Model Curriculum

Multi Cuisine Cook

SECTOR: TOURISM AND HOSPITALITY
SUB-SECTOR: Restaurant
OCCUPATION: Roadside Eateries
REF ID: THC/Q3006
NSQF LEVEL: 4

TABLE OF CONTENTS

Curriculum / Syllabus 3
Trainer Prerequisites for Job role 12
Assessment Criteria 13

Multi Cuisine Cook

Curriculum / Syllabus

This program is aimed at training candidates for the job of a "Multi Cuisine Cook", in the "Tourism and Hospitality" and aims at building the following key competencies amongst the learner

Program Name	**Multi Cuisine Cook**		
Qualification Pack Name & Reference ID. ID	Multi Cuisine Cook **THC/Q3006**		
Version No.	1.0	**Version Update Date**	5-10-19
Pre-requisites to Training	Preferable 8th standard passed		
Training Outcomes	**After completing this programme, participants will be able to:** • Arrange and manage food resources in the kitchen • Cook variety of food • Communicate with customer and colleagues • Maintain customer- centric service orientation • Maintain standard of etiquette and hospitable conduct • Follow gender and age sensitive service practices • Maintain IPR of organisation and customers • Maintain health and hygiene at workplace • Maintain safety at workplace • Learn a foreign / local language .		

This course encompasses 10 out of 10 National Occupational Standards (NOS) of "Multi Cuisine Cook", Qualification Pack issued by "Tourism and Hospitality".

Sr. No.	Topic / Module	Key Learning Outcomes	Equipment Required
1.	**Arranging for food resources** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 30:00 **Corresponding NOS Code** THC/N3005	• Estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helpers • Estimate the quantity of various resources required for smooth kitchen operations • Provide the specifications for kitchen provisions, supplies and daily perishable consumables from suppliers • Receive the delivery of kitchen provisions, supplies and daily perishable consumables from suppliers • Check that received food items, supplies and materials are undamaged and then tally them with the order placed • Instruct kitchen helper to unload the supplies and sort them for proper storage	
2.	**Maintaining inventory control** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 30:00 **Corresponding NOS Code** THC/N3005	• Collect all the ingredients required for making basic sauces. • Blanch the required vegetables as per organizational SOPs. • Prepare the roux (thickening agent) as per organizational SOPs • Add the roux to make different sauces as per organizational SOPs.	
3.	**Ensuring efficient use of resources** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 30:00 **Corresponding NOS Code** THC/N3005	• Collect the required vegetables for salad preparation as per organizational SOPs. • Wash and chop them as directed by the commies 1 or Chef-de-Partie. • Present salad as per organizational SOPs. • Ask senior cook if any change in presentation is required. • Making changes, if any, as directed by the Commies 1 or Chef-De-Partie and keep it at a specified place for serving.	
4.	**Directing kitchen helper for initial preparation** **Theory Duration** (hh:mm) 10:00 **Practical Duration**	• Arrange all the required ingredients for the preparation of cold starters as per organizational SOPs. • Prepare cold starters as directed by the Commies 1 or Chef-De-Partie's.	

	(hh:mm) 40:00 **Corresponding NOS Code** THC/N3006	• Decorate and present it as per commies 1 or Chef-De-Partie's directions. •	
5.	**Cooking vegetarian and non-vegetarian food items** **Theory Duration** (hh:mm) 12:00 **Practical Duration** (hh:mm) 110:00 **Corresponding NOS Code** THC/N3006	• Methods of cooking • Different cuisines like Indian, Chinese, Italian, and Continental • Prepare hot and cold sandwiches • Produce basic hot sauces • Produce cold starters and salads • Produce basic vegetable dishes • Produce basic meat dishes • Produce basic poultry dishes • Produce basic bread and dough products	
6.	**Customizing food items as per consumer's requirements** **Theory Duration** (hh:mm) 20:00 **Practical Duration** (hh:mm) 64:00 **Corresponding NOS Code** THC/N3006 THC/N9901 THC/N9902	• Menu Knowledge • Standard Recipes • The standard requests of the customers • Incorporation of various innovation in cooking • Regional as well as global cooking methods • Nutrition and new trends in cooking • Suggesting the customer to rightly choose to enhance taste • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Identify customer needs by asking questions • Build friendly but impersonal relationship with the customers • Use appropriate language and tone and listen actively • Show sensitivity to gender/ cultural and social differences • Understand customer expectations and provide appropriate product/services • Understand customer dissatisfaction and address their complaints • Maintain proper body language and dress code • Communicate clearly and effectively with the guest	

