

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

Qualifications Pack: Street Food Vendor - Standalone

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: RESTAURANT

OCCUPATION: Roadside Eatery

REFERENCE ID: THC/Q3007

ALIGNED TO: NCO-2004/ NIL

The Street Food Vendor is responsible for vending cooked or ready-to-eat food on mobile cart streets.

Brief Job Description: The individual at work cooks or procures the ready-to-eat food, serves it in a safe way, runs the business, cleans the utensils and surroundings, disposes off waste and manages the business.

Personal Attributes: The job requires the individual to be able to perform physical activities such as standing, pushing, bending, lifting, twisting and some heavy lifting. It also requires that the individual works in outdoor conditions during the day.

Qualifications Pack For Street Food Vendor-Standalone

Job Details	Qualifications Pack Code	THC/Q3007		
	Job Role	Street Food Vendor - Standalone		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Tourism and Hospitality	Drafted on	16/03/15
	Sub-sector	Restaurant	Last reviewed on	02/09/15
	Occupation	Roadside Eatery	Next review date	05/10/19
	NSQC Clearance on	28/09/15		

Job Role	Street Food Vendor - Standalone
Role Description	Vending cooked or ready-to-eat food on mobile cart on streets
NSQF level	4
Minimum Educational Qualifications	Preferable primary education
Maximum Educational Qualifications	Not Applicable
Training	Preferable, food preparation
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> THC/N3009 Cart the cooked or ready-to-eat food to location of sale THC/N3010 Conduct entrepreneurial activities required to run the food vending business THC/N3011 Maintain health and hygiene in vending area THC/N3012 Maintain safety while vending THC/N9902 Maintain customer-centric service orientation THC/N9904 Follow gender and age sensitive service practices <p>Optional:</p> <ol style="list-style-type: none"> NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Street Food Vendor-Standalone

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.

Qualifications Pack For Street Food Vendor-Standalone

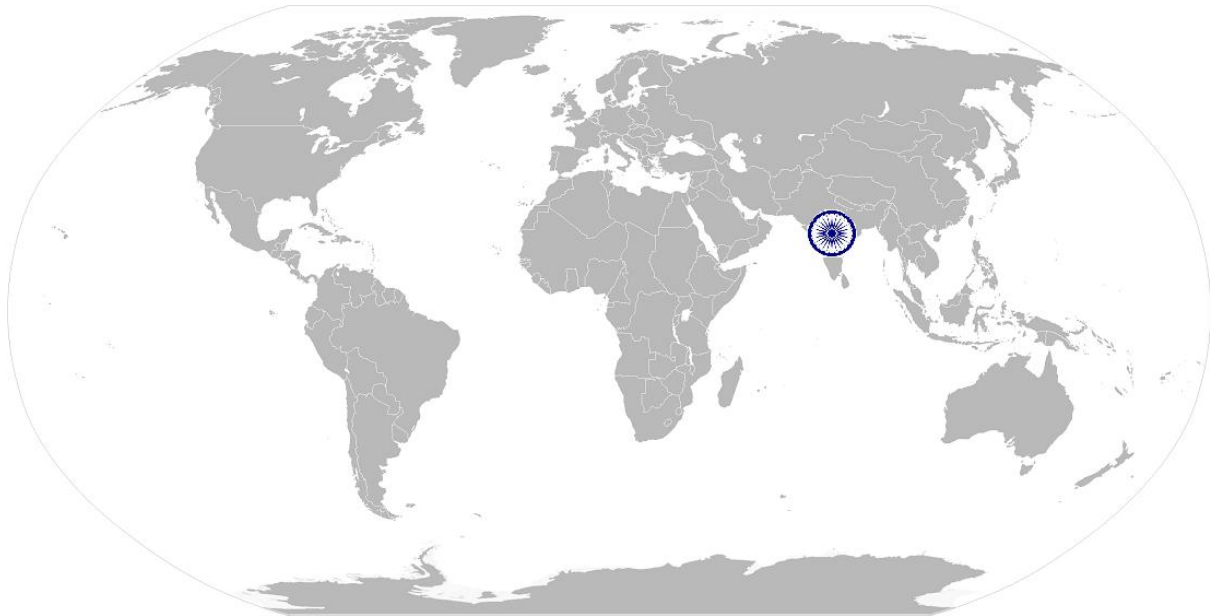
Acronyms

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

THC/N3009

Cart the cooked or ready-to-eat food to location of sale

National Occupational Standard



Overview

This unit is about cleaning the cart, loading the pre-cooked, semi-cooked or ready-to-cooked food along with cooking and serving aids, and waste disposal units, as well as carting to the location of vending.

THC/N3009 Cart the cooked or ready-to-eat food to location of sale

National Occupational Standard

Unit Code	THC /N3009
Unit Title (Task)	Cart the cooked or ready-to-eat food to location of sale
Description	This OS unit is about cleaning the cart, loading the pre-cooked, semi-cooked or ready-to-cooked food along with cooking and serving aids, and waste disposal units, as well as carting to the location of vending
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Clean the cart daily • Load the pre-cooked, semi-cooked or ready to eat food and other essentials • Cart the food, utensils, waste disposal unit and cooking aids to location of vending
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Cleaning the cart daily	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. ensure that the cart is cleaned daily and thoroughly using water, duster, buffer, detergents and materials declared safe for vending food</p> <p>PC2. ensure that serving or cooking surfaces are cleaned and maintained in food safety compliant ways</p> <p>PC3. treat the cart with anti-fungal or other specific measures if there are any such deposits, keeping in mind the 'safe for food aspect'</p> <p>PC4. keep all the supplies and materials at the safe and clean place before loading</p>
Loading the cart	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. ensure daily that all utensils and cooking aids are clean as per required food safety standards</p> <p>PC6. ensure that the pre-cooked, semi-cooked food and condiments meet food safety standards and will withstand the day's weather conditions</p> <p>PC7. ensure that the ready-to-eat food has not expired its use by date</p> <p>PC8. load the cart with food, cooking furnace, utensils, aids and condiments</p> <p>PC9. load the waste disposal unit and 'first-aid kit'</p>
Carting to location of vending	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. ensure that the loaded materials and equipment are placed in a stable condition before carting</p> <p>PC11. ensure that the cart is located at the vending place well before peak traffic starts</p> <p>PC12. follow traffic rules while carting or relocating cart</p> <p>PC13. ensure safety of others in the traffic</p> <p>PC14. avoid irresponsible behaviour on road such as causing traffic jams or accidents</p> <p>PC15. ensure that the cart is placed in a safe and clean area</p> <p>PC16. broom or clean the vending area before placing the cart, if necessary</p>

THC/N3009

Cart the cooked or ready-to-eat food to location of sale

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. government’s regulations on food safety standards KA2. government’s tourism related policies on street food vending KA3. local authority’s rules for food vending KA4. customer care standards KA5. customers’ requirements of healthy and clean food service
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. different types of supplies and materials required for cleaning of carts of different types, e.g., open wooden cart, glass-walled cart, ice cream cart, table cart KB2. maintenance of mechanical or moving parts of the cart KB3. different types of food, their most ambient temperature and moisture, and shelf life KB4. use of good quality and safe condiments KB5. use and re-use of oils use for frying/ cooking KB6. different types of health hazards that may occur from use of poor quality/ non-compliant food materials and utensils KB7. use of disposable food service utensils which are clean and safe, e.g., plates, tumblers, spoons, forks, hand wipes KB8. use of clean utensils for cooking and serving food and beverages KB9. use of clean water and avoiding reuse of dirty water for cleaning KB10. consumables needed for washing and cleaning, which are food safety compliant KB11. use of brooms, mops and equipment that are easy but effective to use, easily cleaned and cause little physical discomfort KB12. how to collect, segregate and dispose of waste in environmentally friendly manner KB13. how to store broom, mop and other supplies in safe manner KB14. frequency of cleaning and disposing of waste to maintain a customer friendly environment KB15. traffic rules and safety KB16. government’s food safety law and related rules at local authority level KB17. street food vending standards KB18. norms for disposal of waste food and liquids KB19. norms for keeping the vending area free from dust, pests, pollution and other contaminants
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how:</p> <ul style="list-style-type: none"> SA1. to read name of the material, expiry date etc. from the package material SA2. to read government’s rules and regulations

