

Model Curriculum

Food and Beverage Service-Steward

SECTOR: **TOURISM AND HOSPITALITY**
SUB-SECTOR: **HOTELS**
OCCUPATION: **FOOD & BEVERAGE SERVICE**
REF. ID:
NSQF LEVEL: **THC/Q0301 VERSION 1.0**

4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the
TOURISM AND HOSPITALITY SKILL COUNCIL

for the
MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: '**Food and Beverage Service-Steward**' QP No. '**THC/Q0301 NSQF Level 4**'

Date of Issuance: December 10th, 2015

Valid up to: March 25th, 2016

* Valid up to the next review date of the Qualification Pack


Authorized Signatory
(Tourism and Hospitality Skill Council)

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Curriculum

Food and Beverage Service-Steward

This program is aimed at training candidates for the job of a “Food and Beverage Service Steward” in the “Tourism and Hospitality” and aims at building the following key competencies amongst the learner

Program Name	Food and Beverage Service Steward		
Qualification Pack Name & Reference ID.	Food & Beverage Service - Steward THC/Q0301 Version 1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	Preferable 10th Standard Passed		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ol style="list-style-type: none"> 1. Plan for serving food and beverages: 2. Greet customers, take order and serve 3. Apply relevant Customer service skills 4. Clean tables and counters 5. Exhibit Proper etiquette and conduct 6. Deal with customer payment and resolve customer service issues 7. Follow Health, hygiene and safety practices in the industry 8. Effectively communicate with Guests and Colleagues 		

This course encompasses 12 out of 12 National Occupational Standards (NOS) of “Food and Beverage Service Steward”, Qualification Pack issued by “Tourism and Hospitality”.

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
1	Identifying service area and resources required Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code THC/N0301	1. Checking assigned service area as per duty roster 2. Check the pre-bookings for the areas assigned 3. Inspect the food service area for cleaning and laying the table 4. Assess requirement of resources 5. Identify workplace procedures for servicing food and beverage	Pre-booking register crockery, cutlery, glassware Cutlery polishing Roaster
2	Preparing and rechecking the service area Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm)	1. Check that service areas are hygienic , clean, free from damage and ready for use 2. Prepare and adjust dining area for comfort and ambience 3. Check that service equipment is clean, functional, free of damage and located where it should be 4. Set up furniture in accordance with SOP	Crockery, cutlery and glassware Table linen Guest linen

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	15:00 Corresponding NOS Code THC/N0301	5. Check that sufficient stock of service items are clean, free from damage and stored ready for service 6. Check availability of condiments and accompaniments 7. Check dining furniture, table linen and table items are clean and undamaged 8. Arrange restaurant furniture according to the food service operation 9. Check the menus and promotional items 10. Comply with industry requirements in relation to standard of dress and personal hygiene 11. Lay out tables according to outlet's procedures 12. Dispose of broken and cracked items and other waste in accordance with the SOP 13. Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock 14. Carry out all work in accordance with occupational health and safety 15. Check dining/ restaurant/ public amenity areas customer facilities for cleanliness prior to service 16. Prepare and adjust the dining environment to ensure comfort and ambience for customers 17. Verify menu variations and daily specials with kitchen staff	

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
		18. Complete preparation for serving food and beverage following workplace procedures 19. Complete checklists for performing duties	
3	Greeting customers Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code THC/N0302	1. Greet customers, identify their requirements and check any booking record 2. Check details of reservations where appropriate 3. Escort and seat customers according to table allocation 4. Offer chair assistance in seating the guest and pre-meal services to customers 5. Present menu and drinks list to customers according to SOP and provide information clearly	
4	Order taking Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 10:00	1. Make sure customers have access to the correct menu 2. Give accurate information on individual dishes 3. Take opportunity to maximize orders by using sales techniques 4. Check products and brand preferences of the customer 5. Advice customers on a selection of drinks and make recommendations	Menus Waiters kit KOT / BOT

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code THC/N0302	6. Answer customer questions on menu items correctly 7. Record orders legibly using the right format 8. Identify, record and deal with orders promptly 9. Seek information from the appropriate person where answers are unknown	
5	Serving food and beverage Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code THC/N0302	10. Provide and adjust glassware, service ware and cutlery suitable for menu choices 11. Carry out all work in accordance with occupational health and safety 12. Check quality and presentation of food and beverage 13. Check service ware for chips, marks, spills and drips 14. Collect food and beverage selections promptly from service areas 15. Monitor flow of service 16. Promptly advise and reassure customers about any delays and problems 17. Serve food and beverage courteously and to the correct person 18. Check customer satisfaction at the appropriate time 19. Clear tables of crockery, cutlery and glassware 20. Remove and replace used table items	Glassware Crockery Cutlery

