

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY BENCHMARKED TO U.K STANDARDS

What are Occupational Standards(OS)?

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

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Introduction

Qualification Pack: Food & Beverage Service - Steward

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: Hotels

OCCUPATION: Food & Beverage Service

REFERENCE ID: I/THC/Q0301

ALIGNED TO: NCO-2015/5123.20

Also known as “Waiter or Waitress”, the Food & Beverage Service Steward is responsible for efficiently and courteously serving food and beverage to guests of hotel, restaurant, canteens and banquet functions.

Brief Job Description: The individual at work greets and seats the guests; takes down their orders; serves them with tableware, food, beverages, and accompaniments; finally clears the used dishes and settles the customer’s accounts as per the company’s policy.

Personal Attributes: The job requires the individual to be fit to perform considerable physical activities and have pleasing deportment, healthy habits and good grooming commitment and proficiency.

Qualifications Pack Code	THC/Q0301		
Job Role	Food & Beverage Service - Steward		
Credits(NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	04/07/14
Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Food & Beverage Service	Next review date	25/03/16
NSQC Clearance on	20/07/15		

Job Role	Food & Beverage Service - Steward
Role Description	Efficiently and courteously serving food and beverage to guests of hotel, restaurant, canteens and banquet functions
NSQF level	4
Minimum Educational Qualifications	Preferable 10 th Standard Passed
Maximum Educational Qualifications	Craft Course in Hotel Management
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 1 year as Food & Beverage Trainee
Applicable National Occupational Standards (NOS)	Compulsory: 1. THC/N0301: Plan for serving food and beverages 2. THC/N0302: Greet customer, take orders and serve 3. THC/N0303: Clean tables and counters 4. THC/N0304: Deal with customer payment 5. THC/N0305: Resolve customer service issues 6. THC/N9901: Communicate with customer and colleagues 7. THC/N9902: Maintain customer-centric service orientation 8. THC/N9903: Maintain standard of etiquette and hospitable conduct 9. THC/N9904: Follow gender and age sensitive service practices 10. THC/N9905: Maintain IPR of organisation and customers 11. THC/N9906: Maintain health and hygiene 12. THC/N9907: Maintain safety at workplace Optional: 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

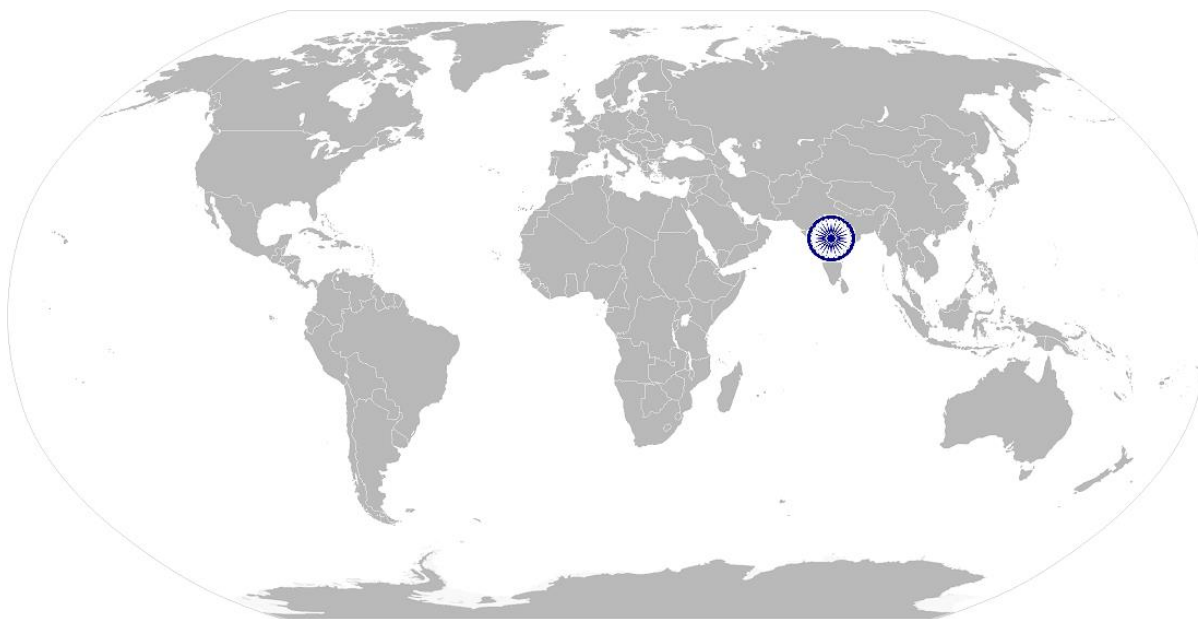
Acronyms

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

THC/N0301

Plan for serving food and beverages

National Occupational Standard



Overview

This unit is about planning and preparing service areas such as tables, counters, side boards, trolley and arranging for condiments, prior to serving as well as laying out table or counter for service.

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Plan for serving food and beverages

National Occupational Standard

Unit Code	THC /N0301
Unit Title (Task)	Plan for serving food and beverages
Description	This OS unit covers planning and preparing service areas such as tables, counters, side boards, trolley, and arranging for condiments prior to serving as well as laying out table or counter for service
Scope	This unit/task covers the following: - Identify the service area and resources required - Prepare the service area - Recheck preparation for service area
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Identifying the service area and resources required	To be competent, the user/ individual must be able to: PC1. check assigned service area as per duty roster PC2. check the pre-bookings for the areas assigned PC3. inspect the food service area for the cleaning and laying the table, e.g., customer dining areas, sideboards/side tables/trolleys /counters, service preparation areas PC4. assess requirement of resources viz. tableware, cutlery, linen PC5. identify workplace procedures for serving food and beverage
Preparing the service area	To be competent, the user/ individual must be able to: PC6. check that service areas are hygienic, clean, free from damage and ready for use in line with service style PC7. prepare and adjust dining area for comfort and ambience, e.g., light, music, temperature, odour-less, pest-free, clean linen and furniture arrangement PC8. check that service equipment is clean, functional, free from damage, located where it should be and switched on ready for use PC9. set up furniture in accordance with standard operating procedures, bookings, customer requests and customer/staff convenience and safety PC10. check that sufficient stock of service items are clean, free from damage and stored ready for service PC11. check availability of condiments and accompaniments ready for service and store them safely PC12. check dining furniture, table linen and table items are clean and undamaged PC13. arrange restaurant furniture according to the food service operation PC14. check the menus and promotional items and ensure that they contain accurate information and are ready for customer use PC15. comply with industry requirements in relation to standard of dress and personal hygiene

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Plan for serving food and beverages

	PC16. lay out tables/counters according to the outlet's procedures PC17. dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations PC18. prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures PC19. carry out all work in accordance with occupational health and safety PC20. check dining/restaurant/public amenity areas customer facilities for cleanliness prior to service, in accordance with standard operating procedures PC21. prepare and adjust the dining environment to ensure comfort and ambience for customers PC22. verify menu variations and daily specials with kitchen staff (liaising with duty chef)
Rechecking preparation for service area	To be competent, the user/ individual must be able to: PC23. complete preparation for serving food and beverage following workplace procedures PC24. complete checklists for preparation for performing duties
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. relevant occupational health and safety requirements applicable in the work place KA3. importance of working in clean and safe environment KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA5. reporting structure, inter-dependent functions, lines and procedures in the work area KA6. relevant people and their responsibilities within the work area KA7. escalation matrix and procedures for reporting work and employment related issues
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. service standards required in the workplace KB2. understanding of menu and food & beverage served KB3. application of relevant regulations and requirements KB4. workplace and servicing procedures and policies for the carrying out F&B service tasks KB5. storage, service and upkeep procedure for cutlery, condiments and other accessories KB6. what permits and checks are required for working on the premises KB7. site layout and obstacles KB8. the instructions and procedures for entering and leaving the service area and why one should follow them KB9. the levels of personal hygiene required at the service area and why it is

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Plan for serving food and beverages

	important to maintain them during work KB10. safe and hygienic working practices for preparing service areas and equipment for table/tray service KB11. the organization's service style for the F&B outlet KB12. why waste must be handled and disposed of correctly KB13. why condiments and accompaniments should be prepared ready for service KB14. when to prepare service areas and equipment for table/tray service KB15. why a constant stock of food service items should be maintained KB16. the types of unexpected situations that may occur when preparing and clearing areas for service and how to deal with these KB17. why all service items should be checked before service KB18. why menus and promotional items should be checked before use KB19. time allowed for completing the work KB20. major types of beverages and their characteristics KB21. why it is important to check expiry dates on items and how to do so KB22. organization's procedures for storage and stock rotation KB23. full menu applicable to the particular food outlet assigned KB24. details of items available on the menu especially the specials for the day KB25. items on the menu which are not available on that day KB26. why service equipment should be turned on before service KB27. why heating/air conditioning/ventilation and lighting should be checked while preparing customer dining areas for table service KB28. different kinds of cutlery, plates and tableware and ways to set them on the table/counter KB29. use of handheld device / smart phone / tablet to take feedback from guests KB30. use computer to make note of reservations KB31. use computer system to prepare bill
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 instructions, procedures, information and signs relevant to F&B activities SA2. interpret and follow operational instructions and prioritise work SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. complete documentation as per work requirements

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	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA5. communicate effectively with others when carrying out tasks
	SA6. discuss task lists, schedules, and work-loads with co-workers
	SA7. question customers appropriately in order to understand the nature of the problem and make a diagnosis
	SA8. check and clarify task-related information
	SA9. liaise with appropriate authorities using correct protocol
	SA10. communicate with people in respectful form and manner in line with organizational protocol
	SA11. avoid using jargon, slang or acronyms when communicating with a customer
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	SB2. escalate problems and to whom
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB3. plan, prioritize and sequence work operations as per job requirements
	SB4. organize and analyse information relevant to work
	SB5. work in a team in order to achieve better results
	SB6. identify and clarify work roles within a team
	SB7. communicate and cooperate with others in the team
	SB8. seek assistance from fellow team members
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB9. manage relationships with customers who may be stressed, frustrated, confused, or angry
	SB10. build customer relationships and use service and customer centric approach
	SB11. importance of taking responsibility for own work outcomes
	SB12. importance of adherence to work timings, grooming standard and other organizational policies
	SB13. importance of following laid down rules, procedures, instructions and policies
	SB14. importance of exercising restraint while expressing dissent and during conflict situations
	SB15. how to avoid and manage distractions to be disciplined at work
	SB16. importance of time management for achieving better results
	Problem Solving
	SB17. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s).
	PPL2FBS13 K7. Where and from whom health and safety and food safety information can be obtained

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Plan for serving food and beverages

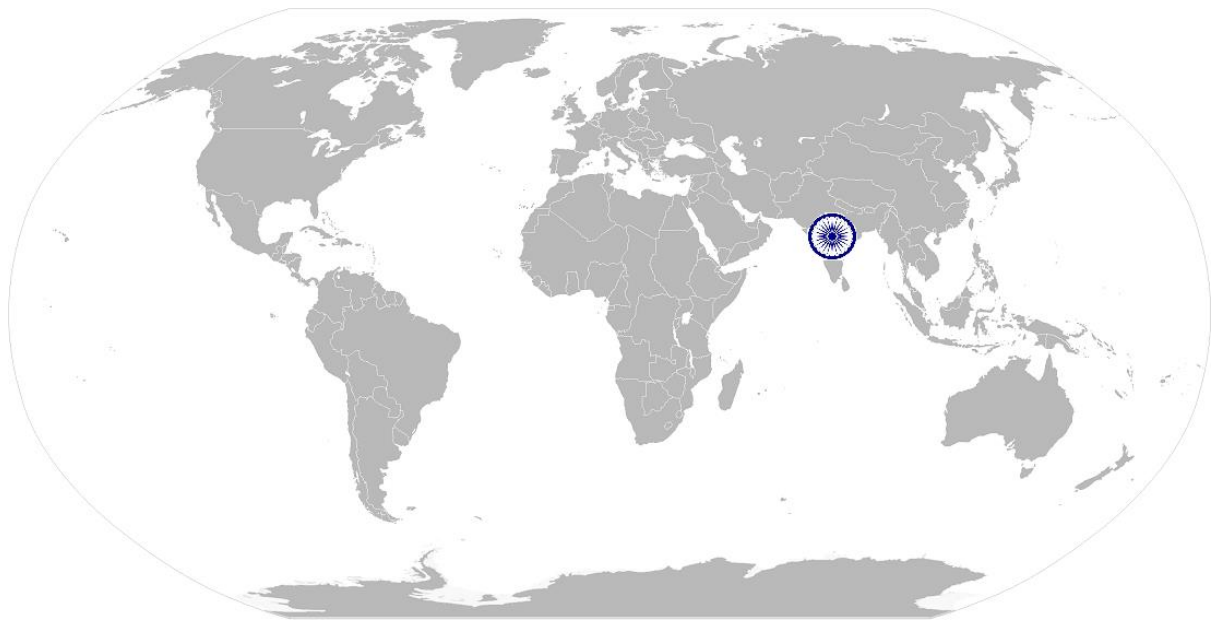
 	(NOTE : Differences identified while mapping QP-NOS with U.K. NOS, appear here as flagged Ps/Ks) SB18. identify immediate or temporary solutions to resolve delays. PPL2FBS13 K10. Why it is essential to check table coverings, napkins and table items before service. PPL2FBS13 K19. The security procedures you should follow
	Analytical Thinking
	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code	THC/N0301 		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Food & Beverage Service	Next review date	25/03/16