THC/N3009

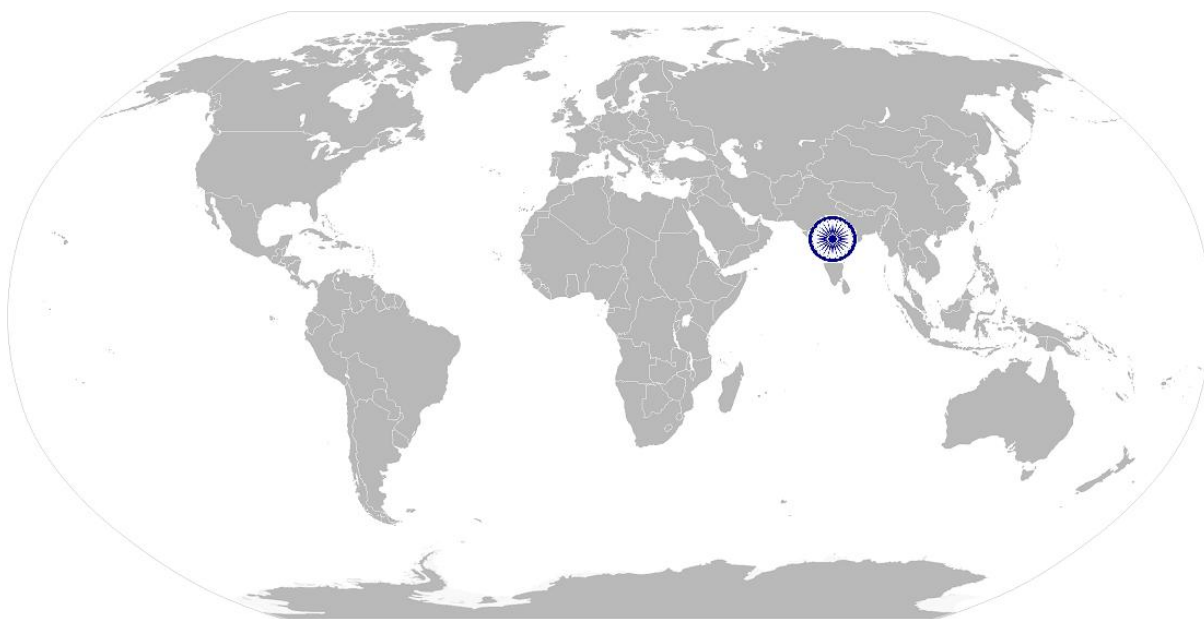
Cart the cooked or ready-to-eat food to location of sale

	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to write and maintain the record of supplies and materials received and used</p> <p>SA4. to prepare lists and notes necessary for keeping track of materials used every day</p>
	<p>Communication Skills (Oral and Listening)</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA5. to interact with suppliers of food, cooking materials, condiments, cleaning aids, cart parts, etc.</p> <p>SA6. to communicate the day's work requirements to the helpers</p> <p>SA7. to connect with other vendors in the area for common causes and measures</p> <p>SA8. to interact with local authorities</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB1. what supply and material to be stored or get daily from the market</p> <p>SB2. when to discard unused / unsold food and how to dispose it off safely</p> <p>SB3. from whom to seek help on concerns beyond individual capacity to handle</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. ensure the timely cleaning of cart</p> <p>SB5. avoid carting during peak traffic hours</p> <p>SB6. manage the food cooking, service, cashing and cleaning cycle at work</p> <p>SB7. plan the work sequence with least disruption to the day's business</p> <p>SB8. take stock of day's weather pattern</p> <p>SB9. plan for facing contingencies or unexpected calamities</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. set the sequence of work cycle or effective time management</p> <p>SB11. find ways for maintaining high quality standards of food service</p> <p>SB12. how to use and clean variety of equipment for cleaning the cart and surrounding areas of vending, deep frying, furnaces and ovens, vacuum cleaners, cold chambers, juicers and mixers, etc.</p> <p>SB13. to maintain about the cart's mechanical parts</p> <p>SB14. to use first aid kits in the event of cuts, burns or small accidents</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SB15. to solve work related problems with the help of experts or local authorities</p> <p>SB16. to ensure that the cart is well equipped to service customer</p> <p>SB17. work in coordination with co-vendors to serve good quality of food in a customer friendly environment</p> <p>SB18. work with co-vendors to resolve any business specific concerns</p>

THC/N3009

Cart the cooked or ready-to-eat food to location of sale

	SB19. take pride in providing service quality benchmarked to the best in the locality
	Customer Centricity
	The user/individual on the job needs to know and understand: SB20. how to build good interpersonal relationships with customers, co-vendors and employees
	Analytical Skills
	The user/individual on the job needs to know and understand: SB21. the effectiveness of chemicals used for cleaning different materials and surfaces SB22. how to avoid accidents or mishaps by following traffic rules SB23. how to estimate the daily quantity of various items required for cleaning, cooking, and selling SB24. how to estimate the time required to complete the sequence of carting, cooking, serving, cashing, and cleaning SB25. how to estimate the number of helpers required

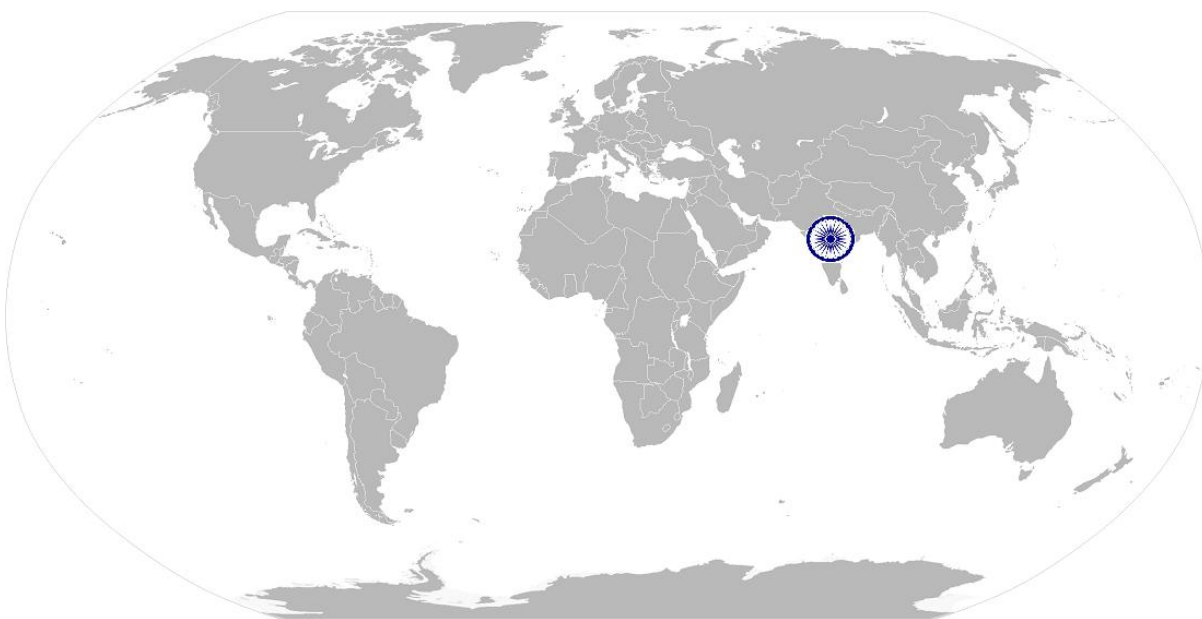


THC/N3009

Cart the cooked or ready-to-eat food to location of sale

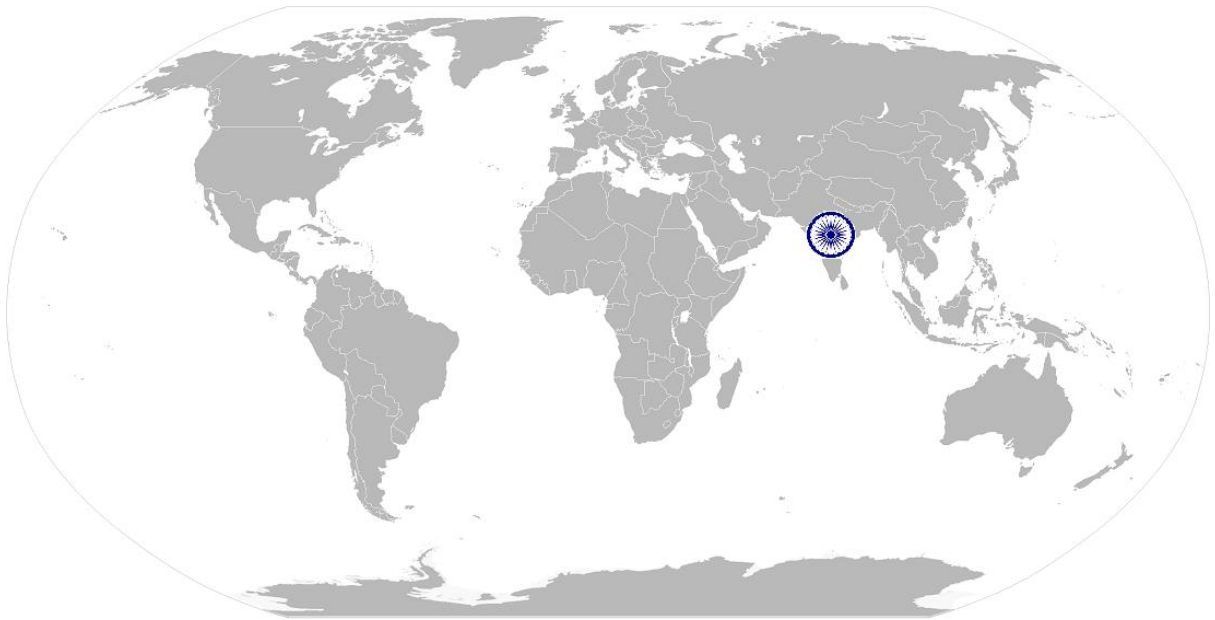
NOS Version Control

NOS Code	THC/N3009		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	16/03/15
Industry Sub-sector	Restaurant	Last reviewed on	02/09/15
Occupation	Roadside Eatery	Next review date	02/09/16



THC/N3010 Conduct entrepreneurial activities required to run the food vending business

National Occupational Standard



Overview

This unit is about the entrepreneurial activities to be performed in order to run a successful food vending business which involves maintaining the cart, displaying food and wares attractively, cooking and serving quality food, cashing, and complying with statutory standards.