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
		21. Remove leftover food items, condiments and accompaniments 22. Clear finished courses and used crockery and cutlery 23. Service different courses with clean and undamaged service equipment 24. Keep the service area tidy and clean	
6	Cleaning tables and side board after dining Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code THC/N0303	25. Clear tables of cutlery, crockery and glassware at the appropriate time 26. Remove tableware, cutlery, condiments and other used items from the table as SOP 27. Arrange table items used in food service area for cleaning 28. Prepare service and table linen for dispatch to laundry 29. Dispatch used crockery, cutlery and service dishes to cleaning area 30. Store food items and accompaniments with food hygiene regulations 31. Leave dining and food service areas tidy and ready 32. Carry out all work in accordance with occupational health and safety	Glassware Crockery Cutlery
7	Presenting bill Theory Duration	33. Provide after-meals services such as mouth freshener or finger bowls as per SOP	Bill Folder

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code THC/N0303	34. Present the customer accounts and check for services used	
8	Receiving payment Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code THC/N0304	35. Make sure that payment point is working 36. Maintain the payment point and restock it when necessary 37. Scan information into the payment point correctly 38. Organize and present accounts to customers on request 39. Acknowledge the customers payment and validate when necessary 40. Give correct change for cash transactions and avoid delay 41. Make the payment point contents available for authorized collection 42. Process accounts in accordance with SOP 43. Farewell guests courteously	EDC Machine Point of Sales Stationery

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
9	Spotting customer service issues Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code THC/N0305	44. Listen carefully to the customers about any problem they have raised 45. Ask customers about the problem to check for understanding 46. Recognize repeated problems and alert the appropriate authority 47. Share customer feedbacks 48. Identify problems with systems and procedures	Audio-Visual White Board
10	Resolving customer problems Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00	49. Identify the options for resolving a customer service issue 50. Work out the advantages and disadvantages of each option and pick the best option for the customer and the organization 51. Take actions to resolve customer service issues 52. Take action to implement the option agreed with the customer 53. Keep the customer fully informed about what is happening to resolve the problem and ensure it is resolved	Audio-Visual White Board

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code THC/N0305		
11	Interacting with superiors and colleagues Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9901	54. Receive job order and instructions from reporting superior 55. Escalate unresolved problems or complaints to relevant superior 56. Understand work output requirements, targets, performance indicators and incentives 57. Deliver quality work and report anticipated delays with reason 58. Communicate maintenance and repair schedule to superior 59. Receive feedback on work standards 60. Document the completed work 61. Show trust, support and respect to all colleagues and assist them with information and knowledge 62. Try to achieve smooth overflow 63. Identify the potential and existing conflicts with colleagues and resolve them 64. Seek assistance from colleagues when required 65. Pass on essential information to colleagues in a timely manner	Audio-Visual White Board

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
		<p>66. Behave responsibly and use polite language with colleagues</p> <p>67. Interact with colleagues from different functions to understand their nature of work</p> <p>68. To understand teamwork, multi tasking, co-operation, co-ordination and collaboration</p> <p>69. Lookout for any errors and help colleagues to rectify them</p>	
12	<p>Communicating with customers</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code THC/N9901</p>	<p>70. Identify customer needs by asking questions</p> <p>71. Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner</p> <p>72. Build friendly but impersonal relationship with the customers</p> <p>73. Use appropriate language and tone and listen actively</p> <p>74. Show sensitivity to gender/ cultural and social differences</p> <p>75. Understand customer expectations and provide appropriate product/services</p> <p>76. Understand customer dissatisfaction and address their complaints</p> <p>77. Maintain proper body language and dress code</p> <p>78. Communicate clearly and effectively with the guest</p>	<p>Audio-Visual</p> <p>White Board</p>

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
		79. Inform the customers on any issues and developments involving them 80. Respond back to the customer immediately 81. Upselling/promoting suitable products and services 82. Seek feedback from customers 83. Explain terms and conditions clearly	
13	Service quality requirements Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9902	84. Understand target customers, their profiles and needs 85. Build good rapport with the customer 86. Understand the market trends and customer expectations by discussing the same with frequent customers 87. Seek feedback and rating from customer 88. Use customer oriented behaviour to gain loyalty and satisfaction 89. Be friendly but not familiar with guest	Audio-Visual White Board
14	Achieving customer satisfaction through customer-centric service	90. Ensure fair and honest treatments to customers 91. Enhance company's brand value 92. Read customer expectations and ensure they are met	Audio-Visual White Board