THC/N0301

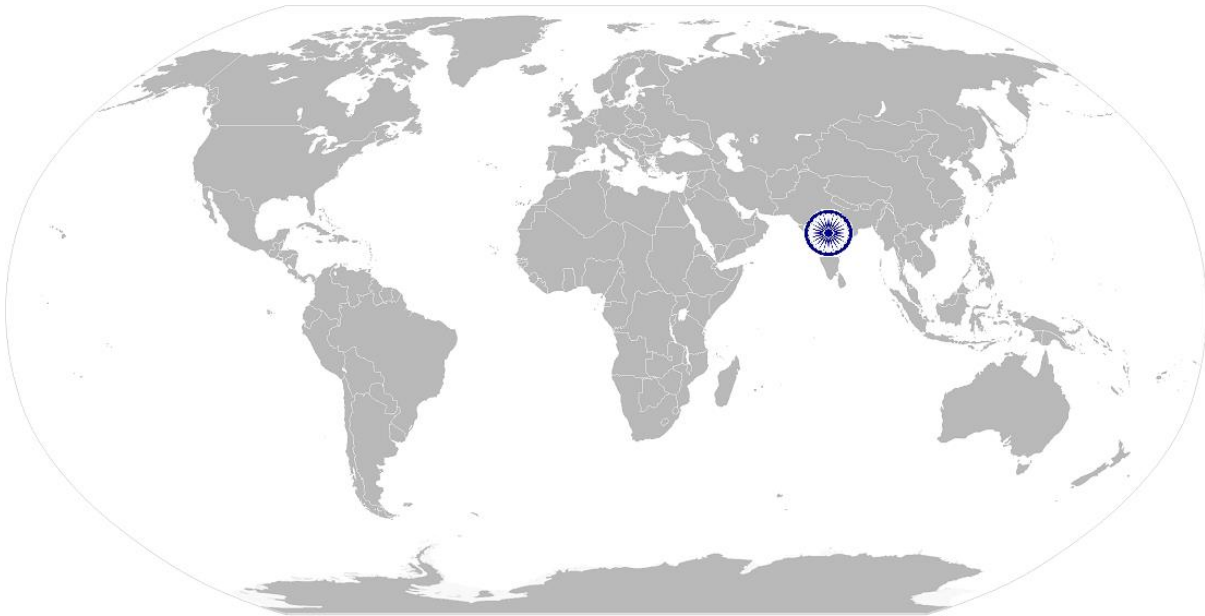
Plan for serving food and beverages



THC/N0302

Greet customer, take order, serve food and beverages

National Occupational Standard



Overview

This unit is about greeting and assisting customers when they arrive, escorting them to the seating place, giving accurate information about the menu, taking food and beverage orders and serving them.

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Greet customer, take order, serve food and beverage

National Occupational Standard

Unit Code	THC/N0302
Unit Title (Task)	Greet customer, take order and serve food and beverages
Description	This OS unit is about greeting and assisting customers when they arrive, escorting them to the seating place, giving accurate information about the menu, taking food and beverage orders and serving them
Scope	This unit/task covers the following: • Greet customers • Take and process orders • Serve food and beverage
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Greeting customers	To be competent, the user/ individual must be able to: PC1. greet customers, identify their requirements and check any booking records as appropriate to the service operation PC2. check details of reservations where appropriate PC3. escort and seat customers according to table allocation and special requirements PC4. offer chair assistance in seating the guest PC5. offer available pre-meal services to customers and address guest by surname to extent possible PC6. present menus and drinks lists to customers, in accordance with standard operating procedures provide information to customers, giving clear explanations and description of information such as menu choices and options, information about food and beverages, specials for the day, information about the location or area location of customer facilities
Taking and processing orders	To be competent, the user/ individual must be able to: PC7. make sure customers have access to the correct menu PC8. give accurate information on individual dishes according to customers' requirements PC9. take the opportunity to maximize the order using appropriate sales techniques PC10. check products and brand preferences with the customer in a courteous manner PC11. advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice where appropriate PC12. identify any specific customer preference PC13. record and relay information about any special requests or dietary or cultural requirements promptly and accurately to duty chef PC14. answer customer questions on menu items correctly and courteously

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Greet customer, take order, serve food and beverage

	PC15. record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar as per standard procedure PC16. identify, record and deal with their order promptly, repeat order to reconfirm and inform about approximate waiting time PC17. seek information from the kitchen or other appropriate person, where answers are unknown
Serving food and beverage	To be competent, the user/ individual must be able to: PC18. provide and adjust glassware, service ware and cutlery, suitable for menu choices, and condiments in accordance with standard operating procedures PC19. carry out all work in accordance with occupational health and safety PC20. check quality and presentation of food and beverage in accordance with standard operating procedures PC21. check service ware for chips, marks, spills and drips PC22. collect food and beverage selections promptly from service areas, convey them to customers safely PC23. monitor flow of service for meal and beverage delivery PC24. recognize and follow up promptly, any delays or deficiencies in service PC25. promptly advise and reassure customers about any delays and problems PC26. serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements for, say, table d'hôte, a la carte, counter service, pre-set meal, buffet, function, tea and coffee service, and in patient service PC27. check customer satisfaction at the appropriate time PC28. offer additional food and beverage at the times as per standard procedure and order and serve them accordingly PC29. clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers PC30. remove and replace used table items as required and maintain the correct stocks PC31. remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly PC32. clear finished courses from the table at the appropriate time according to the service operation PC33. clear finished courses and used crockery and cutlery systematically with assistance from other service staff PC34. check crockery, cutlery and other table items and replace or remove them as appropriate PC35. serve different courses with clean and undamaged service equipment of the appropriate type PC36. serve food of the type quality and quantity required using the appropriate service method PC37. keep the service area tidy and clean
Knowledge and Understanding (K)	
A. Organizational	The user/individual on the job needs to know and understand: KA1. legislation, standards, policies, and procedures followed in the company

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Greet customer, take order, serve food and beverage

Context (Knowledge of the company / organization and its processes)	relevant to own employment and performance conditions KA2. relevant occupational health and safety requirements applicable in the work place KA3. importance of working in clean and safe environment KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA5. reporting structure, inter-dependent functions, lines and procedures in the work area KA6. relevant people and their responsibilities within the work area KA7. escalation matrix and procedures for reporting work and employment related issues KA8. documentation and related procedures applicable in the context of employment and work KA9. importance and purpose of documentation in context of employment and work
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. workplace and servicing procedures and policies for the carrying out F&B service tasks KB2. service standards required in the workplace KB3. storage, service and upkeep procedure for cutlery, condiments and other accessories KB4. what permits and checks are required for working on the premises KB5. site layout and obstacles KB6. instructions and procedures for entering and leaving the workplace and why one should follow them KB7. levels of personal hygiene required at the workplace and why it is important to maintain them during work KB8. organization's standards for customer service KB9. payment modes and billing systems, opening and closing procedures KB10. how to greet a customer and escort him to the seating area KB11. how and when to offer promotional services KB12. why menus should be checked before use KB13. why information about the menu should be given accurately to customers KB14. why it is important to have knowledge about the food being served KB15. types of unexpected situations that may occur when dealing with customers' orders and how to deal with these KB16. how to serve customer orders and maintain the dining area KB17. safe and hygienic working practices when serving customers' orders KB18. which condiments and accompaniments best complement each menu item KB19. which service equipment is appropriate for different menu items KB20. why food should be arranged and presented in line with the menu specifications KB21. why care has to be taken to serve food hygienically KB22. why dining and service areas must be kept tidy and free from rubbish and food debris KB23. why a constant stock of linen, table items and accompaniments must be maintained

THC/N0302

Greet customer, take order, serve food and beverage

	KB24. when to prepare service areas and equipment for table/tray service KB25. why a constant stock of food service items should be maintained KB26. why all service items should be checked before service KB27. why menus and promotional items should be checked before use KB28. time allowed for completing the work KB29. what food has to be carefully portioned during service KB30. why care has to be taken to serve and arrange food correctly KB31. why care should be taken to avoid accidents KB32. why and to whom all customer incidents should be reported KB33. safe and hygienic working practices when clearing finished courses KB34. what the operational procedures for clearing finished courses are KB35. major types of beverages and their characteristics including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly requested cocktails KB36. preparation and serving techniques for a basic range of drinks including tea and coffee KB37. waste minimization techniques KB38. typical food and beverage service styles and types of menus used in different hospitality contexts including buffet, tray, plate and silver service KB39. typical industry room and table set-ups for different types of functions including furniture, seating and decoration KB40. ways of dressing and setting tables for a range of different functions, service styles and service periods KB41. range and usage of standard restaurant equipment KB42. knowledge of menus as appropriate to enterprise KB43. typical workflow structure for service within a food and beverage service environment KB44. ordering and service procedures
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 instructions, procedures, information and signs relevant to food and beverage activities SA2. interpret and follow operational instructions and prioritise work SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. note down the order accurately and confirm
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate effectively with others when carrying out tasks SA6. discuss task lists, schedules, and work-loads with co-workers

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Greet customer, take order, serve food and beverage

	SA7. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA8. check and clarify task-related information SA9. communicate with people in respectful form and manner in line with organizational protocol SA10. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyse information relevant to work SB3. work in a team in order to achieve better results SB4. identify and clarify work roles within a team SB5. communicate and cooperate with others in the team SB6. seek assistance from fellow team members
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. manage relationships with customers who may be stressed, frustrated, confused, or angry .  PPL2FBS2 K10. How to respond to someone who may be under the influence of excess alcohol or drugs and why it should be reported to the appropriate person.  SB8. build customer relationships and use service and customer centric approach. PPL2FBS2 P2. Deal with customers in order of arrival at the bar where possible. PPL2FBS2 K4. Why you should deal with customers in order of arrival where possible SB9. importance of taking responsibility for own work outcomes SB10. importance of adherence to work timings, dress code and other organizational policies  SB11. importance of following laid down rules, procedures, instructions and policies. PPL2FBS2 P11. Deal with customer incidents efficiently and inform the appropriate person where necessary. SB12. importance of exercising restraint while expressing dissent and during conflict situations SB13. how to avoid and manage distractions to be disciplined at work SB14. importance of time management for achieving better results.  PPL2FBS2 K1. Current, relevant legislation relating to licensing, weights and measures and trades description.
	Problem Solving
	NA
	Analytical Thinking

THC/N0302 Greet customer, take order, serve food and beverage

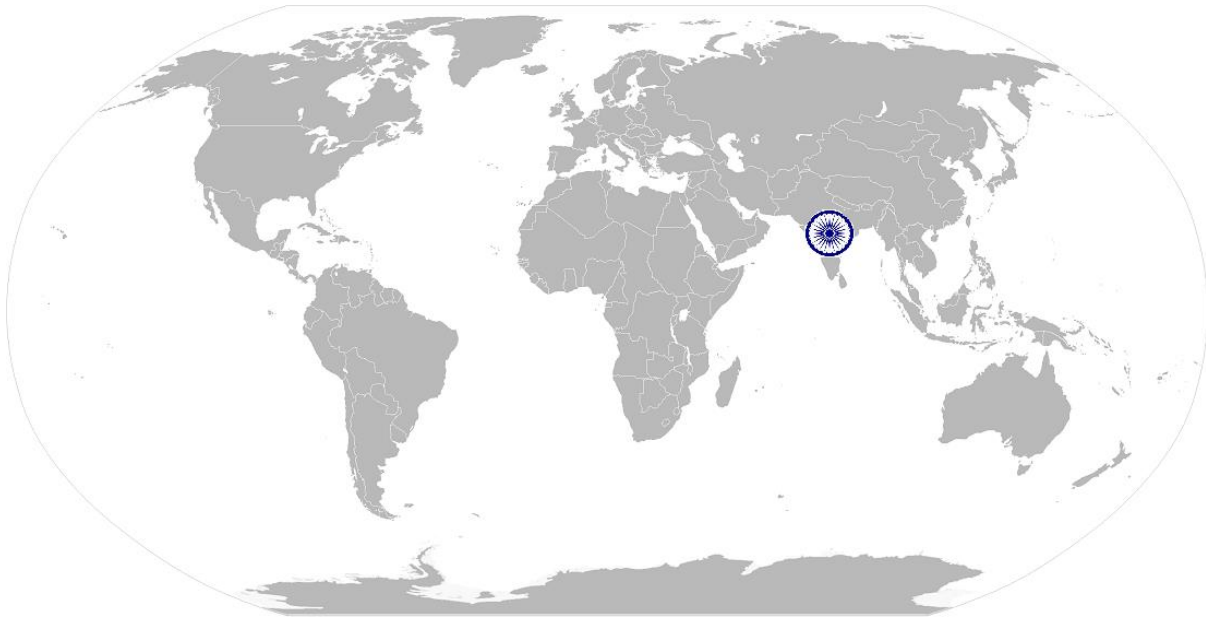
	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code	THC/N0302		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Food & Beverage Service	Next review date	25/03/16



National Occupational Standard



Overview

This unit is about clearing tables of crockery, cutlery, glassware, condiments, napkins and other tableware as per company policy and with minimal disruption to customers.