THC/N3010 Conduct entrepreneurial activities required to run the food vending business

Unit Code	THC /N3010
Unit Title (Task)	Conduct entrepreneurial activities required to run the food vending business
Description	This OS unit is about the entrepreneurial activities to be performed in order to run a successful food vending business which involves maintaining the cart, displaying food and wares attractively, cooking and serving quality food, cashing, and complying with statutory standards
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand the customer profile • Maintain the vending cart • Attractively display food and wares on the cart • Cook and serve good quality food • Operate the cash counter for billing and maintain accounts • Comply with statutory standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding customer profile	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. survey the area chosen for vending food to understand the profile of customer in terms of income levels, typical professions, work environment and food service at work place, competitive scenario, typical food and beverage preferences, majority ethnicity o population in the area, preferred time of customer, eating habits, and other customer expectations</p> <p>PC2. identify the most profitable location to set up the cart</p> <p>PC3. environment of food service such as climatic conditions, weather patterns, cleanliness of the area, accessibility of customers to the vending area</p> <p>PC4. any specific or prior incidents that may have modified customers' preferences</p>
Maintaining the vending cart	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. ensure that the cart is painted or decorated with paint or items accepted as per standards laid out with respect to food safety and personal safety</p> <p>PC6. clean the cart regularly during the day in order to avoid accumulation of dirt, stains or pests</p> <p>PC7. regularly dust or clean during the day, the work bench and cooking equipment such as fryer/ wok, juicer, meat slicer, stove, refrigeration unit</p>
Displaying food and wares attractively	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. use attractive banners or plated items to display foods on offer</p> <p>PC9. list the prices of items on offer along with applicable taxes and hang on the cart</p> <p>PC10. list the statutory food vending related rules and hang on the cart</p> <p>PC11. use other decorative items to make the cart attractive to tourists and customers</p> <p>PC12. avoid displaying illegal, temporarily or permanently prohibited or socially unacceptable messages or items</p>

THC/N301 Conduct entrepreneurial activities required to run the food vending business

	<p>PC13. keep customer profile in mind while displaying, e.g., families, individuals, office goers, tourists, factory workers</p> <p>PC14. avoid crowding of use surrounding areas of vending such as pathways, roads or park area - for storing, stacking or displaying materials</p>
<p>Cooking and serving good quality food</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. cook the food using hygienically cleaned utensils and equipment</p> <p>PC16. take order from customer</p> <p>PC17. serve food that is fully cooked as required by the consumer</p> <p>PC18. serve food that tastes good as per consumer's standards and is of high quality in terms of ingredients and condiments used, e.g., fresh vegetables, meat, milk, spices</p> <p>PC19. serve food that does not lead to illness of consumer in the short or long term</p> <p>PC20. use clean and hygienic plates, spoons, forks, tumblers, etc. to serve food</p> <p>PC21. avoid using dirty hands/ fingers to serve foods</p> <p>PC22. use serving spoons or hygienic plus disposable gloves when serving loose foods requiring by-hand service</p> <p>PC23. ensure that the food served is fresh, not stale or expired</p> <p>PC24. ensure that the consumer can see the standards of cleanliness and food standards at the time of service</p> <p>PC25. ensure that consumer's complaints regarding the quality of food or service are given importance</p> <p>PC26. attract customers from all walks of life because of the quality of food and service standards</p> <p>PC27. build a good reputation over time</p>
<p>Operating cash counter for billing and maintaining accounts</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC28. must be able to generate printed bills</p> <p>PC29. must be able to take cash, count and return change or use machine for it</p> <p>PC30. maintain accounts for daily orders executed, use of consumables and energy, returned order or any unpaid but executed order</p> <p>PC31. must be able to account for daily wages to be paid to employees</p> <p>PC32. must be able to keep book for the day, week or month in order check profit margin regularly</p> <p>PC33. must be able to manage competitive pricing after reasonable profit</p>
<p>Complying with statutory standards</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC34. ensure compliance of norms related to vending at government designated areas and government approved food vendors</p> <p>PC35. ensure compliance of norms related to smoking in public places both for self and employees as well as customers visiting the vending area</p> <p>PC36. ensure compliance of workplace safety as stipulated by local bodies or authorities, e.g., for fire safety, terrorist attacks</p> <p>PC37. ensure compliance of norms related to food safety and hygiene as per local authorities, e.g., waste management and disposal, avoiding waste water accumulation</p> <p>PC38. ensure compliance of rules related to payment of taxation and duties</p> <p>PC39. ensure compliance of norms related to child labour prohibition</p> <p>PC40. ensure norms related to payment of minimum wages and benefits to</p>

THC/N301 Conduct entrepreneurial activities required to run the food vending business

	<p>employees, as stipulated by the State government</p> <p>PC41. ensure compliance of government's norms for treating tourists, e.g., 'Atihi Devo Bhava' by self, employees and co-vendors</p> <p>PC42. ensure compliance of rules related to consumer protection, e.g., non-transparent retail pricing, fraudulent transaction, poor quality of food or service</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. updated rules and incentives for State's self-employment and MSME sector</p> <p>KA2. government's regulations on food safety standards</p> <p>KA3. government's tourism related policies on street food vending</p> <p>KA4. local authority's rules for food vending</p> <p>KA5. norms and standards for maintaining health and hygiene at the vending area</p> <p>KA6. significance of service tax and other taxes payable</p> <p>KA7. workplace safety standards</p> <p>KA8. law related to child labour prohibition and penalties</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of double entry book-keeping</p> <p>KB2. accounting standards followed</p> <p>KB3. basics of costing, pricing and inventory management</p> <p>KB4. calculation of profit margins</p> <p>KB5. use of weighing machines for checking weights of supplies and food served</p> <p>KB6. use the billing machine to generate printed bills</p> <p>KB7. accepted customer care standards or food vending and national benchmarks</p> <p>KB8. examples of successful street food vendors across the country</p> <p>KB9. significance of accounting and accounting standards</p> <p>KB10. government's regulations on food safety standards</p> <p>KB11. government's tourism related policies on street food vending</p> <p>KB12. local authority's rules for food vending</p> <p>KB13. customer care standards</p> <p>KB14. customers' requirements of healthy and clean food service</p> <p>KB15. minimum wages of states and compulsory benefits</p> <p>KB16. basics of retailing, pricing and marketing</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read name of the material, expiry date etc. from the package material</p> <p>SA2. to read government's rules and regulations</p>
	<p>Writing Skills</p>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to write and maintain the record of supplies and materials received and used</p> <p>SA4. to prepare lists and notes necessary for keeping track of materials used every day</p>

THC/N301 Conduct entrepreneurial activities required to run the food vending business

	SA5. to maintain daily accounts
	Communication Skills (Oral and Listening)
	<p>The user/individual on the job needs to know and understand how:</p> SA6. to interact with suppliers of food, cooking materials, condiments, cleaning aids, cart parts, etc. SA7. to communicate the day's work requirements to the helpers SA8. to connect with other vendors in the area for common causes and measures SA9. to interact with local authorities SA10. to interact with customers
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand:</p> SB1. what supply and material to be stored or get daily from the market SB2. when to discard unused / unsold food and how to dispose it off safely SB3. from whom to seek help on concerns beyond individual capacity to handle
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> SB4. manage the food cooking, service, cashing and cleaning cycle at work SB5. complying with norms on vending time
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> SB6. set the sequence of work cycle or effective time management SB7. find profitable ways for maintaining high quality standards of food service
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> SB8. plan the work sequence with least disruption to the day's business SB9. take stock of day's weather pattern SB10. plan for facing contingencies or unexpected calamities SB11. work in coordination with co-vendors to serve good quality of food in a customer friendly environment SB12. work with co-vendors to resolve any business specific concerns SB13. take pride in providing service quality benchmarked to the best in the locality
	Problem Solving
	<p>The user/individual on the job needs to know and understand how:</p> SB14. to solve work related problems with the help of experts or local authorities SB15. to ensure that the cart is well equipped to service customer SB16. negotiate best price from suppliers and co-vendors for reasonable profit SB17. develop seasonal or cyclical discount policy for sale SB18. dispose-off unused but edible and safe food at cheaper price at the end of the day

THC/N301 Conduct entrepreneurial activities required to run the food vending business

	Customer Centricity
	<p>The user/individual on the job needs to know and understand:</p> <p>SB19. how to build good interpersonal relationships with co-vendors and employees</p> <p>SB20. how to build good customer relations over time</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand:</p> <p>SB21. how to avoid accidents or mishaps by following work safety rules</p> <p>SB22. how to improve daily work processes to maximise customer satisfaction and profitability</p> <p>SB23. to estimate the daily quantity of various items required for cleaning, cooking, and selling</p> <p>SB24. to estimate the time required to complete the sequence of carting, cooking, serving, cashing, and cleaning</p> <p>SB25. to estimate the number of helpers required</p>

THC/N301 Conduct entrepreneurial activities required to run the food vending business