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9902</p>	<p>93. Readily accept and implement new ideas to improve customer satisfaction</p> <p>94. Communicate customer feedback to superior</p> <p>95. Offer promotions to improve product satisfaction</p> <p>96. Consult with senior on unscheduled customer requests</p>	
15	<p>Etiquettes</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9903</p>	<p>97. Greet, welcome and address the customer appropriately</p> <p>98. Maintain pitch and tone of voice while speaking to customers</p> <p>99. Maintain high standards of practice and transparency in pricing</p> <p>100. Answer the telephone</p> <p>101. Communicate appropriately with the customer</p> <p>102. Dress professionally</p> <p>103. Maintain personal integrity and ethical behaviour</p> <p>104. Maintain personal grooming and positive body language</p> <p>105. Demonstrate responsible and disciplined behaviour</p>	<p>Audio-Visual</p> <p>White Board</p>

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
		106. Escalate grievances to appropriate authority	
16	<p>Achieving customer satisfaction by being professional</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9903</p>	<p>107. Use appropriate titles and terms of respect</p> <p>108. Handle customer grievances professionally</p> <p>109. Offer friendly, courteous and hospitable service to the customers</p> <p>110. Provide assistance with sincere attitude</p> <p>111. Achieve 100% customer satisfaction</p> <p>112. Understand customer loyalty and brand value</p>	<p>Audio-Visual</p> <p>White Board</p>
17	<p>Services and facilities specific to age / gender / special needs</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm)</p>	<p>113. Ensure that the customer feels safe</p> <p>114. Understand procedures to be followed during terrorist attacks</p> <p>115. Know the facilities and services specific to gender and age</p> <p>116. Co-ordinate with team to meet these needs</p> <p>117. Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens</p> <p>118. Arrange for transport and equipment as required by senior citizens</p>	<p>Audio-Visual</p> <p>White Board</p>

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	05:00 Corresponding NOS Code THC/N9904	119. Understand availability of medical facilities/doctor	
18	How to behave with women at workplace? Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9904	120. Understand women rights and company's policies regarding them 121. Know special facilities available for women colleagues and customers 122. Inform about methods to ensure safety and security of women 123. Provide comfortable and safe environment for female customers 124. Maintain compliant behaviour etiquette while dealing with women 125. Treat women equally and avoid discrimination 126. Ensure safety and security of female colleagues and customers at all levels	Audio-Visual White Board
19	IPR and Copyright Theory Duration (hh:mm) 05:00 Practical Duration	127. Make sure new initiatives of Hotel are not leaked out 128. Report IPR violations 129. Read copyright clause 130. Protect infringement upon customer's interests 131. Know which aspect of customer information can be used	Audio-Visual White Board

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 10:00 Corresponding NOS Code THC/N9905	132. Report any infringement	
20	Cleanliness Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9906	133. Keep the workplace clean 134. Identify waste and ensure its disposal 135. Ensure waste bins are cleared everyday 136. Point out requirements for pest control 137. Ensure work place has fresh air supply and sufficient lighting 138. Ensure maintenance check of air conditioners and other mechanical equipment in the department 139. Know safe and clean handling of linen, laundry and work area 140. Ensure adequate supply of cleaning consumables	Audio-Visual White Board Laundry Linen
21	Hygiene Theory Duration (hh:mm) 03:00	141. Hand wash procedure 142. Understand personal hygiene 143. Understand dental hygiene 144. Understand cross contamination and how to prevent it 145. Report on personal health issues	Audio-Visual White Board

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9906	146. Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing 147. Maintain availability of clean drinking water 148. Get appropriate vaccinations regularly 149. Undergo preventive health check up and treat all illnesses promptly	
22	Work Hazards Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9907	150. Understand various hazards in work areas and how to eliminate or minimize them 151. Analyze the causes of accident at workplace and suggest measures to prevent them 152. Take preventive measures and suggest methods to improve existing safety procedures	Audio-Visual White Board
23	Safety standards and procedures Theory Duration (hh:mm)	153. Know correct emergency procedures 154. Know the locations of fire extinguishers, fire emergency etc 155. Stack items in an organized way to avoid accidents	Audio-Visual White Board