THC/N0303

Clean tables and counters

National Occupational Standard

Unit Code	THC/N0303
Unit Title (Task)	Clean tables and counters
Description	This OS unit is about clearing tables of crockery, cutlery, glassware, condiments, napkins and other tableware as per company's policy and with minimal disruption to customers
Scope	This unit/task covers the following: • Clear tables and counters after dining • Present guest account/check for the services used • Clean table and side boards of used tableware and waste food/beverages
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Clearing tables and counters after dining	To be competent, the user/ individual must be able to: PC1. clear tables of crockery, cutlery and glassware at the appropriate time after the meals, as per the course and with minimal disruption to customers PC2. remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has finished dining for crockery, cutlery/silverware, glassware, menus/menu folders, table decorations, condiments and accompaniments, napkins and table coverings
Presenting guest account/check for the services used	To be competent, the user/ individual must be able to: PC3. provide after-meals services such as mouth fresheners and/or finger-bowls as per organization standards PC4. present the customer accounts/check for services used, as per organization procedure to the guest
Cleaning table and side boards of used tableware and waste food/beverages	To be competent, the user/ individual must be able to: PC5. arrange table items used in food service area for cleaning or store them as required PC6. prepare service and table linen for dispatch to laundry or clean down and remove disposable items PC7. dispatch used crockery, cutlery and service dishes to dish cleaning area PC8. store food items and accompaniments for future use in line with food hygiene regulations PC9. leave dining and food service areas tidy and ready for cleaning PC10. dispose of rubbish and waste food following recommended procedures PC11. ensure that service equipment is clean, correctly stored and turned off where appropriate PC12. ensure that dining furniture is clean and ready for future use PC13. store and/or prepare equipment for the next service, in accordance with standard operating procedures PC14. carry out all work in accordance with occupational Health and Safety

THC/N0303

Clean tables and counters

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. relevant occupational health and safety requirements applicable in the work place KA2. importance of working in clean and safe environment KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA4. reporting structure, inter-dependent functions, lines and procedures in the work area KA5. relevant people and their responsibilities within the work area KA6. escalation matrix and procedures for reporting work and employment related issues KA7. documentation and related procedures applicable in the context of employment and work KA8. importance and purpose of documentation in context of employment and work
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. workplace and servicing procedures and policies for the carrying out F&B service tasks KB2. application of relevant regulations and requirements KB3. storage, service and upkeep procedure for cutlery, condiments and other accessories KB4. site layout and obstacles KB5. instructions and procedures for entering and leaving the workplace and why one should follow them KB6. levels of personal hygiene required at the workplace and why it is important to maintain them during work KB7. how to clear tables of crockery, cutlery and glassware at the appropriate time with minimal disruption to customers KB8. when and how to remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has left KB9. how and where to arrange table items used in food service area for cleaning or store them as required KB10. how to prepare service and table linen for dispatch to laundry or clean down and remove disposable items KB11. how and why to store food items and accompaniments for future use in line with food hygiene regulations KB12. how to dispose of rubbish and waste food correctly KB13. importance of maintaining service equipment clean and ensuring its turned off and stored KB14. how to maintain dining and food service areas tidy and ready for cleaning dispose of rubbish and waste food following recommended procedures KB15. how to clean dining furniture and keep it ready for future use leave dining and service areas tidy and ready for cleaning KB16. store and/or prepare equipment for the next service, in accordance with standard operating procedures

THC/N0303

Clean tables and counters

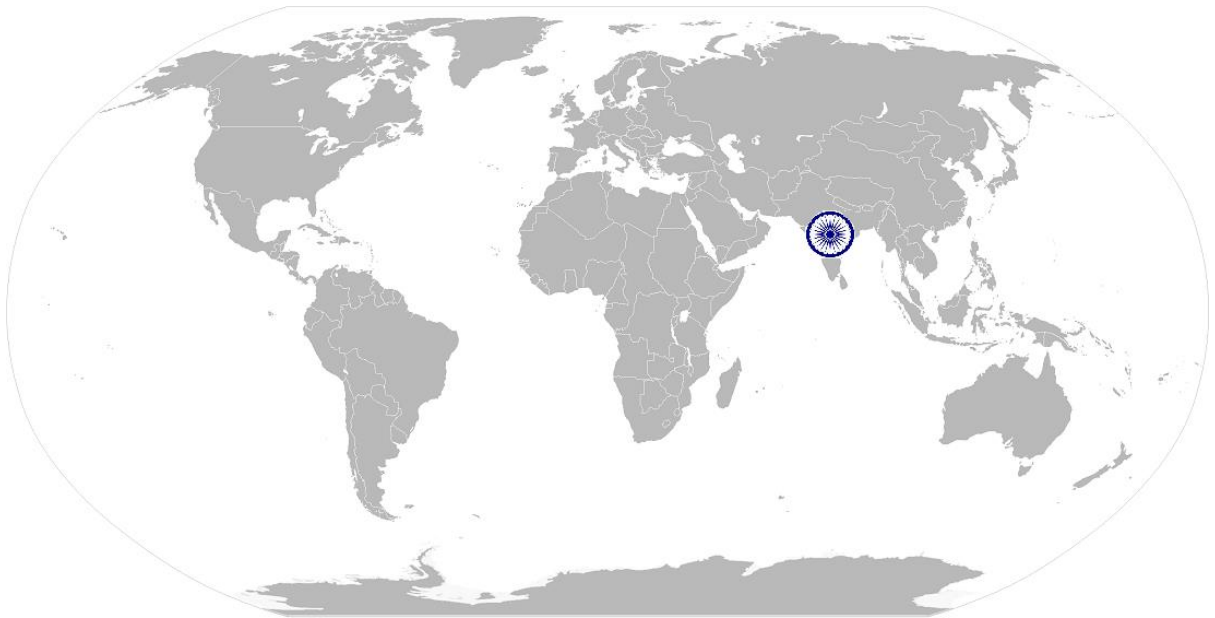
	KB17. carry out all work in accordance with occupational Health and Safety
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA2. complete documentation as per work requirements
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. communicate effectively with others when carrying out tasks SA4. discuss task lists, schedules, and work-loads with co-workers SA5. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA6. check and clarify task-related information SA7. communicate with people in respectful form and manner in line with organizational protocol SA8. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyse information relevant to work
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry SB4. build customer relationships and use service and customer centric approach SB5. importance of taking responsibility for own work outcomes SB6. importance of adherence to work timings, dress code and other organizational policies SB7. importance of following laid down rules, procedures, instructions and policies. PPL2FBS13 K10. Why it is essential to check table coverings, napkins and table items before service. SB8. how to avoid and manage distractions to be disciplined at work SB9. importance of time management for achieving better results. PPL2FBS13 K7. Where and from whom health and safety and food safety



THC/N0303

Clean tables and counters

	information can be obtained. PPL2FBS13 K19. The security procedures you should follow.
	Problem Solving
	NA
	Analytical Thinking
	NA
	Critical Thinking
	NA

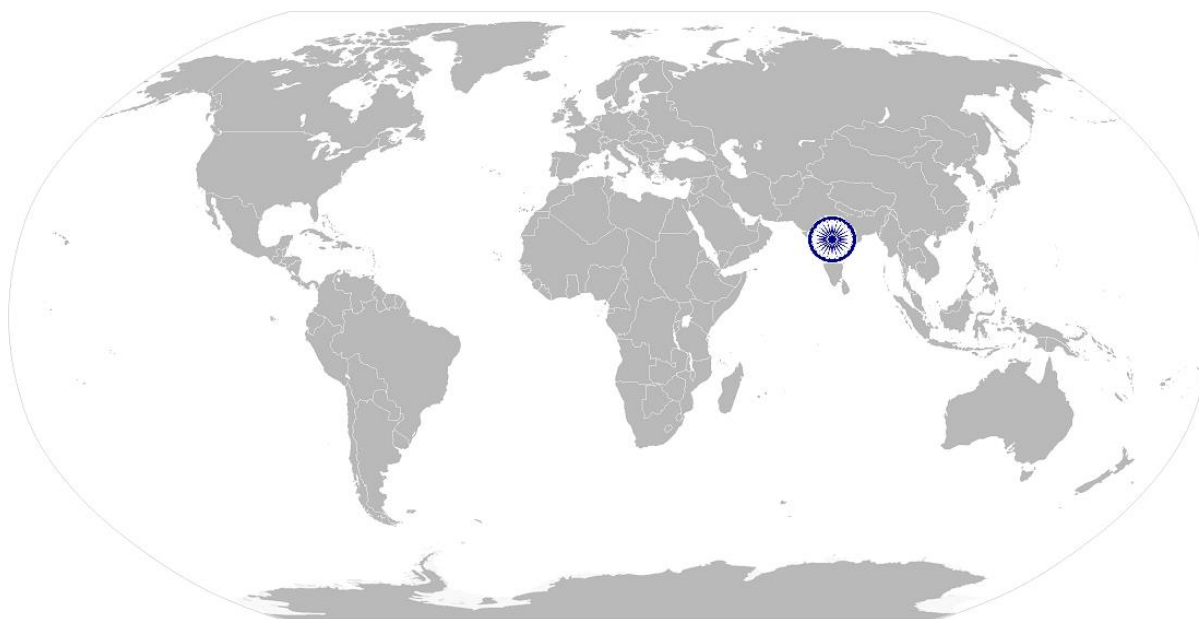


THC/N0303

Clean tables and counters

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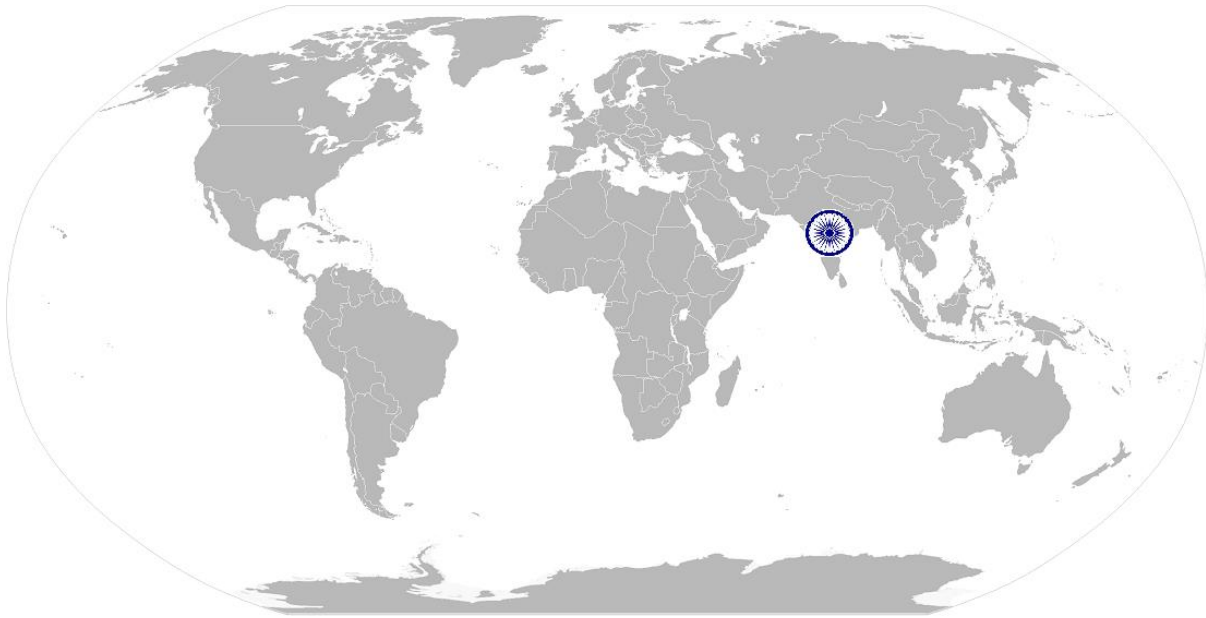
NOS Code	THC/N0303		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Food & Beverage Service	Next review date	25/03/16



THC/N0304

Deal with customer payment

National Occupational Standard



Overview

This unit is about presenting bills, receiving payments from the customer, keeping payments safe and secure, and maintaining a payment point such as till and operating the till, as per organization procedure.