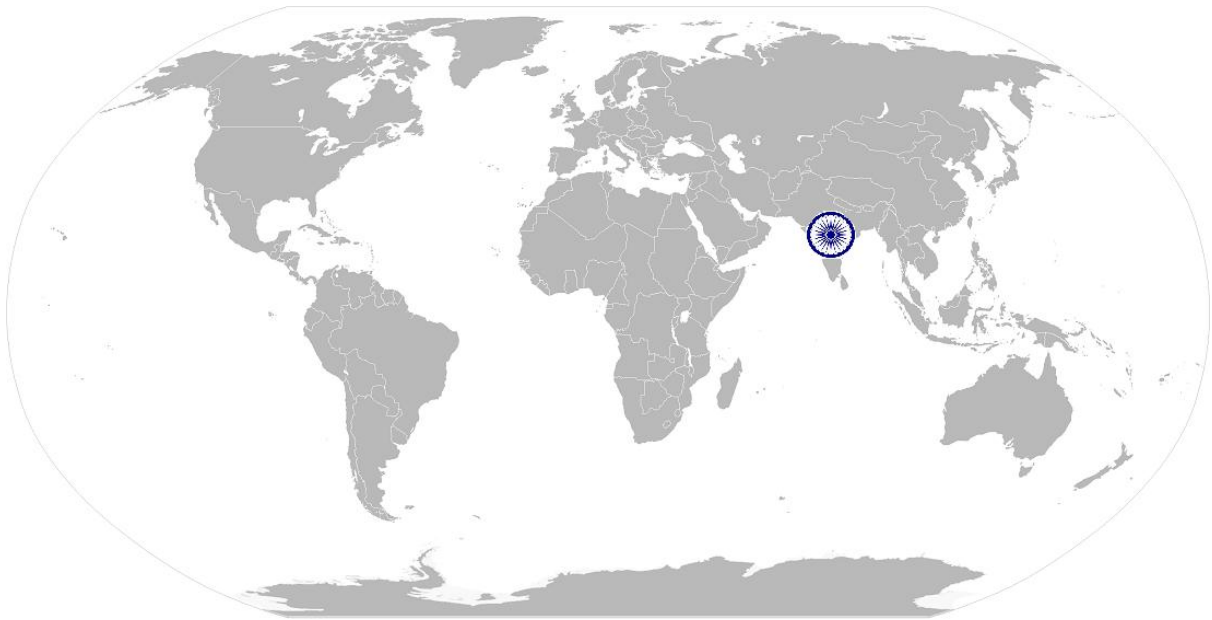
NOS Version Control

NOS Code	THC/N3010		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	16/03/15
Industry Sub-sector	Restaurant	Last reviewed on	02/09/15
Occupation	Roadside Eatery	Next review date	02/09/16

THC/N3011

Maintain health and hygiene in vending area

National Occupational Standard



Overview

This unit is about keeping the vending area hygienically neat, clean and tidy.

THC/N3011

Maintain health and hygiene in vending area

National Occupational Standard

Unit Code	THC /N3011
Unit Title (Task)	Maintain health and hygiene in vending area
Description	This OS unit is about keeping the vending area hygienically neat, clean and tidy
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Develop healthy habits to maintain personal hygiene • Clean area surrounding food vending cart • Dispose-off waste safely
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Developing healthy habits to maintain personal hygiene	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. wash hands with clean water and soap in order to keep them clean at all times</p> <p>PC2. wear clean and washed clothes every day</p> <p>PC3. preferably use apron and cap while cooking and serving food</p> <p>PC4. wash the apron daily before use</p> <p>PC5. be presentable and well groomed to service customers of all types</p> <p>PC6. wash daily, the cloths used for wiping/ cleaning cooking chopping and serving utensils</p> <p>PC7. keep the cleaning aids dry and clean</p> <p>PC8. use disposable gloves or serving aids to serve loose foods</p> <p>PC9. use separate and clean handkerchief/cloth for wiping off perspiration or dust</p> <p>PC10. avoid sneezing or coughing into the food</p> <p>PC11. preferably, avoid cooking or serving, if unwell</p> <p>PC12. ensure that all employees follow similar standards of personal hygiene</p> <p>PC13. follow recommended or stipulated FSSAI and other food safety standards</p>
Cleaning surrounding area	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. sweep the surrounding area to create a tidy atmosphere</p> <p>PC15. remove all the blockages in the drainage of dirty water from vending area</p> <p>PC16. drain out or dry off any accumulation of stale water in the form of small pools, etc., which can be breeding ground for mosquitoes</p> <p>PC17. ensure that the area around the water source is dry and devoid of any dirt</p> <p>PC18. regularly remove accumulated food and non-food that may be strewn around the vending cart so that no pests are able to breed in the areas, such as rats, flies, maggots, mosquitoes</p> <p>PC19. use government approved disposal stations or appropriately large waste bins to store and dispose-off collected waste</p> <p>PC20. advise customers to throw waste at designated bins or waste areas</p> <p>PC21. actively prevent development of clean areas into unauthorised waste dump yards over time, in coordination with co-vendors</p> <p>PC22. conduct pest control regularly</p> <p>PC23. maintain clean environment so that customers from all walks of life visit the vending area</p>

THC/N3011

Maintain health and hygiene in vending area

Disposing of waste safely	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. avoid locating the vending cart near heaps of dumped industrial or food waste with pests around</p> <p>PC25. ensure that all waste is collected and disposed-off safely at the end of the day at the nearest waste disposal station</p> <p>PC26. ensure that waste water is drained-off in closed drains or in a designated way</p> <p>PC27. if necessary, educate others on the street, by example, not to litter and dump waste in an unauthorized manner area</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. government’s norms on creating spic-n-span ambience, e.g., ‘Swachh Bharat Abhiyan’</p> <p>KA2. norms of local authorities for disposing of waste in environmentally safe manner</p> <p>KA3. government’s policies on employee safety and compensation</p> <p>KA4. government’s policy on pension and medical compensation</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000</p> <p>KB2. acceptable ventilation standards</p> <p>KB3. importance of placement of potentially explosive materials, e.g., cooking gas cylinder, pressure cooker</p> <p>KB4. the significance of use of clean water on health and hygiene</p> <p>KB5. the importance of locating the vending cart close to a clean source of water</p> <p>KB6. use of equipment and appliances which aid cooking and hence reduce use of bench area</p> <p>KB7. significance of keeping the work place, utensils and serving area hygienically clean</p> <p>KB8. significant contribution of contaminated or accumulated water in cause diseases</p> <p>KB9. contribution of rotting food waste dumped in the open towards different types of diseases</p> <p>KB10. significance of personal hygiene in reducing health problems as well attracting more clientele</p> <p>KB11. national and international health and hygiene standards applicable to food vending</p> <p>KB12. direct and indirect penalties applicable for avoiding health and hygiene standards in food vending</p> <p>KB13. examples of food vending hygiene standards in other progressive countries</p> <p>KB14. concepts of hygiene audits and tests</p>
Skills (S)	
A. Core Skills/	Reading Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read name of the material, expiry date etc. from the package material</p>

THC/N3011

Maintain health and hygiene in vending area

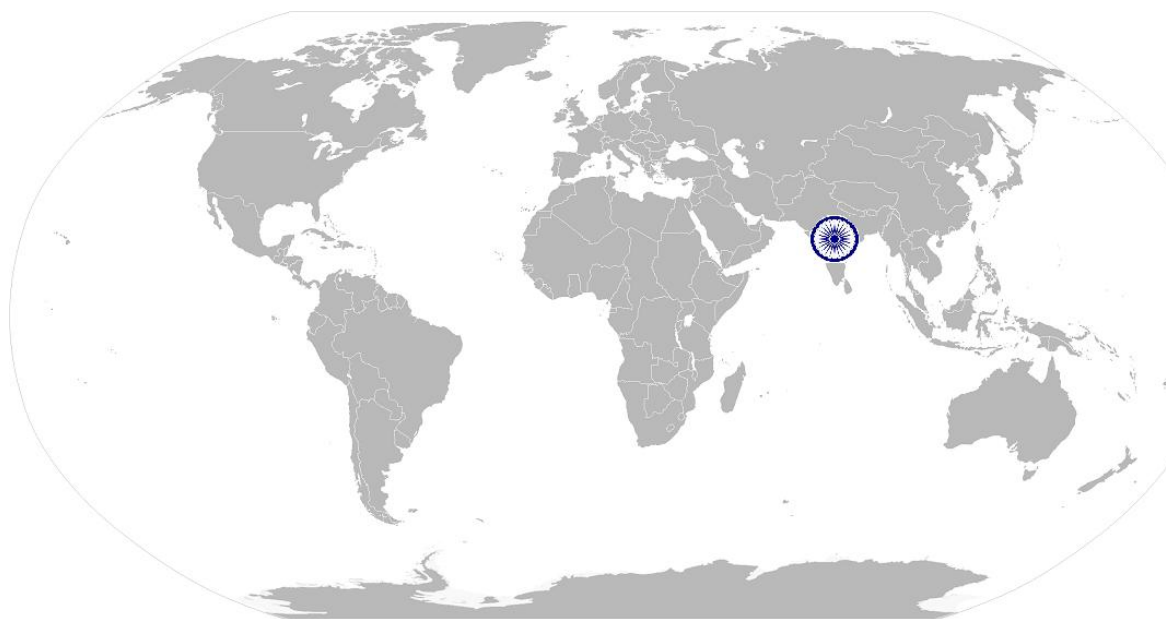
Generic Skills	SA2. to read government's rules and regulations
	Writing Skills
	The user/individual on the job needs to know and understand how: SA3. to write and maintain the record of supplies and materials received and used SA4. to prepare lists and notes necessary for keeping track of materials used every day SA5. to maintain daily accounts
	Communication Skills (Oral and Listening)
	The user/individual on the job needs to know and understand how: SA6. to communicate the health and hygiene requirements to the helpers SA7. to connect with other vendors in the area for common causes and measures SA8. to interact with local waste collector
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. how to dispose-off different types of waste safely and regularly
	Plan and Organise
	The user/individual on the job needs to know and understand: SB2. how to ensure the timely sweeping and mopping of surrounding areas SB3. regular collection and disposal o waste and stale water
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB4. set high standards of personal hygiene to serve all customers healthful food SB5. set high standards of waste disposal to create examples for other vendors
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. segregate and dispose of solid waste SB7. dispose of waste water and unused cleaning solutions
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. resolve problems faced in waste disposal, maintaining hygiene levels and keeping the vending area clean
Customer Centricity	
The user/individual on the job needs to know and understand how to: SB9. ensure health and safety of customer in terms of food service	

