructed properly in order to achieve zero casualties				
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			**50**	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in		1.5	0.5	1.0

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			**50**	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9909 Learn a foreign or local language(s) including English	PC1. understand from the company, the typical foreign or vernacular language queries	50	5.5	2.5	3.0
	PC2. learn keywords that may be used to pose those queries		7.0	2.0	5.0
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		6.5	1.0	5.5
	PC4. listen to focussed or recorded sentences as spoken typically in the language		6.5	1.0	5.5
	PC5. speak without hesitation and fear of being incorrect		6.5	1.0	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		6.5	1.0	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5.0	1.0	4.0
	PC8. seek to improve language proficiency to 'working knowledge' level		6.5	1.0	5.5
	POINTS		50	10.5	39.5
	TOTAL POINTS			**50**	
	GRAND TOTAL	**500**		**160**	**340**