THC/N0304

Deal with customer payment

National Occupational Standard

Unit Code	THC/N0304
Unit Title (Task)	Deal with customer payment
Description	This OS unit is about presenting bills, receiving payments from the customer, keeping payments safe and secure, and maintaining a payment point such as till and operating the till, as per organization procedure.
Scope	This unit/task covers the following: Receiving payment after service
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Receiving payment after service	To be competent, the user/ individual must be able to: PC1. make sure that payment point is working and that all needed material such as stationery, till/ credit/ debit rolls are available or processing either of cash, traveller's cheques, drafts PC2. maintain the payment point and restock it when necessary PC3. enter / scan information into the payment point correctly PC4. organize and present accounts to customers on request PC5. tell the customer how much they have to pay, if asked and modes of payments accepted PC6. acknowledge the customer's payment and validate it where necessary PC7. follow correct procedure for chip and pin transactions PC8. put the payment in the right place according to the organization's procedures PC9. give correct change for cash transactions PC10. carry out transactions without delay and give relevant confirmation to the customer PC11. make the payment point contents available for authorized collection PC12. process accounts in accordance with standard operating procedures PC13. farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures
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. relevant occupational health and safety requirements applicable in the work place KA2. importance of working in clean and safe environment KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA4. reporting structure, inter-dependent functions, lines and procedures in the work area

THC/N0304

Deal with customer payment

	KA5. relevant people and their responsibilities within the work area KA6. escalation matrix and procedures for reporting work related issues KA7. documentation and related procedures applicable in the context of work KA8. importance and purpose of documentation in context of work KA9. applicable discounts on food and beverage KA10. use computer to make note of reservations KA11. use computer system to prepare bill KA12. use EFTPOS machines
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. workplace and servicing procedures and policies for the carrying out F&B service tasks KB2. service standards required in the workplace KB3. procedure for opening and closing reports on tills/cash register/credit/debit card machine KB4. legal requirements for operating a payment point and taking payments from customers KB5. the organization's security procedures for processing cash and other types of payments KB6. how to set up the payment point KB7. how to get stock of material needed to set up and maintain the payment point KB8. why it is important to tell the customer about any delays and how one should do so KB9. types of problems that might occur at the payment point and how to deal with these KB10. procedure for changing the till / debit / credit machine roll KB11. correct procedures for handling payments KB12. what one should do if there are errors in handling payments KB13. understand the procedures for dealing with hand held payment devices KB14. what procedure to follow with regard to a payment that has been declined KB15. what might happen if one does not report errors KB16. procedures for collecting the contents of the payment point and who one should hand payments over to KB17. procedure for maintaining the imprest and cash KB18. perform numerical calculation KB19. apply simple formulae for calculations
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 instructions, procedures, information and signs relevant accounting practices SA2. interpret and follow operational instructions and prioritise work SA3. read and interpret information correctly from various job specification

THC/N0304

Deal with customer payment

	documents, manuals etc. applicable to the job in English and/or local language
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. feed correct information in the billing format
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate effectively with others when carrying out tasks SA6. discuss task lists, schedules, and work-loads with co-workers SA7. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA8. check and clarify task-related information SA9. communicate with people in respectful form and manner in line with organizational protocol SA10. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB1. manage relationships with customers who may be stressed, frustrated, confused, or angry SB2. build customer relationships and use service and customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. identify immediate or temporary solutions to resolve delays. PPL2GEN12 P11. Follow organizational procedures to sign off from/ shut down payment point and conduct a handover at the end of a shift. PPL2GEN12 K16. The procedures for signing off and handover at the end of a shift PPL2GEN12 K17. What VAT is and how it is applied to the bill. PPL2GEN12 K18. How to handle tips in cash and via electronic payment.
	Analytical Thinking
	NA



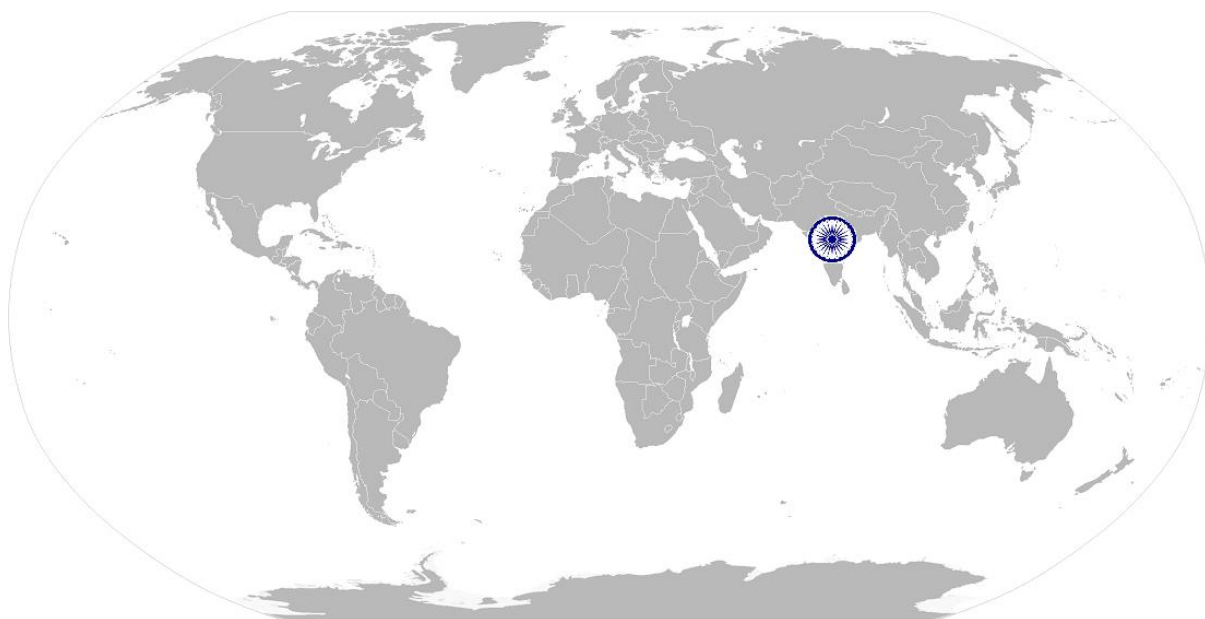
THC/N0304

Deal with customer payment

	Critical Thinking
	NA

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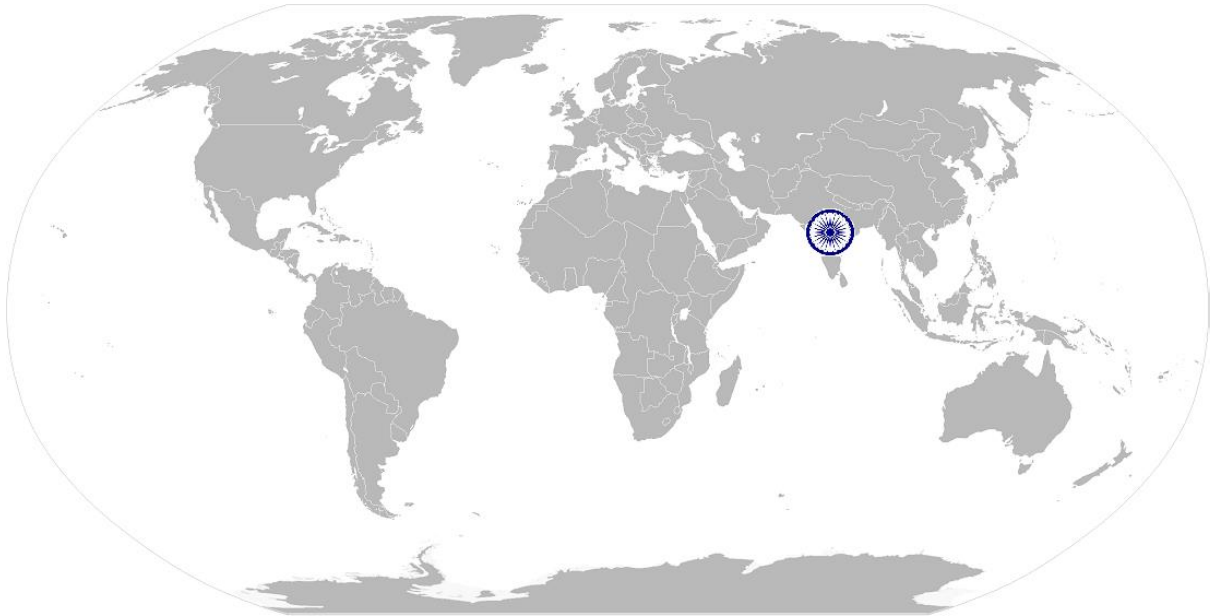
NOS Code	THC/N0304		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Food & Beverage Service	Next review date	25/03/16



THC/N0305

Resolve customer service issues

National Occupational Standard



Overview

This unit is about effective handling of customer complaints related to food and beverage service.

THC/N0305

Resolve customer service issues

National Occupational Standard

Unit Code	THC/N0305
Unit Title (Task)	Resolve customer service issues
Description	This OS unit is about the effective handling of customer complaints related to food and beverage service
Scope	This unit/task covers the following: - Spot customer service issues - Resolve customer problems
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Spotting customer service issues	To be competent, the user/ individual must be able to: PC1. spot customer service issues PC2. listen carefully to the customers about any problem they have raised PC3. ask customers about the problem to check your understanding PC4. recognize repeated problems and alert the appropriate authority PC5. share customer feedback with others to identify potential problems before they happen PC6. identify problems with systems and procedures before they begin to affect your customers
Resolving customer problems	To be competent, the user/ individual must be able to: PC7. identify the options for resolving a customer service issue PC8. work with others to identify and confirm the options to resolve a customer service issue PC9. work out the advantages and disadvantages of each option for the customer and the organization PC10. pick the best option for the customer and the organization PC11. identify for the customer other ways that the issue may be resolved if one is unable to help PC12. take action to resolve customer service issue PC13. discuss and agree the options for solving the problem with the customer PC14. take action to implement the option agreed with the customer PC15. work with others and the customer to make sure that any promises related to solving the problem are kept PC16. keep the customer fully informed about what is happening to resolve the problem

THC/N0305

Resolve customer service issues

	PC17. check with the customer to make sure the problem has been resolved to their satisfaction PC18. give clear reasons to the customer when the problem has not been resolved to their satisfaction
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. own job role and responsibilities and sources for information pertaining to job role and responsibilities KA2. reporting structure, inter-dependent functions, lines and procedures in the work area KA3. work area KA4. relevant people and their responsibilities within the work area KA5. escalation matrix and procedures for reporting work and employment related issues KA6. documentation and related procedures applicable in the context of work KA7. importance and purpose of documentation in context of work
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. workplace and servicing procedures and policies for carrying out F&B service tasks KB2. service standards required in the workplace KB3. why it is important to tell the customer about any delays and how you should do so KB4. organizational procedures and systems for dealing with customer service problems KB5. how to defuse potentially stressful situations KB6. how to negotiate KB7. limitations of what one can offer to the customer KB8. types of action that may make a customer problem worse and should be avoided KB9. typical workflow structure for service within a food and beverage service environment KB10. hygiene and safety issues of specific relevance to food and beverage service
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 instructions, procedures, information and signs relevant to food and beverage activities SA2. interpret and follow operational instructions and prioritise work SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions, etc., applicable to the job

THC/N0305

Resolve customer service issues

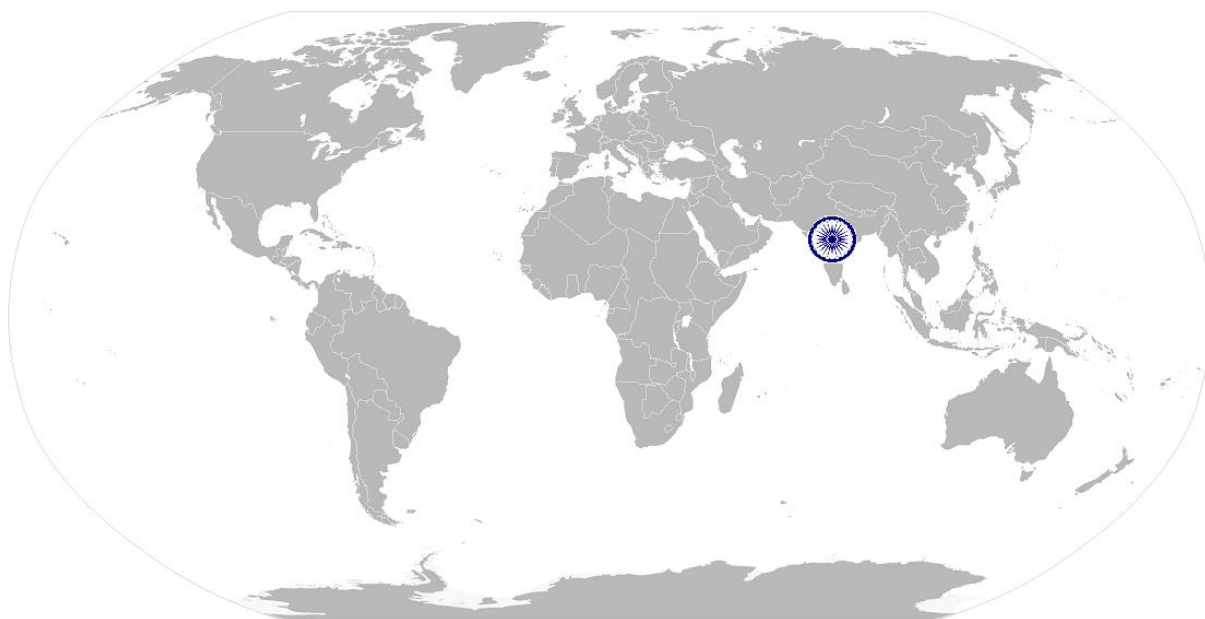
	in English and/or local language
	writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. complete documentation as per work requirements
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate effectively with others when carrying out tasks SA6. discuss task lists, schedules, and work-loads with co-workers SA7. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA8. check and clarify task-related information SA9. communicate with people in respectful form and manner in line with organizational protocol SA10. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. work in a team in order to achieve better results SB2. identify and clarify work roles within a team SB3. communicate and cooperate with others in the team SB4. seek assistance from fellow team members
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry SB6. build customer relationships and use service and customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	NA
	Critical Thinking
	NA