THC/N3011

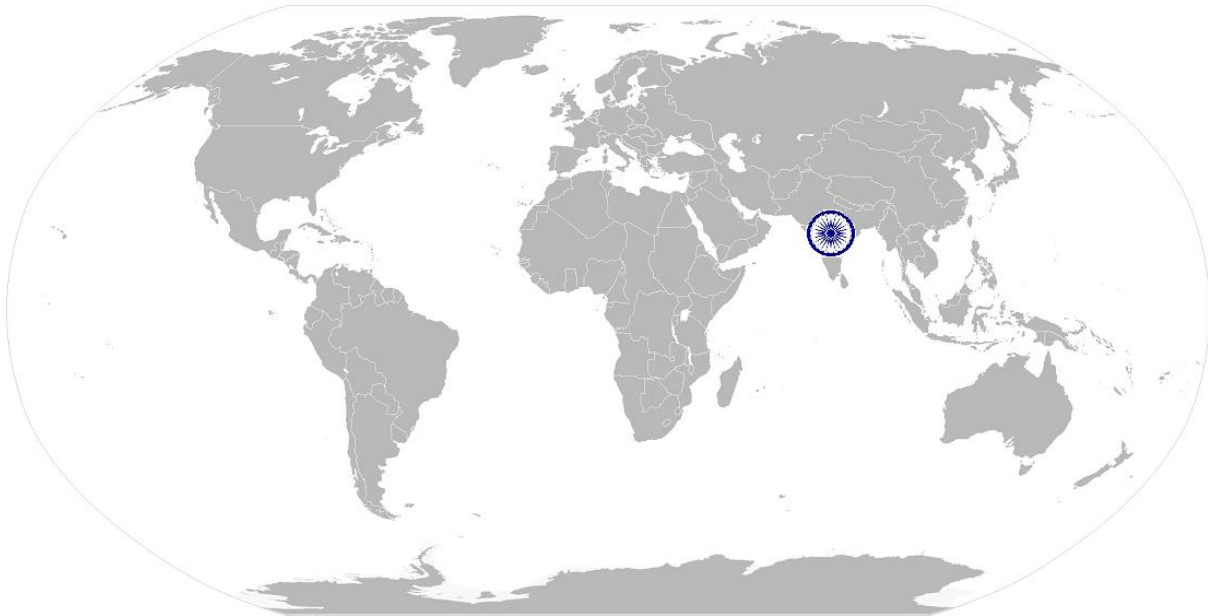
Maintain health and hygiene in vending area

NOS Version Control

NOS Code	THC/N3011		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	16/03/15
Industry Sub-sector	Restaurant	Last reviewed on	02/09/15
Occupation	Roadside Eatery	Next review date	02/09/16



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/N3012

Maintain safety while vending

National Occupational Standard

Unit Code	THC/N3012
Unit Title (Task)	Maintain safety while vending
Role Description	This OS 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
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid work hazards	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various work hazards</p> <p>PC2. take necessary steps to eliminate or minimize hazards</p> <p>PC3. suggest methods to improve the existing safety procedures at the workplace</p> <p>PC4. analyse the causes of accidents at the workplace</p> <p>PC5. suggest measures to prevent such accidents from taking place</p> <p>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.</p>
Following standard safety procedure	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. be aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC8. practice correct emergency procedures</p> <p>PC9. check and review the storage areas frequently</p> <p>PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.</p> <p>PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch</p> <p>PC13. ensure safe techniques while moving furniture and fixtures</p> <p>PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools</p> <p>PC15. read the manufacturers manual carefully before use of any equipment</p> <p>PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries</p> <p>PC17. keep the floors free from water and grease to avoid slippery surface</p> <p>PC18. ensure to use non slip liquids and waxes to polish and treat floors</p> <p>PC19. use rubber mats to the places where floors are constantly wet</p> <p>PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.</p> <p>PC21. use flat surfaces, secure holding and protective wear while using such sharp tools</p>

THC/N3012

Maintain safety while vending

	<p>PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC23. practice personal safety when lifting, bending, or moving equipment and supplies</p>
Using safety tools or personal protective equipment	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. ensure the workers have access to first aid kit when needed</p> <p>PC25. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC27. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available</p>
Achieving safety standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken</p> <p>PC31. comply with the established safety procedures of the workplace</p> <p>PC32. report to the supervisor on any problems and hazards identified</p> <p>PC33. ensure zero accident at workplace</p> <p>PC34. adhere to safety standards and ensure no material damage</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's / government's policies on safety procedures at workplace</p> <p>KA2. relevant documentation for maintaining safety standards</p> <p>KA3. employee safety standards</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. personal protective equipment should be worn and how it is cared for</p> <p>KB2. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB3. how to provide the first aid treatment at workplace</p> <p>KB4. significance of accidental risks to the worker and productivity loss</p> <p>KB5. reporting procedure or hierarchy for signs of damage and potential hazards</p> <p>KB6. methods to minimize accidental risks</p> <p>KB7. safe handling chemicals, acids, ovens and furnaces, etc.</p> <p>KB8. material handling procedure</p> <p>KB9. standard operating procedure for safety drills and equipment maintenance</p>

THC/N3012

Maintain safety while vending

	KB10. precautionary activities to be followed for work place safety KB11. 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 and Writing Skills
	The individual on the job needs to know and understand how to: SA1. read and interpret relevant government's policies, procedures and diagrams that identify safety practices SA2. read job sheets, policy documents and information displayed at the workplace SA3. read notes/comments from the supervisor SA4. fill up documentation to one's role
	Communication Skills (Oral and Listening)
	The individual on the job needs to know and understand how to: SA5. verbally report safety hazards and poor safety practice SA6. communicate to local authorities about the work safety concerns SA7. receive and use instructions from local bodies or authorities on minimizing accident risks SA8. communicate co-vendors about the precautions to be taken for accident free work
B. Professional Skills	Analytical Skills
	The individual on the job needs to know and understand how to: SB1. use safety equipment such as fire extinguisher during fire accidents SB2. store chemicals and tools in a safe way SB3. use tools and equipment without causing any injury to fellow vendors
	Plan and Organise
	The individual on the job needs to know and understand how to: SB4. stocking and cleaning of workplace for hazard free operations
	Decision Making
	The individual on the job needs to know and understand how to: SB5. select appropriate hand tools and personal protection equipment SB6. identify first aid needs in case and of an injury
	Critical Thinking
	The individual on the job needs to know and understand how to: SB8. participate in safety drill organised by local authorities/ bodies SB9. be prepared for helping other follow procedures as taught in safety drills in the event of a mishap SB10. keep updated and critical phone numbers handy such as nearest police station, fire station, doctor, hospital SB11. detect early and report any potential source of safety hazards
	Problem Solving
	The individual on the job needs to know and understand how to: SB12. avoid recurring workplace practices or lapses that may lead to hazards in

THC/N3012

Maintain safety while vending

	future
	Customer Centricity
	The individual on the job needs to know and understand how to: SB12. protect lives and property of customer, self and co-vendors

THC/N3012

Maintain safety while vending

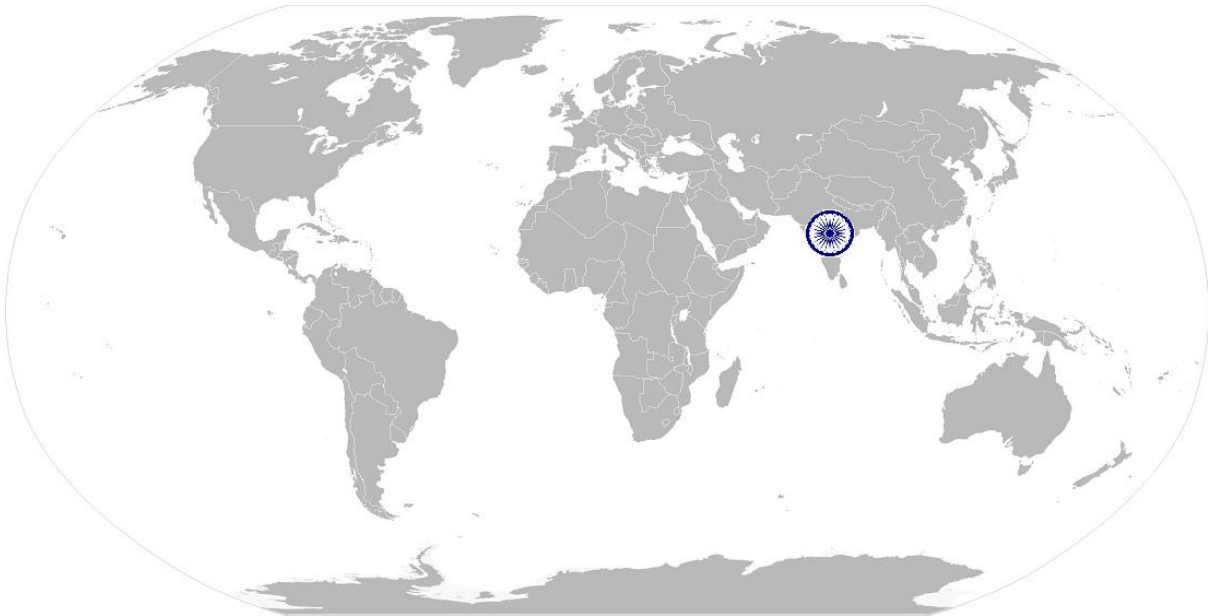
NOS Version Control

NOS Code	THC/N3012		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	16/03/15
Industry Sub-sector	Restaurant	Last reviewed on	02/09/15
Occupation	Roadside Eatery	Next review date	02/09/16