		• Inform the customers on any issues and developments involving them • Respond back to the customer immediately • Upselling/promoting suitable products and services • Seek feedback from customers • Explain terms and conditions clearly • Understand target customers, their profiles and needs • Build good rapport with the customer • Understand the market trends and customer expectations by discussing the same with frequent customers • Seek feedback and rating from customer • Use customer oriented behaviour to gain loyalty and satisfaction • Be friendly but not familiar with guest	
7.	**Expediting and ensuring quality control** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 30:00 **Corresponding NOS Code** THC/N3006	• Follow the Quality parameters of Food handling and kitchen equipment • Check that cooking equipment is turned off, unplugged where necessary, and cleaned following manufacturer's and organisation's instructions. • Clean and dry all other kitchen tools and equipment and store them as per organizational SOP • Check food storage area is properly secured. • Follow all the workplace procedure related to keeping kitchen hygienic before closing down the kitchen after day's operations. • Turn on the appropriate kitchen equipment at the correct time and to correct setting. • Arrange all the tools and kitchen equipment in the kitchen as per organizational SOP	
8.	**Interacting with superiors and colleagues** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 10:00	• Receive job order and instructions from reporting superior • Escalate unresolved problems or complaints to relevant superior • Understand work output requirements, targets, performance indicators and incentives • Deliver quality work and report anticipated delays with reason	

	Corresponding NOS Code THC/N9901	• Communicate maintenance and repair schedule to superior • Receive feedback on work standards • Document the completed work • Show trust, support and respect to all colleagues and assist them with information and knowledge • Try to achieve smooth overflow • Identify the potential and existing conflicts with colleagues and resolve them • Seek assistance from colleagues when required • Pass on essential information to colleagues in a timely manner • Behave responsibly and use polite language with colleagues • Interact with colleagues from different functions to understand their nature of work • To understand teamwork, multi tasking, co-operation, co-ordination and collaboration • Lookout for any errors and help colleagues to rectify them	
10	**Achieving customer satisfaction through customer-centric service** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** THC/N9902	• Ensure fair and honest treatments to customers • Enhance company's brand value • Read customer expectations and ensure they are met • Readily accept and implement new ideas to improve customer satisfaction • Communicate customer feedback to superior • Offer promotions to improve product satisfaction • Consult with senior on unscheduled customer requests •	
11	**Achieving customer satisfaction by displaying professional etiquettes** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm)	• Greet, welcome and address the customer appropriately • Maintain pitch and tone of voice while speaking to customers • Maintain high standards of practice and transparency in pricing • Answer the telephone • Communicate appropriately with the customer • Dress professionally	

	10:00 **Corresponding NOS Code** THC/N9904	• Maintain personal integrity and ethical behaviour • Maintain personal grooming and positive body language • Demonstrate responsible and disciplined behaviour • Escalate grievances to appropriate authority	
12	**Services and facilities specific to age / gender / special needs** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** THC/N9904	• Ensure that the customer feels safe • Understand procedures to be followed during terrorist attacks • Know the facilities and services specific to gender and age • Co-ordinate with team to meet these needs • Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens • Arrange for transport and equipment as required by senior citizens • Understand availability of medical facilities/doctor • Understand women rights and company's polices regarding them • Know special facilities available for women colleagues and customers • Inform about methods to ensure safety and security of women • Provide comfortable and safe environment for female customers • Maintain compliant behaviour etiquette while dealing with women • Treat women equally and avoid discrimination • Ensure safety and security of female colleagues and customers at all levels •	
13	**IPR and Copyright** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** THC/N9905	• Make sure new initiatives of Hotel are not leaked out especially key/signature menus and dishes • Report IPR violations • Read copyright clause • Protect infringement upon customer's interests • Know which aspect of customer information can be used • Report any infringement	