THC/N0305

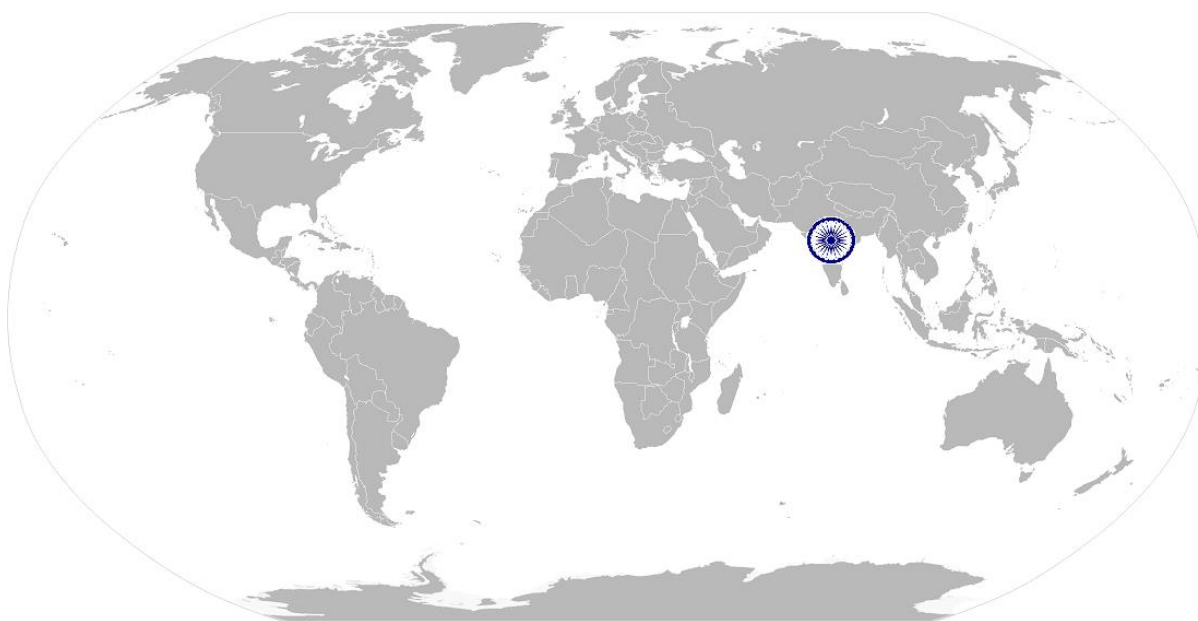
Resolve customer service issues

NOS Version Control

NOS Code	THC/N0305		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Food & Beverage Service	Next review date	25/03/16



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
Communicating effectively with	To be competent, the user/ individual must be able to: PC19. ask more questions to the customers and identify their needs

THC/N9901

Communicate with customer and colleagues

customers 	PC20. possess strong knowledge on the product, services and market. PPL1GEN4 P5. Keep everything you need for your work organised and available 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

THC/N9901

Communicate with customer and colleagues

<div data-bbox="406 472 451 508" data-kind="parent" data-rs="11">  </div>	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. PPL1GEN4 K4. The benefits of keeping everything you need for your work organized and Available. 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 . PPL1GEN4 K17. Why it is important to improve your knowledge and skills. PPL1GEN4 K20 . Why it is important to review your development plan regularly. KB12. importance of dealing with grievances effectively and in time
<div data-bbox="186 884 287 907" data-kind="parent" data-rs="7"> Skills (S) </div>	
<div data-bbox="186 924 406 989" data-kind="parent" data-rs="7"> A. Core Skills/ Generic Skills </div>	<div data-bbox="482 924 647 947" data-kind="parent" data-rs="7"> Reading Skills </div> <div data-bbox="482 955 1494 1094"> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p> </div> <div data-bbox="482 1100 641 1125" data-kind="parent" data-rs="7"> Writing Skills </div> <div data-bbox="482 1134 1318 1205"> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to job requirement</p> </div> <div data-bbox="482 1247 1096 1278" data-kind="parent" data-rs="7"> Oral Communication (Listening and Speaking skills) </div> <div data-bbox="482 1302 1494 1650"> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with superior to achieve smooth workflow</p> <p>SA6. communicate effectively with the customers to build a good rapport with them</p> <p>SA7. use language that the customer or colleague understands</p> <p>SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems</p> <p>SA9. E-mail and use Internet for communicating</p> <p>SA10. use of audio-visual aids to communicate complex issues</p> </div>
<div data-bbox="186 1698 451 1722" data-kind="parent" data-rs="2"> B. Professional Skills </div>	<div data-bbox="482 1661 682 1686" data-kind="parent" data-rs="2"> Decision Making </div> <div data-bbox="482 1692 1494 1866"> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. spot and communicate potential areas of disruptions to work process and report the same</p> <p>SB2. report to supervisor and deal with a colleague individually, depending on the type of concern</p> </div>

THC/N9901

Communicate with customer and colleagues

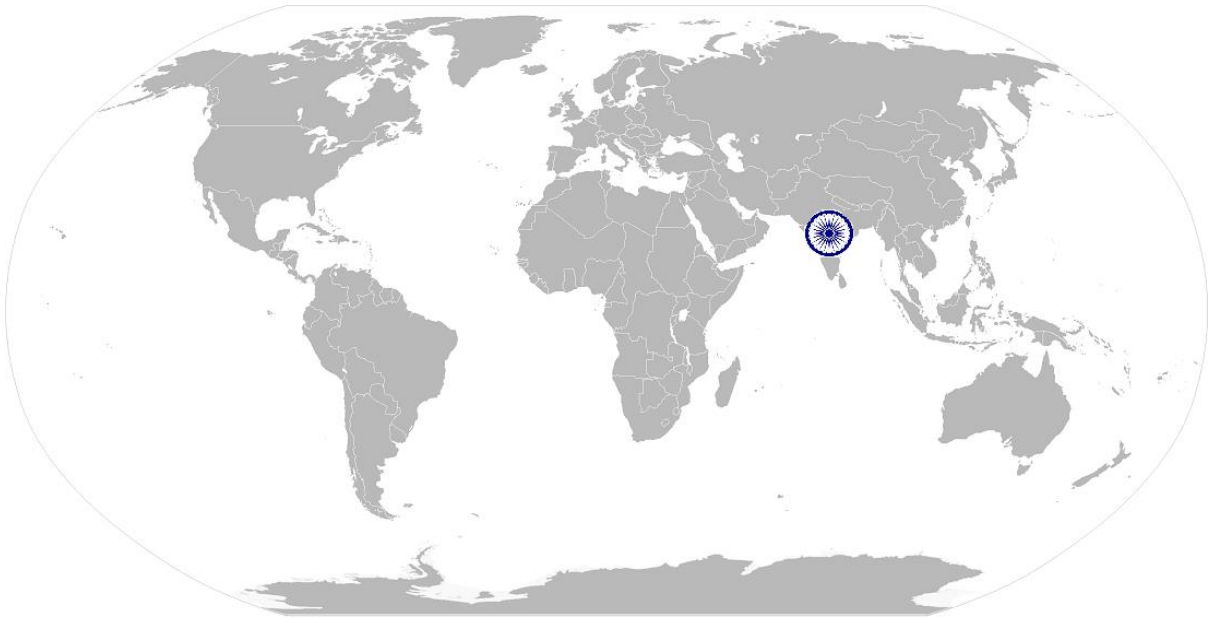
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required 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

NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	26/03/2015
Occupation	Food & Beverage Service	Next review date	26/03/2016

THC/N9901

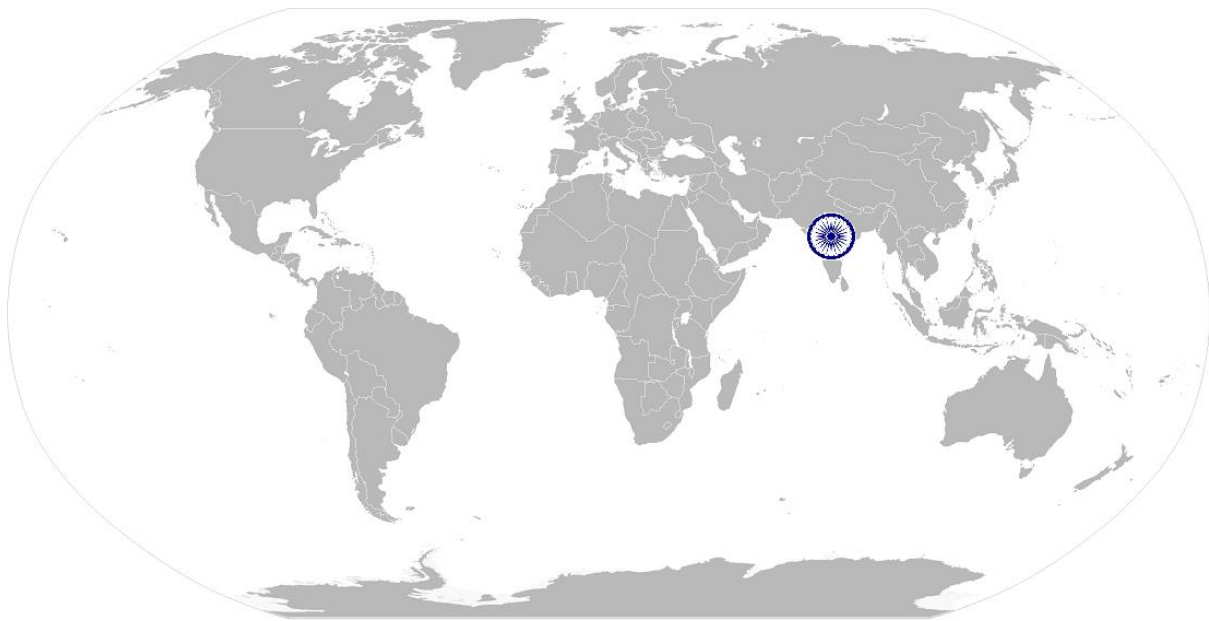
Communicate with customer and colleagues



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 levels 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

THC/N9902

Maintain customer-centric service orientation

	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	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

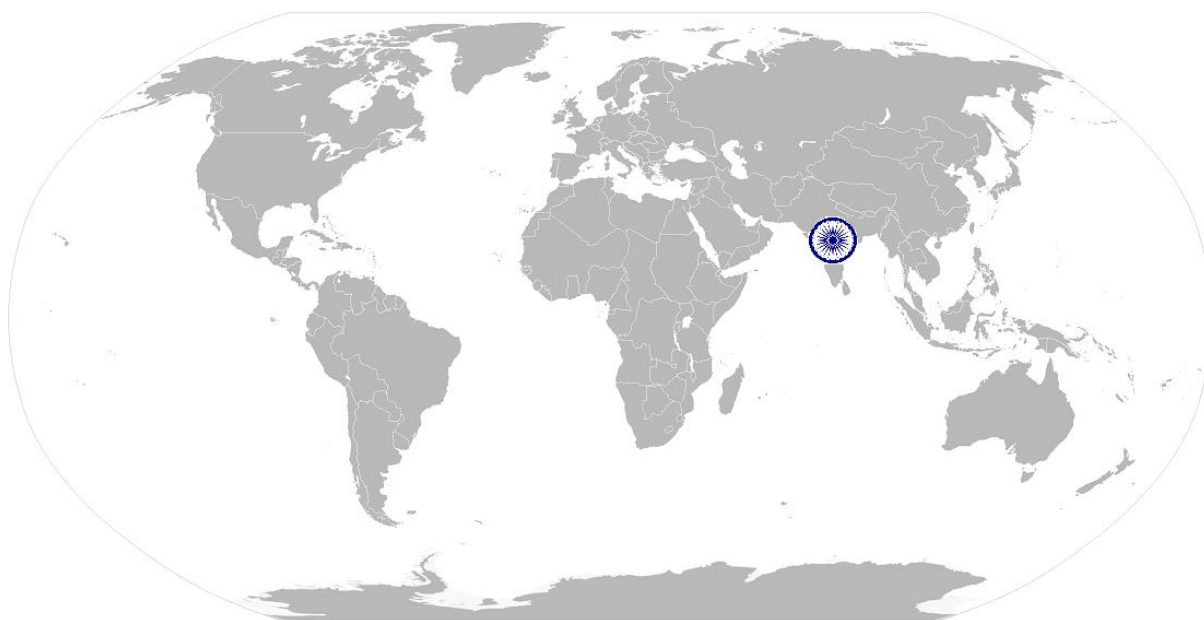
	SA10. E-mail and use Internet for communicating SA11. use of audio-visual aids to communicate complex issues
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand: SB1. how to spot and communicate potential areas of disruptions to work process and report 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

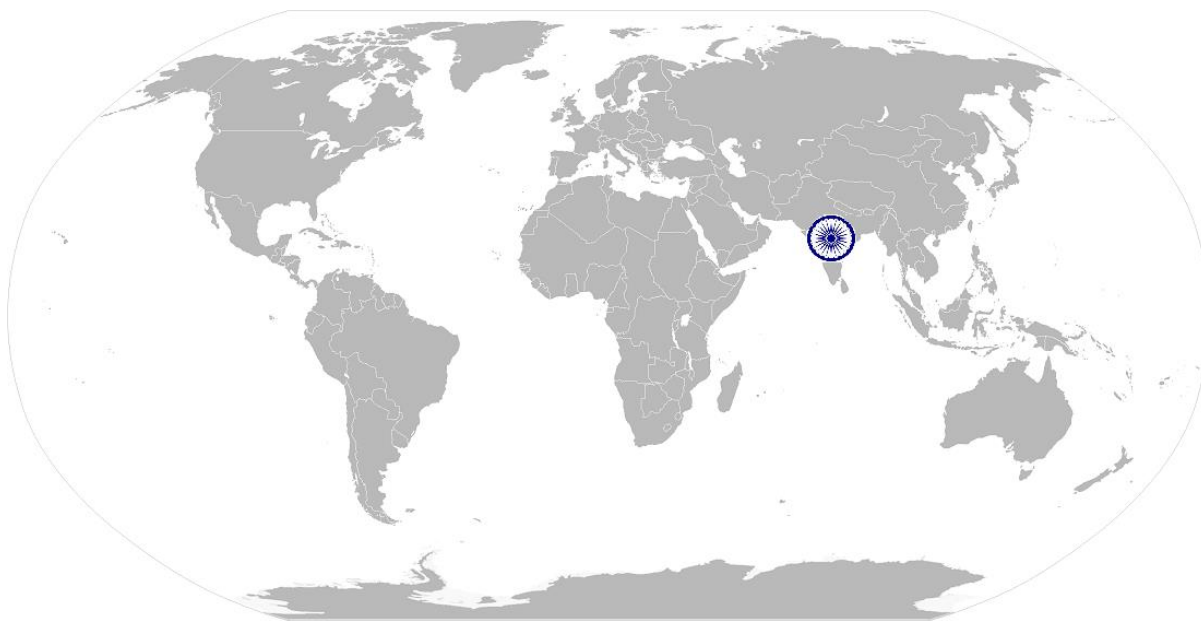
NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	26/03/2015
Occupation	Food & Beverage Service	Next review date	26/03/2016



THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard



Overview

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

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	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. PPL2GEN1 P16. explain clearly to your customers any reasons why their needs or expectations cannot be met. PPL2GEN1 P15. recognise information that your customer might find complicated and check whether they fully understand. PC14. maintain personal integrity and ethical behaviour PC15. dress professionally PC16. deliver positive attitude to work PC17. maintain well groomed personality, i.e., clean and crisp uniform, neatly cut and combed hair, well maintained and shining shoes, and no body odour 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

THC/N9903

Maintain standard of etiquette and hospitable conduct

	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
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

THC/N9903

Maintain standard of etiquette and hospitable conduct

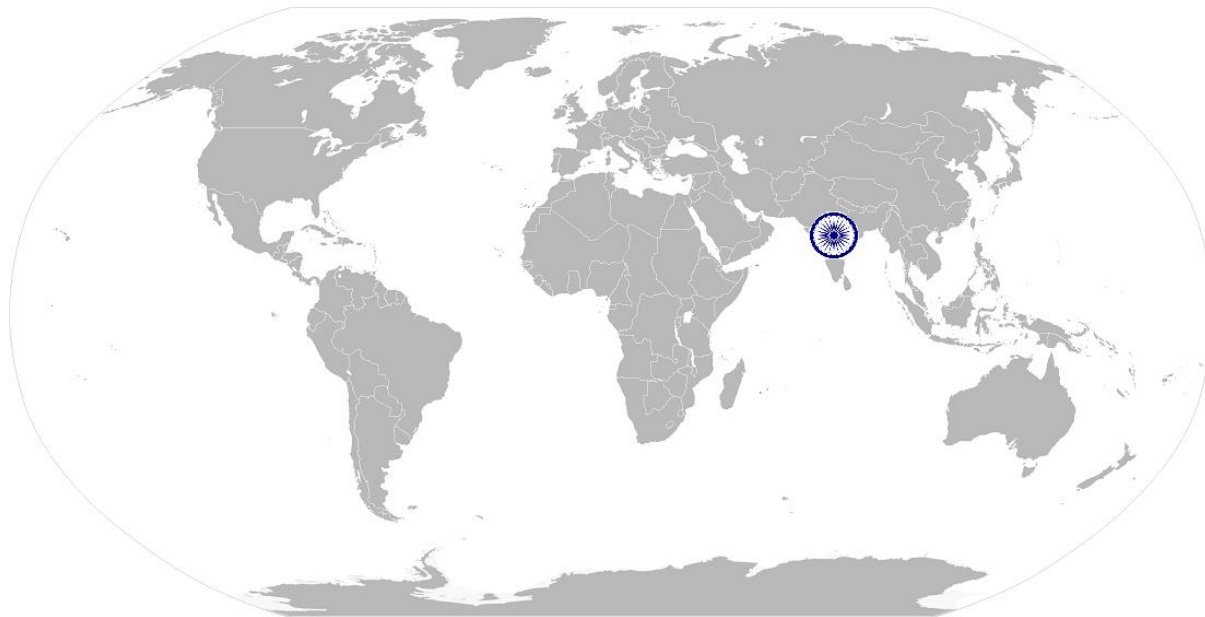
	Writing Skills
	The individual on the job needs to know and understand: SA3. how to fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The individual on the job needs to know and understand: SA4. how to interact with team members to work efficiently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

THC/N9903

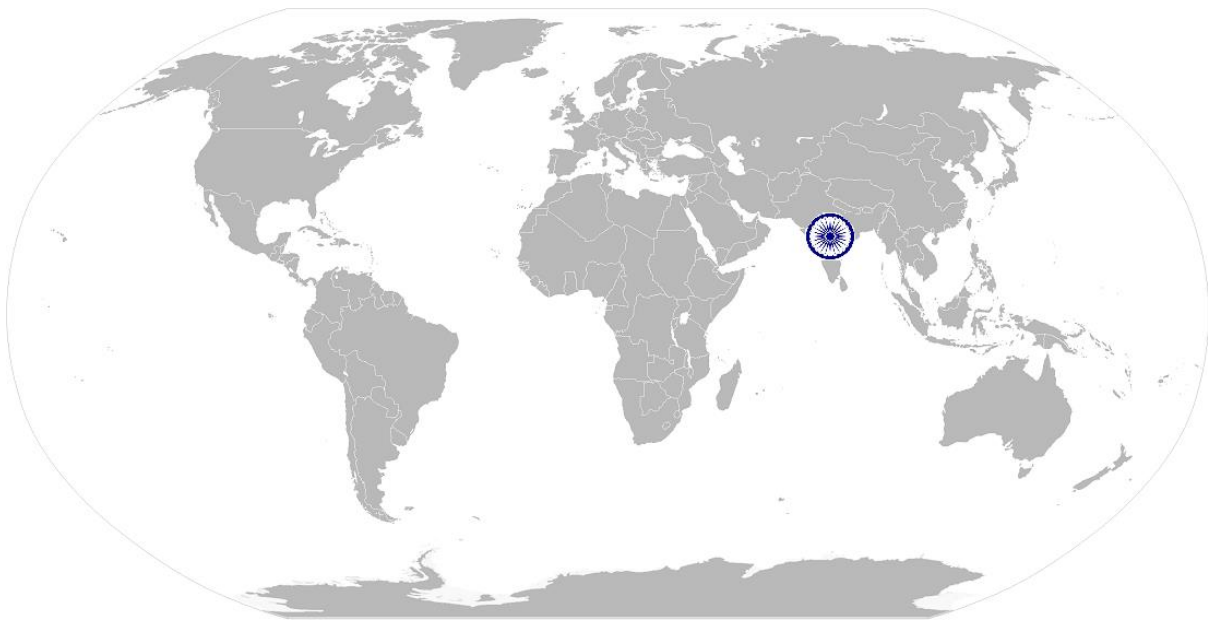
Maintain standard of etiquette and hospitable conduct

NOS Version Control

NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	26/03/2015
Occupation	Food & Beverage Service	Next review date	26/03/2016



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
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette
	SA5. communicate with the women at workplace and the customers with respect
	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele
	SB2. address the complaints and handle dissatisfied customers
B. Professional Skills	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
B. Professional Skills	Analytical Thinking
	NA
B. Professional Skills	Critical Thinking

THC/N9904

Follow gender and age sensitive service practices

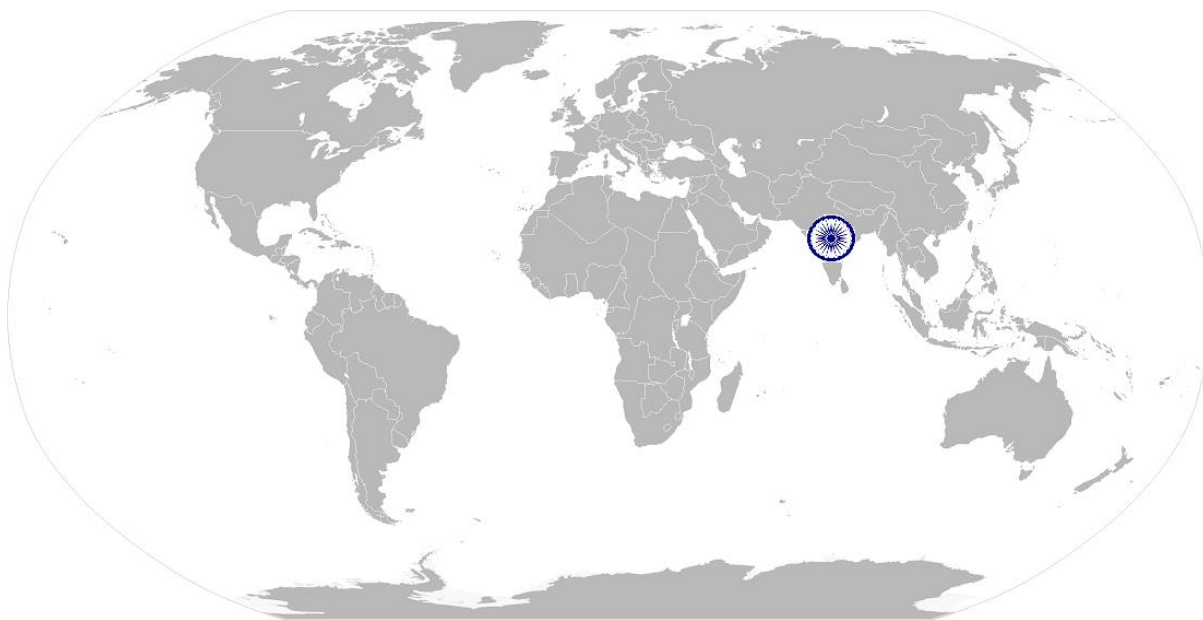
	The user/ individual on the job needs to know and understand how to: SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring problems based on the complaints received from women customers and at the workplace SB8. different acceptable standards of 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
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NOS Version Control

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	26/03/2015
Occupation	Food & Beverage Service	Next review date	26/03/2016

THC/N9904

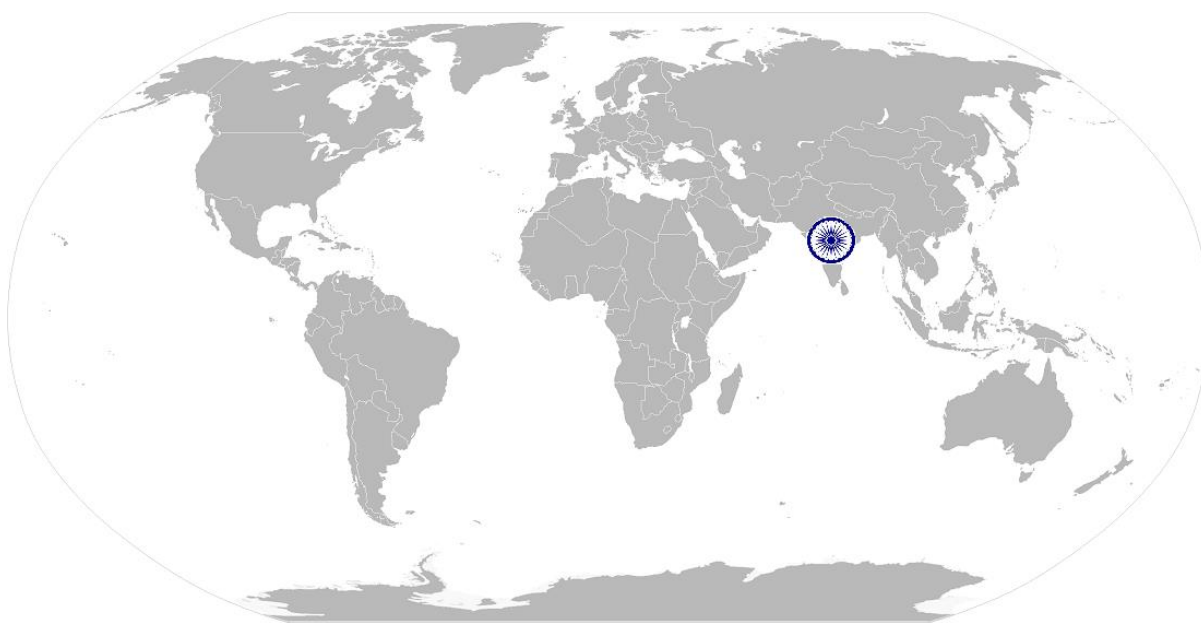
Follow gender and age sensitive service practices



THC/N9905

Maintain IPR of organisation and customer

National Occupational Standard



Overview

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

THC/N9905

Maintain IPR of organisation and customer

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customers
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)	
B. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA6. company's policies on intellectual property rights KA7. company's IPR infringement reporting policy KA8. company's Human Resource policies KA9. company's reporting structure KA10. company's documentation policy KA11. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB9. patents and IPR laws KB10. how IPR protection is important for competitiveness of a company KB11. significance of damages resulting from IPR infringement KB12. industrial and political espionages