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

THC/N9902

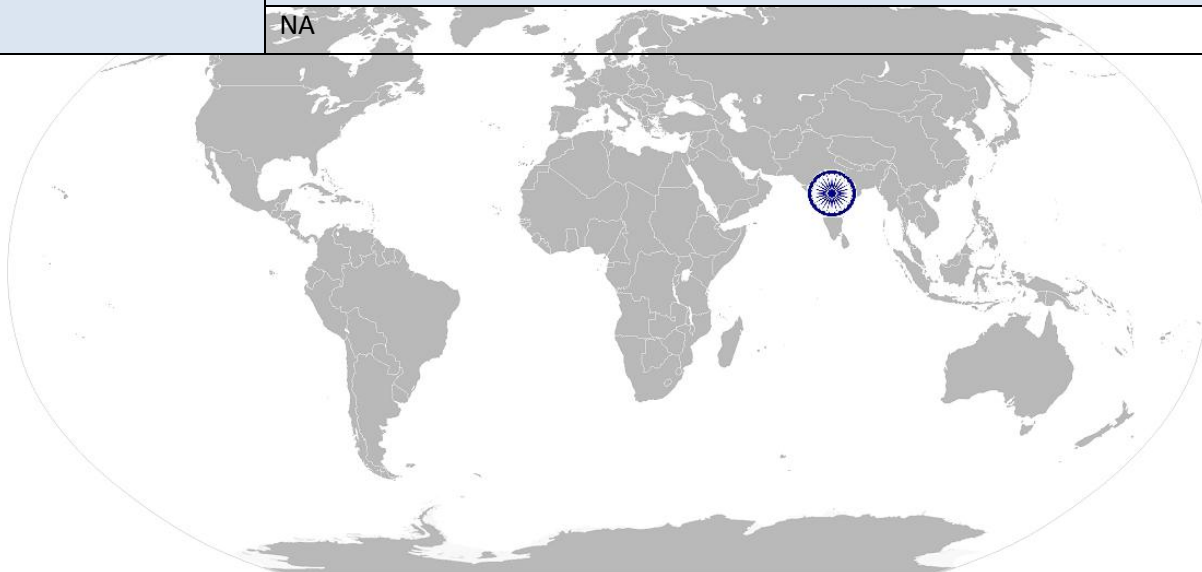
Maintain customer-centric service orientation

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's / government's policies on customer centric orientation behaviour at workplace</p> <p>KA2. company's / government's HR policies</p> <p>KA3. company's / government's documentation policy</p> <p>KA4. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. treating the customers with respect and in a friendly and professional way</p> <p>KB2. gaining customer satisfaction</p> <p>KB3. methods of engaging with the customers</p> <p>KB4. ways to improving company's / vendor's customer satisfaction rating</p> <p>KB5. company's/ vendor's and prevailing market standards of customer satisfaction</p> <p>KB6. standard operating procedure (sop) and common unscheduled requests</p> <p>KB7. the significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading and Writing Skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company/ government's policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p> <p>SA3. fill up documentation pertaining to one's role in customer satisfaction</p>
	Communication Skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with the customers</p> <p>SA6. engage with customer to understand their expectations</p> <p>SA7. company standards and improvements pattern</p>
B. Professional Skills	Critical Thinking
	<p>The individual on the job needs to know and understand how to:</p> <p>SB1. improve work processes by interacting with customers and adopting best practices</p> <p>SB2. resolve recurring inter-personal or system related conflicts that hinder customer service</p> <p>SB3. act upon constructively on any problems as pointed by customers</p>
	Plan and Organise
	<p>The individual on the job needs to know and understand how to:</p> <p>SB4. coordinate with different departments/ vendors in order to service the</p>

THC/N9902

Maintain customer-centric service orientation

	customer better
	SB5. contribute to quality of team work and achieve smooth workflow
	SB6. share work load as required
	Decision Making
	The individual on the job needs to know and understand:
	SB7. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
	SB8. how to address the complaints and handle the dissatisfied the customers
	Customer Centricity
NA	
Analytical Skills	
NA	
Problem Solving	
NA	

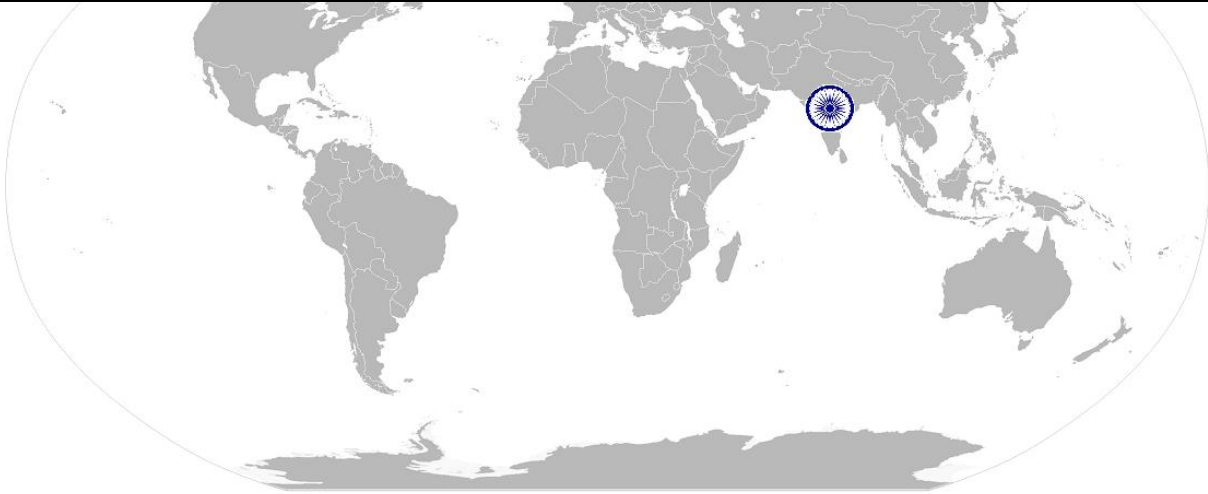


THC/N9902

Maintain customer-centric service orientation

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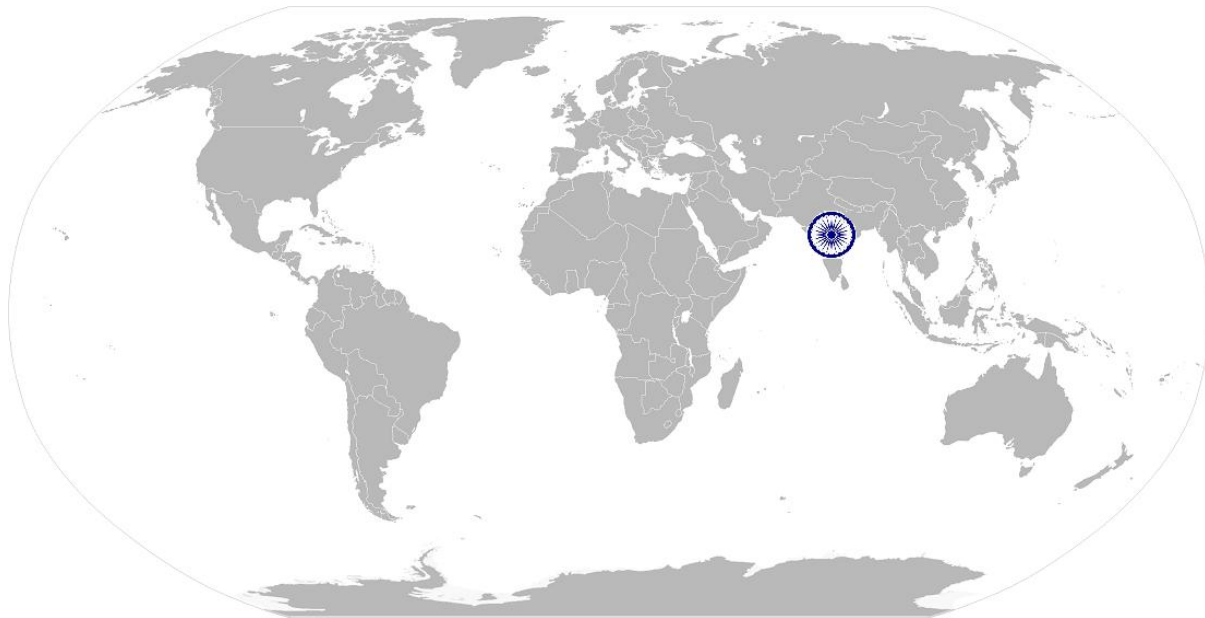
NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	16/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	02/09/15
Occupation	Roadside Eatery	Next review date	02/09/16