S.No.	Topic / Module	Key Learning Outcomes	Equipment Required
	03:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code THC/N9907	156. Handle materials, tools, chemicals etc safely 157. Ensure safe techniques while moving furnitures and fixtures 158. Understand guidelines to use electrical equipment 159. Ensure floors are not slippery 160. Practice ergonomic lifting, bending or moving equipment 161. Understand first aid 162. Know the use of personal protective equipment and safety gear 163. Knowledge of safety signs 164. Document first aid treatments and safety procedures 165. Report to supervisor if any hazard is identified adhere to safety standards	
	Total Duration Theory Duration 90:00 Practical Duration 210.00	Unique Equipment Required: AP knife, AP fork, AP spoon, Tea spoon. Coffee spoon, Quarter plate, Half plate, Full plate, Steel knife, Steak plate, Butter dish, Demi tasse, Tea cup, Coffee cup, Salt-pepper cruet set, Salver, Serviette, Menu card, Glasses – martini glass, high ball glass, old fashioned glass, water goblet, pilsner etc. , Bud vase, Coaster, Bill folder	

Grand Total Course Duration: 300 Hours, 0 Minutes

Recommended OJT Hours: 240 Hrs as a Steward in a Hotel/Restaurant covering the practical aspects of the job

(This syllabus/ curriculum has been approved by SSC: Tourism and Hospitality Council)

Trainer Prerequisites

Trainer Prerequisites for Job role “Food and Beverage Service-Steward” mapped to Qualification Pack:
“THC/Q0301 Version 1.0 ”

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack <u>“THC/Q0301 Version 1.0”</u>
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Certificate/Diploma/Degree in Hotel Management
4a	Domain Certification	Certified for training for Job Role: <u>“Food and Beverage Service-Steward”</u> mapped to QP: <u>“THC/Q0301 Version 1.0”</u> with minimum passing score 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC\Q1402”. Minimum accepted score is 70% .
5	Experience	At least 5 years’ experience in F&B service including one year as supervisory capacity in a classified Hotel or Restaurant. Experience as Departmental Trainer/ On the Job Trainer would be essential.

Assessment Criteria

Assessment Criteria for Food and Beverage Service-Steward	
Job Role	Food and Beverage Service-Steward
Qualification Pack	THC/Q0301 Version 1.0
Sector Skill Council	Tourism and Hospitality Skill Council

Sr. No.	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 each PC.
2	Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

Assessable Outcome (NOS)	Assessment 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
	PC10. check that sufficient stock of service items are clean, free from damage and stored ready for service		2.5	1.0	1.5

Assessable Outcome (NOS)	Assessment Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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		1.5	0.5	1.0

Assessable Outcome (NOS)	Assessment Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	cleanliness prior to service, in accordance with standard operating procedures				
	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	

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0302 Greet customer, take order, serve food and beverages	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		1.5	0.5	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	required to assist customers to make a choice where appropriate				
	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 unknown		1.5	0.5	0.5
	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		0.5	0.0	0.5
	PC20. check quality and presentation of food and beverage in accordance with standard operating procedures		1.0	0.0	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC21. check service ware for chips, marks, spills and drips		1.5	0.5	1.0
	PC22. collect food and beverage selections promptly from service areas, convey them to customers safely		1.5	0.5	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		2.0	0.5	1.5
	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		1.5	0.5	1.0
	PC27. check customer satisfaction at the appropriate time		0.5	0.0	0.5
	PC28. offer additional food and beverage at the as per standard procedure at appropriate times, and order and serve them		1.0	0.0	1.0
	PC29. clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers		1.0	0.5	0.5
	PC30. remove and replace used table items as required and maintain the correct stocks		1.5	0.5	1.0
	PC31. remove leftover food items, condiments and accompaniments from the		1.0	0.5	0.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	table when required and deal with them correctly				
	PC32. clear finished courses from the table at the appropriate time according to the service operation		1.0	0.0	1.0
	PC33. clear finished courses and used crockery and cutlery systematically with assistance from other service staff		1.0	0.5	0.5
	PC34. check crockery, cutlery and other table items and replace or remove them as appropriate		1.5	0.5	1.0
	PC35. serve different courses with clean and undamaged service equipment of the appropriate type		0.5	0.0	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	

NOS Element	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	1.0	1.5
	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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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
	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		100	30	70
	TOTAL POINTS				100
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

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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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	
THC/9901 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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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
	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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS		50	18.5	31.5
	TOTAL POINTS			50	

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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		2.0	0.5	1.5
	POINTS		50	10	40
	TOTAL POINTS			50	

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1.0
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	POINTS		50	14	36
	TOTAL POINTS			50	
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		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	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		3.0	0.5	2.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	infant, for a young woman, for an old person, others				
	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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS			50	
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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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	
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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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 sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1.0
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such		1.5	0.5	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.				
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
	PC16. unplug the electrical equipment before performing		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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		1.5	0.5	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	like 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		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	Grand Total	600			