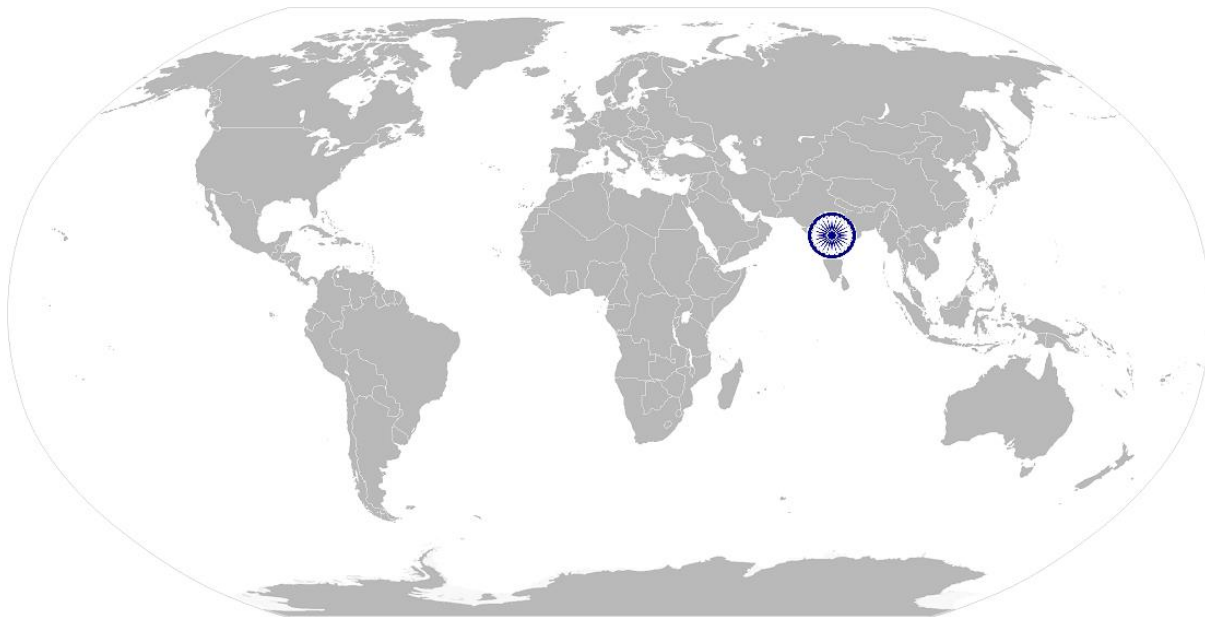
THC/N9905

Maintain IPR of organisation and customer

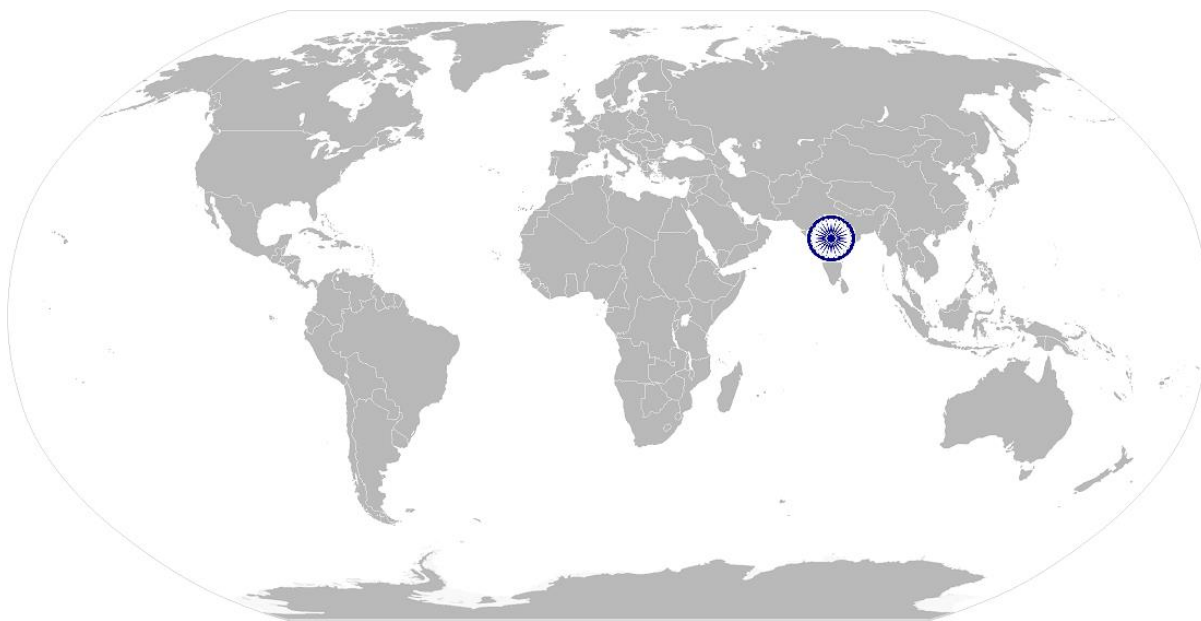
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the 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 organisation and customer
NOS Version Control

NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	25/03/2015
Occupation	Food & Beverage Service	Next review date	25/03/2016



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.

THC/N9906

Maintain health and hygiene

	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

THC/N9906

Maintain health and hygiene

	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

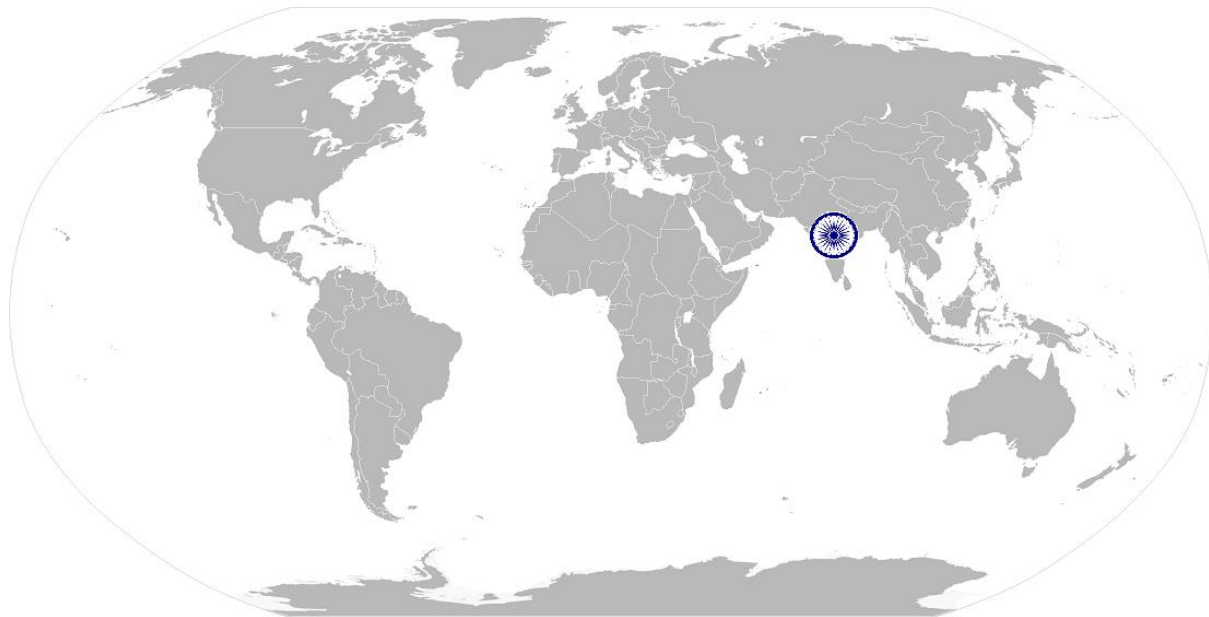
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand: SB3. how to use the acids, detergents, lubricants, etc., for cleaning SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others

NOS Version Control

NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	26/03/2015
Occupation	Food & Beverage Service	Next review date	26/03/2016

THC/N9906

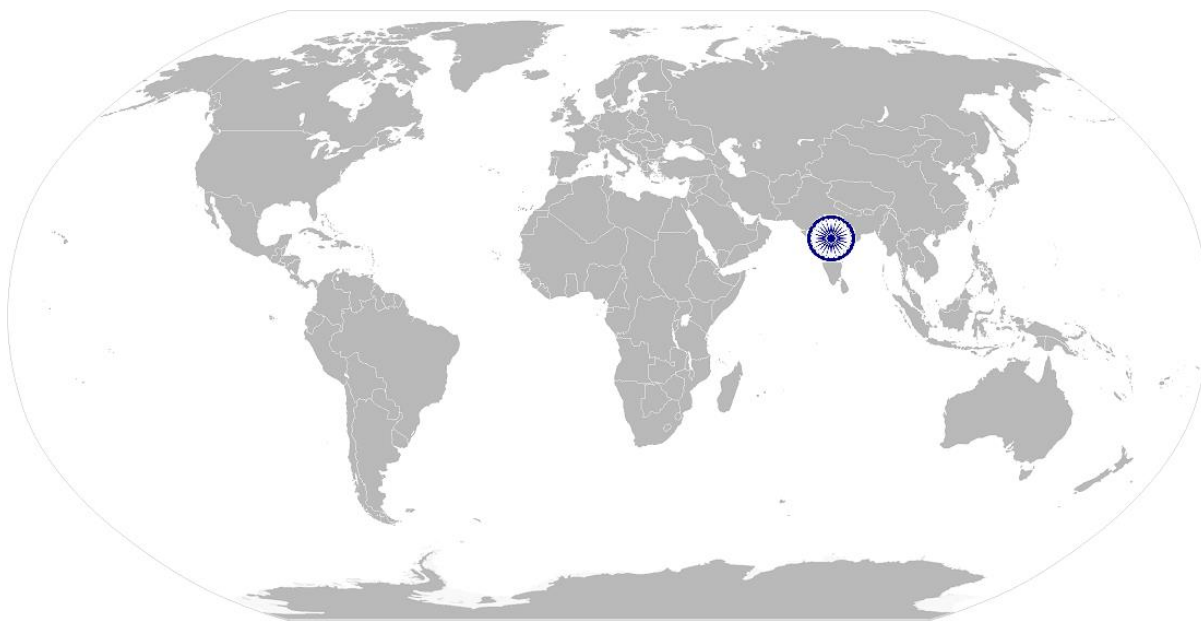
Maintain health and hygiene



THC/N9907

Maintain safety at workplace

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 . PPL1GEN1 P5. Follow your organisation's security procedures. 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

THC/N9907

Maintain safety at workplace

	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

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	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
B. Professional Skills	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
B. Professional Skills	Problem Solving
	NA
	Analytical Thinking

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	The user/ individual on the job needs to know and understand how to: SB3. use safety equipment such as fire extinguisher during fire accidents SB4. store chemicals and tools in a safe way SB5. use tools and equipment without causing any injury to fellow workers
	Critical Thinking
	NA

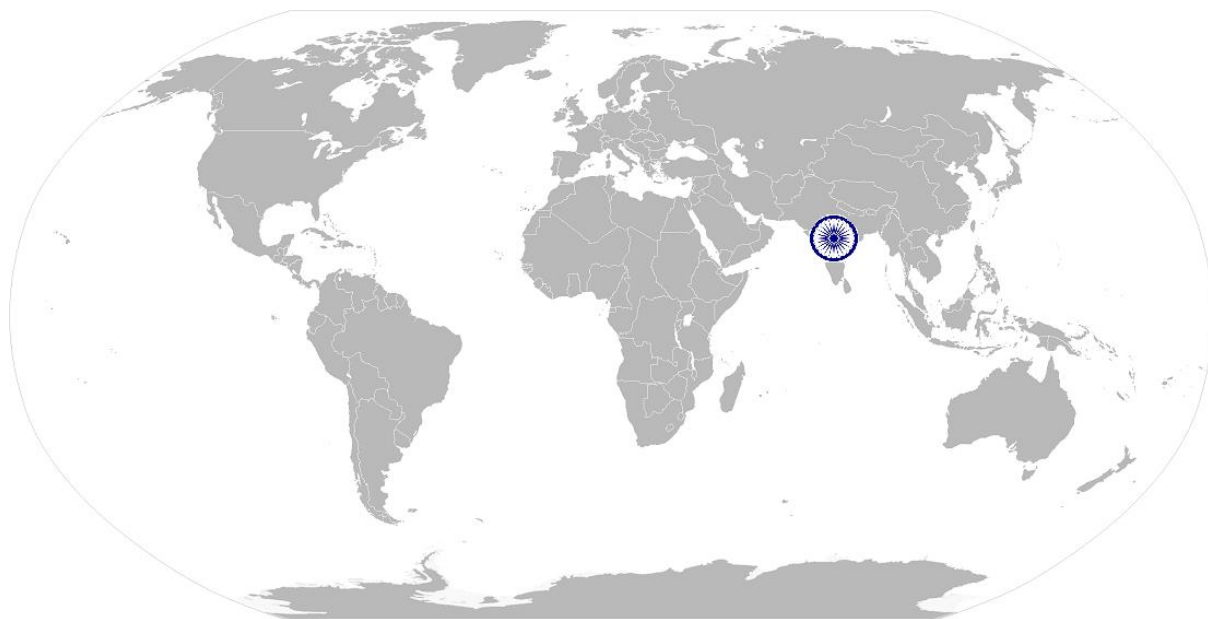
NOS Version Control

NOS Code	TOS/THC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	26/03/2015
Occupation	Food & Beverage Service	Next review date	26/03/2016



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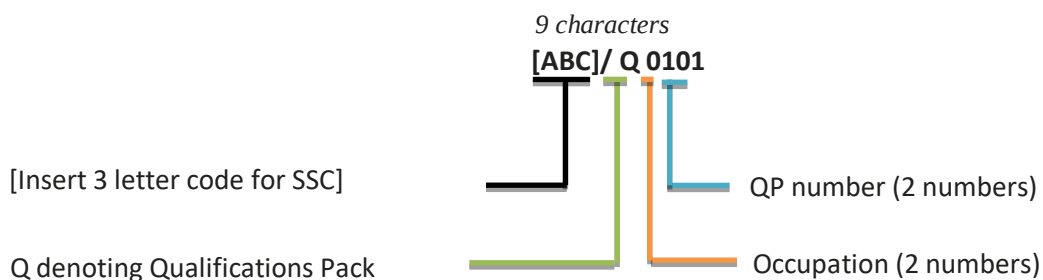
Maintain safety at workplace