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

Unit Code	THC/N9904
Unit Title (Task)	Follow gender and age sensitive service practices
Description	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Educate customer on specific facilities and services available for different categories of customers Provide gender and age specific services as per their unique and collective requirements Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Educating customer on specific facilities and services available	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC2. inform about company's/ government's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</p> <p>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</p> <p>PC4. inform about methods adopted to ensure safety, personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</p> <p>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</p> <p>PC6. maintain compliant behavioral etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, avoiding use of abusive language or lewd gesture, etc.</p> <p>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</p> <p>PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties</p>
Providing different age and gender specific customer service	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged</p> <p>PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others</p> <p>PC11. coordinate with team/ co-vendors to meet these unique needs, also keeping in mind their diverse cultural backgrounds</p> <p>PC12. provide entertainment and events suited for the children tourists</p>

THC/N9904

Follow gender and age sensitive service practices

	<p>PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies</p> <p>PC14. arrange for transport and equipment as required by senior citizens</p> <p>PC15. ensure availability of medical facilities and doctor</p>
Following standard etiquette with women at workplace	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace</p> <p>PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.</p> <p>PC18. involve women in the decision making processes and management professions</p> <p>PC19. avoid specific discrimination and give women their due respect</p> <p>PC20. motivate the women in the work place towards utilizing their skills</p> <p>PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues</p> <p>PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.</p> <p>PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.</p> <p>PC25. ensure safety and security of women at all levels</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on gender sensitive service practices at workplace</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. gender specific requirements of different types of customer</p> <p>KB2. specific requirements of different age-groups of customers</p> <p>KB3. safety measures and procedures available for female colleagues and customers</p> <p>KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure</p> <p>KB5. helpline numbers</p> <p>KB6. process of handling and reporting abuse</p> <p>KB7. how to be vigilant for breach of safety at smallest level?</p> <p>KB8. how to maintain customers' and colleagues' safety without making the environment threatening?</p> <p>KB9. different types of potential security threats to domestic and international tourists</p>

THC/N9904

Follow gender and age sensitive service practices

	KB10. standard procedures to be followed in the event of terrorist attack
Skills (S)	
A. Core Skills/ Generic Skills	Reading and writing Skills
	The individual on the job needs to know and understand how to: SA1. read job sheets, company/government policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor SA3. fill up documentation pertaining to safety maintenance requirements
	Communication Skills (Oral and Listening)
	The 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	Critical Thinking
	The individual on the job needs to know and understand how to: SB1. improve work processes by interacting with customers and adopting best practices SB2. resolve recurring problems based on the complaints received from women customers and at the workplace
	Plan and Organise
	The individual on the job needs to know and understand how to: SB3. coordinate with different departments/ vendors and work as team SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required
	Decision Making
	The individual on the job needs to know and understand how to: SB6. decide on the methods to protect and safeguard the security of women in the workplace and the clientele SB7. address the complaints and handle dissatisfied customers
	Customer Centricity
	The user/individual on the job needs to know and understand: 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 SB11. human rights violation as per global standards SB12. undertake behavioural corrections, either formally or informally, to avoid mishaps SB13. recommend to colleague or other stakeholder behavioural corrections, either formally or informally, to avoid mishaps SB14. put service, respect for fellow human being, and pleasant experience over behavioural clashes

THC/N9904

Follow gender and age sensitive service practices

	Analytical Skills
	NA
	Problem Solving
	NA

THC/N9904

Follow gender and age sensitive service practices

NOS Version Control

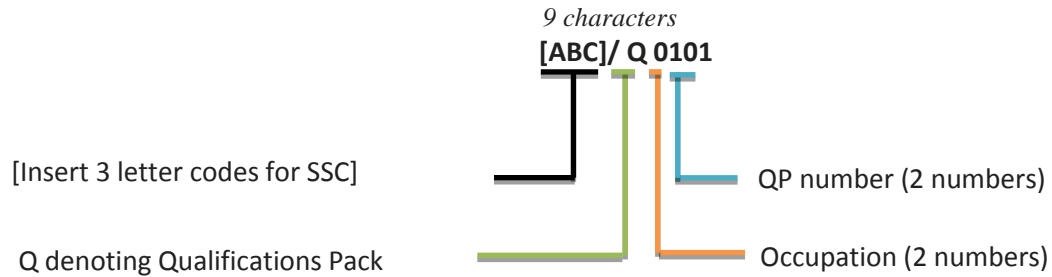
NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	16/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	02/09/15
Occupation	Roadside Eatery	Next review date	02/09/16

Qualifications Pack For Street Food Vendor-Standalone

Annexure

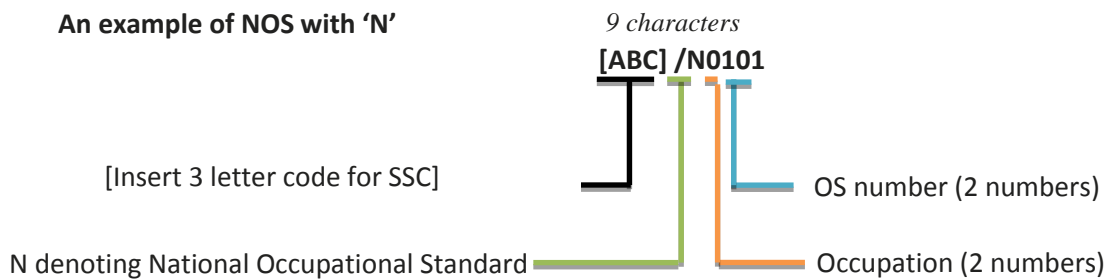
Nomenclature for QP and NOS

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 QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Street Food Vendor-Standalone

ASSESSMENT CRITERIA

<p>Job Role : Street Food Vendor Qualification Pack : THC/Q3007 Sector Skill Council : Tourism and Hospitality</p>
<ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
THC/N3009 Cart the cooked or ready-to-eat food to location of sale	PC1. ensure that the cart is cleaned daily and thoroughly using water, duster, buffer, detergents and materials declared safe for vending food	50	2.5	0.0	2.5
	PC2. ensure that serving or cooking surfaces are cleaned and maintained in food safety compliant ways		2.5	0.0	2.5
	PC3. treat the cart with anti-fungal or other specific measures if there are any such deposits, keeping in mind the 'safe for food aspect'		2.5	0.0	2.5
	PC4. keep all the supplies and materials at the safe and clean place before loading		2.5	0.0	2.5
	PC5. ensure daily that all utensils and cooking aids are clean as per required food safety standards		3.5	0.0	3.5
	PC6. ensure that the pre-cooked, semi-cooked food and condiments meet food safety standards and will withstand the day's weather conditions		3.5	0.0	3.5
	PC7. ensure that the ready-to-eat food has not expired its use by date		3.5	0.0	3.5
	PC8. load the cart with food, cooking furnace, utensils, aids and condiments		3.5	0.0	3.5
	PC9. load the waste disposal unit and 'first-aid kit'		3.5	0.0	3.5
	PC10. ensure that the loaded materials and equipment are placed in a stable condition before carting		3.5	0.0	3.5
	PC11. ensure that the cart is located at the vending place well before peak traffic starts		3.5	0.0	3.5
	PC12. follow traffic rules while carting or relocating cart		3.5	0.0	3.5

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	PC13. ensure safety of others in the traffic		3.0	0.0	3.0
	PC14. avoid irresponsible behaviour on road such as causing traffic jams or accidents		3.0	0.0	3.0
	PC15. ensure that the cart is placed in a safe and clean area		3.0	0.0	3.0
	PC16. broom or clean the vending area before placing the cart, if necessary		3.0	0.0	3.0
	POINTS		50.0	0.0	50.0
	TOTAL POINTS		50.0		

	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
THC/N3010 Conduct entrepreneurial activities required to run the food vending business	PC1. survey the area chosen for vending food to understand the profile of customer in terms of income levels, typical professions, work environment and food service at work place, competitive scenario, typical food and beverage preferences, majority ethnicity o population in the area, preferred time of customer, eating habits, and other customer expectations	50	1.0	0.0	1.0
	PC2. identify the most profitable location to set up the cart		1.0	0.0	1.0
	PC3. environment of food service such as climatic conditions, weather patterns, cleanliness of the area, accessibility of customers to the vending area		1.0	0.0	1.0
	PC4. any specific or prior incidents that may have modified customers' preferences		1.0	0.0	1.0
	PC5. ensure that the cart is painted or decorated with paint or items accepted as per standards laid out with respect to food safety and personal safety		1.0	0.0	1.0
	PC6. clean the cart regularly during the day in order to avoid accumulation of dirt, stains or pests		1.0	0.0	1.0
	PC7. regularly dust or clean during the day, the work bench and cooking equipment such as fryer/ wok, juicer, meat slicer, stove, refrigeration unit		1.0	0.0	1.0
	PC8. use attractive banners or plated items to display foods on offer		1.5	0.0	1.5
	PC9. list the prices of items on offer along with applicable taxes and hang on the cart		1.5	0.0	1.5
	PC10. list the statutory food vending related rules and hang on the cart		1.5	0.0	1.5
	PC11. use other decorative items to make the cart attractive to tourists and customers		1.5	0.0	1.5
	PC12. avoid displaying illegal, temporarily or		1.5	0.0	1.5