Annexure

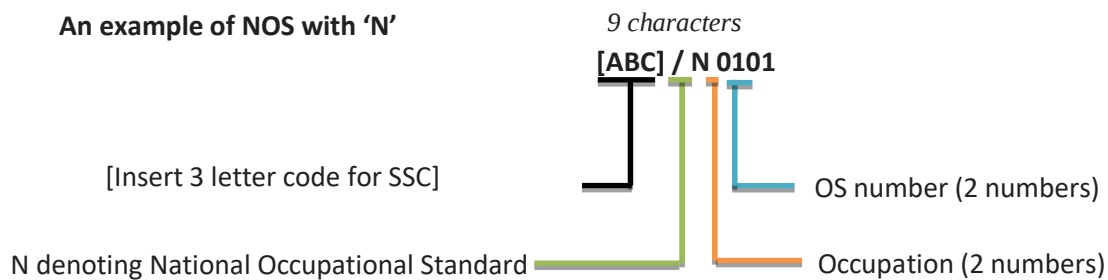
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Food & Beverage Service -Steward

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 Food & Beverage Service - Steward

ASSESSMENT CRITERIA

Job Role : Food & Beverages Service - Steward
Qualification Pack : THC/Q0301
Sector Skill Council : Tourism and Hospitality
Guidelines for assessment
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria. 5. Each NOS will be assessed both for the theoretical knowledge and practical which is being proportionately demonstrated in the table below To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0301 Plan for serving food and beverages	PC1. check assigned service area as per duty roster	50	1.5	0.5	1.0
	PC2. check the pre-bookings for the areas assigned		1.5	0.5	1.0
	PC3. inspect the food service area for the cleaning and laying the table such as customer dining areas, sideboards/side tables/trolleys /counters, service preparation areas		2.5	1.0	1.0
	PC4. assess requirement of resources viz. tableware, cutlery, linen		2.0	0.5	1.5
	PC5. identify workplace procedures for serving food and beverage		2.0	1.0	1.0
	PC6. check that service areas are hygienic, clean, free from damage and ready for use in line with service style		2.0	1.0	1.0
	PC7. prepare and adjust dining area for comfort and ambience, e.g., light, music, temperature, odour-less, pest-free, clean linen and furniture arrangement		1.0	0.5	0.5
	PC8. check that service equipment is clean, functional, free from damage, located where it should be and switched on ready for use		2.0	1.0	1.0
	PC9. set up furniture in accordance with standard operating procedures, bookings, customer requests and customer/staff convenience and safety		2.0	1.0	1.0

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC10. check that sufficient stock of service items are clean, free from damage and stored ready for service		2.5	1.0	1.5
	PC11. check availability of condiments and accompaniments ready for service and store them safely		2.5	1.0	1.5
	PC12. check that refuse and waste food containers are hygienic, empty and ready for use		2.5	1.0	1.5
	PC13. check dining furniture, table linen and table items are clean and undamaged		2.0	1.0	1.0
	PC14. arrange restaurant furniture according to the food service operation		2.5	1.0	1.5
	PC15. check the menus & promotional items and ensure that they contain accurate information and are ready for customer use		2.5	1.5	1.0
	PC16. comply with industry requirements in relation to standard of dress and personal hygiene		2.0	0.5	1.5
	PC17. lay out tables/counters according to the outlet's procedures		2.5	1.0	1.5
	PC18. dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations		1.5	0.5	1.0
	PC19. prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures		2.0	0.5	1.5
	PC20. carry out all work in accordance with occupational health and safety		2.5	1.0	1.5
	PC21. check dining/restaurant/public amenity areas customer facilities for cleanliness prior to service, in accordance with standard operating procedures		1.5	0.5	1.0
	PC22. prepare and adjust the dining environment to ensure comfort and ambience for customers		2.0	1.0	1.0
	PC23. verify menu variations and daily specials with kitchen staff (liaising with duty chef)		1.5	0.5	1.0
	PC24. complete preparation for serving food and beverage following workplace procedures		2.0	0.5	1.5
	PC25. complete checklists for preparation for performing duties		2.0	0.5	1.5
	POINTS		50	20	30
	TOTAL POINTS			50	

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0302 Greet customer, take order, serve	PC1. greet customers, identify their requirements and check any booking records as appropriate to the service operation	50	1.5	0.5	1.0
	PC2. check details of reservations where appropriate		1.0	0.0	1.0
	PC3. escort and seat customers according to table allocation and special requirements		1.5	0.5	1.0
	PC4. offer chair assistance in seating the guest		1.5	0.5	1.0
	PC5. offer available pre-meal services to customers and address guest by surname to extent possible		0.5	0.0	0.5
	PC6. present menus and drinks lists to customers, in accordance with standard operating procedures		1.5	0.5	1.0
	provide information to customers, giving clear explanations and description for menu choices and options, food and beverages, specials for the day, location or area, location of customer facilities		1.5	0.5	1.0
	PC7. make sure customers have access to the correct menu		1.5	0.5	1.0
	PC8. give accurate information on individual dishes according to customers' requirements		1.5	0.5	1.0
	PC9. take the opportunity to maximize the order using appropriate sales techniques		1.5	0.5	1.0
	PC10. check products and brand preferences with the customer in a courteous manner		1.5	0.5	1.0
	PC11. advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice where appropriate		1.5	0.5	1.0
	PC12. identify any specific customer preference		1.5	0.5	1.0
	PC13. record and relay information about any special requests or dietary or cultural requirements promptly and accurately to duty chef		1.5	0.5	1.0
	PC14. answer customer questions on menu items correctly and courteously		1.5	0.5	1.0
	PC15. record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar as per standard procedure		1.5	0.5	1.0
	PC16. identify, record and deal with their order promptly, repeat order to reconfirm and inform about approximate waiting time		1.5	0.5	1.0
	PC17. seek information from the kitchen or other appropriate person, where answers are		1.5	0.5	1.0

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	unknown				
	PC18. provide and adjust glassware, service ware and cutlery, suitable for menu choices, and condiments in accordance with standard operating procedures		1.5	0.5	1.0
	PC19. carry out all work in accordance with occupational health and safety requirements		1.5	0.5	0.5
	PC20. check quality and presentation of food and beverage in accordance with standard operating procedures		1.5	0.5	1.0
	PC21. check service ware for chips, marks, spills and drips		0.5	0.0	0.5
	PC22. collect food and beverage selections promptly from service areas, convey them to customers safely		1.0	0.0	1.0
	PC23. monitor flow of service for meal and beverage delivery		1.5	0.5	1.0
	PC24. recognize and follow up promptly, any delays or deficiencies in service		1.5	0.5	1.0
	PC25. promptly advise and reassure customers about any delays and problems		1.5	0.5	1.0
	PC26. serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements for table d'hôte, a la carte, counter service, pre-set meal, buffet, function, tea and coffee service, in patient service		2.0	0.5	1.5
	PC27. check customer satisfaction at the appropriate time		1.5	0.5	1.0
	PC28. offer additional food and beverage at the as per standard procedure at appropriate times, and order and serve them		1.5	0.5	1.0
	PC29. clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers		0.5	0.0	0.5
	PC30. remove and replace used table items as required and maintain the correct stocks		1.0	0.0	1.0
	PC31. remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly		1.0	0.5	0.5
	PC32. clear finished courses from the table at the appropriate time according to the service operation		1.5	0.5	1.0
	PC33. clear finished courses and used crockery and cutlery systematically with assistance from		1.0	0.5	0.5

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	other service staff				
	PC34. check crockery, cutlery and other table items and replace or remove them as appropriate		1.0	0.0	1.0
	PC35. serve different courses with clean and undamaged service equipment of the appropriate type		1.0	0.5	0.5
	PC36. serve food of the type quality and quantity required using the appropriate service method		1.5	0.5	1.0
	PC37. keep the service area tidy and clean		0.5	0.0	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0303 Clean tables and counters	PC1. clear tables of crockery, cutlery and glassware at the appropriate time after the meals and with minimal disruption to customers	50	2.5	0.5	2.0
	PC2. remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has finished dining, e.g., crockery, cutlery/silverware, glassware, menus/menu folders, table decorations, condiments and accompaniments, napkins and table coverings		7.0	2.0	5.0
	PC3. provide after-meals services such as mouth fresheners and/or finger-bowls as per organization standards		3.5	1.0	2.5
	PC4. present the customer accounts/check for services used, as per organization procedure to the guest		3.5	1.0	2.5
	PC5. arrange table items used in food service area for cleaning or store them as required		3.5	1.0	2.5
	PC6. prepare service and table linen for dispatch to laundry or clean down and remove disposable items		3.5	1.0	2.5
	PC7. dispatch used crockery, cutlery and service dishes to dish cleaning area		3.5	1.0	2.5
	PC8. store food items and accompaniments for future use in line with food hygiene regulations		3.0	1.0	2.0
	PC9. leave dining and food service areas tidy and ready for cleaning		3.0	1.0	2.0
	PC10. dispose of rubbish and waste food following recommended procedures		3.5	1.0	2.5

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC11. ensure that service equipment is clean, correctly stored and turned off where appropriate		3.0	1.0	2.0
	PC12. ensure that dining furniture is clean and ready for future use		3.5	1.0	2.5
	PC13. store and/or prepare equipment for the next service, in accordance with standard operating procedures		3.5	1.0	2.5
	PC14. carry out all work in accordance with occupational Health and Safety		3.5	1.0	2.5
	POINTS		50	14.5	35.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0304 Deal with customer payment	PC1. make sure that payment point is working and that all needed material such as stationery, till/ credit/ debit roll are available to process either of cash, travellers cheque, drafts	50	5.5	1.5	4.0
	PC2. maintain the payment point and restock it when necessary		3.5	1.0	2.5
	PC3. enter / scan information into the payment point correctly		3.5	1.0	2.5
	PC4. organize and present accounts to customers on request		3.5	1.0	2.5
	PC5. tell the customer how much they have to pay, if asked		7.5	2.5	5.0
	PC6. acknowledge the customer's payment and validate it where necessary		3.5	1.0	2.5
	PC7. follow correct procedure for chip and pin transactions		3.0	1.0	2.0
	PC8. put the payment in the right place according to the organization's procedures		3.0	1.0	2.0
	PC9. give correct change for cash transactions		3.5	1.0	2.5
	PC10. carry out transactions without delay and give relevant confirmation to the customer		3.0	1.0	2.0
	PC11. make the payment point contents available for authorized collection		3.5	1.0	2.5
	PC12. process accounts in accordance with standard operating procedures		3.5	1.0	2.5
	PC13. farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures		3.5	1.0	2.5
	POINTS		50	15	35

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0305 Resolve customer service issues	PC1. spot customer service issues	50	2.0	1.0	1.0
	PC2. listen carefully to the customers about any problem they have raised		3.0	1.0	2.0
	PC3. ask customers about the problem to check your understanding		2.0	1.0	1.0
	PC4. recognize repeated problems and alert the appropriate authority		3.0	1.0	2.0
	PC5. share customer feedback with others to identify potential problems before they happen		2.5	1.0	1.5
	PC6. identify problems with systems and procedures before they begin to affect your customers		3.5	1.5	2.0
	PC7. identify the options for resolving a customer service issue		2.0	1.0	1.0
	PC8. work with others to identify and confirm the options to resolve a customer service issue		4.0	2.0	2.0
	PC9. work out the advantages and disadvantages of each option for the customer and the organization		3.0	1.0	2.0
	PC10. pick the best option for the customer and the organization		2.0	1.0	1.0
	PC11. identify for the customer other ways that the issue may be resolved if one is unable to help		3.5	1.5	2.0
	PC12. take action to resolve customer service issue		3.0	1.0	2.0
	PC13. discuss and agree the options for solving the problem with the customer		2.5	1.0	1.5
	PC14. take action to implement the option agreed with the customer		3.0	1.0	2.0
	PC15. work with others and the customer to make sure that any promises related to solving the problem are kept		2.5	1.0	1.5
	PC16. keep the customer fully informed about what is happening to resolve the problem		3.0	1.0	2.0
	PC17. check with the customer to make sure the problem has been resolved to their satisfaction		2.5	1.0	1.5
	PC18. give clear reasons to the customer when the problem has not been resolved to their satisfaction		3.0	1.0	2.0
	POINTS		50	20	30
	TOTAL POINTS			50	

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	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, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	 PPL1GEN4 P5. Keep everything you need for your work organised and available		1.0	0.0	1.0

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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		51	18.5	32.5
	TOTAL POINTS			51	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-	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

Qualifications Pack for Food & Beverage Service -Steward

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
centric service orientation	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
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9903	PC1. greet the customers with a handshake or	50	0.5	0.0	0.5

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
Maintain standard of etiquette and hospitable conduct	appropriate gesture based on the type of customer on their arrival				
	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
	🇬🇧 PPL2GEN1 P15. recognise information that your customer might find complicated and check whether they fully understand.		2.0	0.5	1.5
	🇬🇧 PPL2GEN1 P16. explain clearly to your customers any reasons why their needs or expectations cannot be met.		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

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
	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		54	15	39
	TOTAL POINTS			54	

	Performance Criteria	Total Marks (600)	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		2.0	0.5	1.5

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Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties				
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5

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	Performance Criteria	Total Marks (600)	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 (600)	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 (600)	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
	PC8. ensure the workplace is provided with		1.5	0.5	1.0

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Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
sufficient lighting				
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 case of illness		1.5	0.5	1.0

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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 (600)	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
	🇬🇧 PPL1GEN1 P5. Follow your organisation's security procedures.		1.0	1.0	0.0
	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		2.0	0.5	1.5

Qualifications Pack for Food & Beverage Service -Steward

Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
performing housekeeping, cleaning and maintenance to avoid injuries				
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

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	POINTS		51	16	35
	TOTAL POINTS			51	
	Grand Total	606		202	404