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	permanently prohibited or socially unacceptable messages or items				
	PC13. keep customer profile in mind while displaying, e.g., families, individuals, office goers, tourists, factory workers		1.5	0.0	1.5
	PC14. avoid crowding of use surrounding areas of vending such as pathways, roads or park area - for storing, stacking or displaying materials		1.5	0.0	1.5
	PC14. cook the food using hygienically cleaned utensils and equipment		1.5	0.0	1.5
	PC15. take order from customer		1.5	0.0	1.5
	PC16. serve food that is fully cooked as required by the consumer		1.5	0.0	1.5
	PC17. serve food that tastes good as per consumer's standards and is of high quality in terms of ingredients and condiments used, e.g., fresh vegetables, meat, milk, spices		1.5	0.0	1.5
	PC18. serve food that does not lead to illness of consumer in the short or long term		1.5	0.0	1.5
	PC19. use clean and hygienic plates, spoons, forks, tumblers, etc. to serve food		1.5	0.0	1.5
	PC20. avoid using dirty hands/ fingers to serve foods		1.5	0.0	1.5
	PC21. use serving spoons or hygienic plus disposable gloves when serving loose foods requiring by-hand service		1.5	0.0	1.5
	PC22. ensure that the food served is fresh, not stale or expired		1.5	0.0	1.5
	PC23. ensure that the consumer can see the standards of cleanliness and food standards at the time of service		1.0	0.0	1.0
	PC24. ensure that consumer's complaints regarding the quality of food or service are given importance		1.0	0.0	1.0
	PC25. attract customers from all walks of life because of the quality of food and service standards		1.0	0.0	1.0
	PC26. build a good reputation over time		1.0	0.0	1.0
	PC27. must be able to generate printed bills		1.0	0.0	1.0
	PC28. must be able to take cash, count and return change or use machine for it		1.0	0.0	1.0
	PC29. maintain accounts for daily orders executed, use of consumables and energy, returned order or any unpaid but executed order		1.0	0.0	1.0

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	PC30. must be able to account for daily wages to be paid to employees		1.0	0.0	1.0
	PC31. must be able to keep book for the day, week or month in order check profit margin regularly		1.0	0.0	1.0
	PC32. must be able to manage competitive pricing after reasonable profit		1.0	0.0	1.0
	PC33. ensure compliance of norms related to vending at government designated areas and government approved food vendors		1.0	0.0	1.0
	PC34. ensure compliance of norms related to smoking in public places both for self and employees as well as customers visiting the vending area		1.0	0.0	1.0
	PC35. ensure compliance of workplace safety as stipulated by local bodies or authorities, e.g., for fire safety, terrorist attacks		1.0	0.0	1.0
	PC36. ensure compliance of norms related to food safety and hygiene as per local authorities, e.g., waste management and disposal, avoiding waste water accumulation		1.0	0.0	1.0
	PC37. ensure compliance of rules related to payment of taxation and duties		1.0	0.0	1.0
	PC38. ensure compliance of norms related to child labour prohibition		1.0	0.0	1.0
	PC39. ensure norms related to payment of minimum wages and benefits to employees, as stipulated by the State government		1.0	0.0	1.0
	PC40. ensure compliance of government's norms for treating tourists, e.g., 'Atihi Devo Bhava' by self, employees and co-vendors		1.0	0.0	1.0
	PC41. ensure compliance of rules related to consumer protection, e.g., non-transparent retail pricing, fraudulent transaction, poor quality of food or service		1.0	0.0	1.0
	POINTS		50	0.0	50.0
	TOTAL POINTS		50		

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
THC/N3011 Maintain health and hygiene in vending area	PC1. wash hands with clean water and soap in order to keep them clean at all times	50	2.0	0.0	2.0
	PC2. wear clean and washed clothes every day		2.0	0.0	2.0
	PC3. preferably use apron and cap while cooking and serving food		2.0	0.0	2.0
	PC4. wash the apron daily before use		2.0	0.0	2.0
	PC5. be presentable and well groomed to service customers of all types		2.0	0.0	2.0
	PC6. wash daily, the cloths used for wiping/ cleaning cooking chopping and serving utensils		2.0	0.0	2.0
	PC7. keep the cleaning aids dry and clean		2.0	0.0	2.0
	PC8. use disposable gloves or serving aids to serve loose foods		2.0	0.0	2.0
	PC9. use separate and clean handkerchief/cloth for wiping off perspiration or dust		2.0	0.0	2.0
	PC10. avoid sneezing or coughing into the food		2.0	0.0	2.0
	PC11. preferably, avoid cooking or serving, if unwell		2.0	0.0	2.0
	PC12. ensure that all employees follow similar standards of personal hygiene		2.0	0.0	2.0
	PC13. sweep the surrounding area to create a tidy atmosphere		2.0	0.0	2.0
	PC14. remove all the blockages in the drainage of dirty water from vending area		2.0	0.0	2.0
	PC15. drain out or dry off any accumulation of stale water in the form of small pools, etc., which can be breeding ground for mosquitoes		2.0	0.0	2.0
	PC16. ensure that the area around the water source is dry and devoid of any dirt		2.0	0.0	2.0
	PC17. regularly remove accumulated food and non-food that may be strewn around the vending cart so that no pests are able to breed in the areas, such as rats, flies, maggots, mosquitoes		2.0	0.0	2.0
	PC18. use government approved disposal stations or appropriately large waste bins to store and dispose-off collected waste		2.0	0.0	2.0
	PC19. advise customers to throw waste at designated bins or waste areas		2.0	0.0	2.0
	PC20. actively prevent development of clean areas into unauthorised waste dump yards over time, in coordination with co-vendors		2.0	0.0	2.0

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	PC21. maintain clean environment so that customers from all walks of life visit the vending area		2.0	0.0	2.0
	PC22. avoid locating the vending cart near heaps of dumped industrial or food waste with pests around		2.0	0.0	2.0
	PC23. ensure that all waste is collected and disposed-off safely at the end of the day at the nearest waste disposal station		2.0	0.0	2.0
	PC24. ensure that waste water is drained-off in closed drains or in a designated way		2.0	0.0	2.0
	PC25. if necessary, educate others on the street, by example, not to litter and dump waste in an unauthorized manner area		2.0	0.0	2.0
	POINTS		50	0.0	50.0
	TOTAL POINTS		50		

	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
THC/N3012 Maintain safety while vending	PC1. assess the various work hazards	50	1.0	0.0	1.0
	PC2. take necessary steps to eliminate or minimize hazards		1.0	0.0	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.0	1.5
	PC4. analyze the causes of accidents at the workplace		1.5	0.0	1.5
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.0	1.5
	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	0.0	1.5
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.0	1.5
	PC8. practice correct emergency procedures		1.5	0.0	1.5
	PC9. check and review the storage areas frequently		1.5	0.0	1.5
	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	0.0	1.5
	PC12. store these chemicals and acids in a well-		1.5	0.0	1.5

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	ventilated and locked areas with warning signs not to touch				
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.0	1.5
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.0	1.5
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.0	1.5
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		1.5	0.0	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		1.5	0.0	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.0	1.5
	PC19. use rubber mats to the places where floors are constantly wet		1.5	0.0	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		1.5	0.0	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		1.5	0.0	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		1.5	0.0	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		1.5	0.0	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.5	0.0	1.5
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.0	1.5
	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	0.0	1.5
	PC27. ensure to display safety signs at places where necessary for people to be cautious		1.5	0.0	1.5
	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	0.0	1.5
	PC29. ensure availability of general health and		1.5	0.0	1.5

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available				
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.0	1.5
	PC31. comply with the established safety procedures of the workplace		1.5	0.0	1.5
	PC32. report to the supervisor on any problems and hazards identified		1.5	0.0	1.5
	PC33. ensure zero accident at workplace		1.5	0.0	1.5
	PC34. adhere to safety standards and ensure no material damage		1.5	0.0	1.5
	POINTS		50	0.0	50.0
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
THC/N9902: Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.0	2.5
	PC2. understand the target customers and their needs as defined by the company		1.5	0.0	1.5
	PC3. organize regular customer events and feedback session frequently		2.5	0.0	2.5
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.0	2.5
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.0	2.5
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.0	2.5
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.0	2.5
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.0	2.5
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.0	2.5
	PC10. engage with customers without intruding on privacy		2.5	0.0	2.5
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.0	2.5
	PC12. treat the customers fairly and with due		2.5	0.0	2.5

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	respect				
	PC13. focus on executing company's marketing strategies and product development		2.5	0.0	2.5
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.0	2.5
	PC15. ensure that customer expectations are met		2.5	0.0	2.5
	PC16. learn to read customers' needs and wants		3.0	0.0	3.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.0	2.5
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.0	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.0	2.0
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.0	2.0
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.0	2.0
	POINTS		50	0.0	50.0
	TOTAL POINTS				50

	Performance Criteria	Total Marks (300)	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	0.0	1.5
	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	0.0	1.5
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	0.0	1.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.0	2.0
	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	0.0	2.0

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	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.		2.0	0.0	2.0
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.0	2.0
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.0	2.0
	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	0.0	2.0
	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	0.0	3.0
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.0	3.0
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.0	2.0
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.0	2.0
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.0	2.0
	PC15. ensure availability of medical facilities and doctor		2.0	0.0	2.0
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.0	2.0
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.0	2.0
	PC18. involve women in the decision making processes and management professions		2.0	0.0	2.0
	PC19. avoid specific discrimination and give women their due respect		2.0	0.0	2.0
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.0	2.0
	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	0.0	2.0

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	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.0	2.0
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.0	2.0
	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	0.0	2.0
	PC25. ensure safety and security of women at all levels		2.0	0.0	2.0
	POINTS		50	0.0	50.0
	TOTAL POINTS			50	
	GRAND TOTAL	300		0	300