14	**Hygiene and Cleanliness** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** THC/N9906	• Keep the workplace clean • Identify waste and ensure its disposal • Ensure waste bins are cleared everyday • Point out requirements for pest control • Ensure work place has fresh air supply and sufficient lighting • Ensure maintenance check of air conditioners and other mechanical equipment in the department • Know safe and clean handling of linen, laundry and work area • Ensure adequate supply of cleaning consumables • Hand wash procedure • Understand personal hygiene • Understand dental hygiene • Understand cross contamination and how to prevent it • Report on personal health issues • Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing • Maintain availability of clean drinking water • Get appropriate vaccinations regularly • Undergo preventive health check up and treat all illnesses promptly	
15	**Safety standards and procedures and work hazards** **Theory Duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 15:00 **Corresponding NOS Code** **THC/N9907**	• Understand various hazards in work areas and how to eliminate or minimize them • Analyze the causes of accident at workplace and suggest measures to prevent them • Take preventive measures and suggest methods to improve existing safety procedures • Know correct emergency procedures • Know the locations of fire extinguishers, fire emergency etc • Stack items in an organized way to avoid accidents • Handle materials, tools, chemicals etc safely • Ensure safe techniques while moving furnitures and fixtures • Understand guidelines to use electrical equipment • Ensure floors are not slippery	

		• Practice ergonomic lifting, bending or moving equipment • Understand first aid • Know the use of personal protective equipment and safety gear • Knowledge of safety signs • Document first aid treatments and safety procedures • Report to supervisor if any hazard is identified adhere to safety standards	
16	**Basic knowledge of a Foreign / State language** **Theory Duration** (hh:mm) 25:00 **Practical Duration** (hh:mm) 45:00 **Corresponding NOS Code** **THC/N9909**	• Know the typical Foreign/State language queries • Learn keywords • Practise short oral conversations in the language • Listen to recorded sentences as spoken typically to understand diction • Speak without hesitation in complete sentences • Learn basic range of vocabulary and expression • Improve language proficiency to “working knowledge” level	
	Total Duration **Theory Duration 150:00** **Practical Duration 350:00**	**Unique Equipment Required:** LPG Cylinders (Gas Bank) Work station: Two Gas Burners & Griddle Plate Tandoor (Gas / Coal) Oven (Gas / Electrical) Deep Fat Fryer SS Kitchen work tables SS Sink with attached Taps Refrigerators SS Kitchen Rack Dry Storage Cabinet Cease Fire/Fire Extinguisher Dough Kneader Mixer / Grinder Exhaust & Fresh air fans Fly Killer STEEL STOCK POT (4 ltr approx) STEEL STOCK POT (7 ltr approx) STEEL STOCK POT (25 ltr approx) STEEL SAUCE PAN (2 ltr approx) STEEL SAUTE PAN STEEL OMELLETE PAN IRON WOK (INDIAN and Chinese) CHEF KNIEF CHEF KNIEF(THICK BLADE) VEG. KNIEF TURNING KNIEF	

		PALLET KNIEF SHARPNING STEEL PIPING BAGS(WITH 5 NOZZLES) SLICER WHISK MUFFINS MOULD (ALUMINIUM) TARTLET MOULD PIE MOULD (DETACHABLE BASE) BREAD MOULDS(800GMS) CHOPPING BOARD (WHITE) STEEL SKIMMER STEEL TURNER STEEL LADDLE STEEL RICE COLLANDER STEEL STRAINER CARAMEL CUSTARD MOULD BAKING TRAY S S STORAGE TRAY ROTARY CAKE STAND PLASTIC CRATES TANDOOR SEEKHS PARAT(LARGE) ROLLING PIN (INDIAN) ROLLING PIN (BAKERY) SWIFTER FANCY CUTTER PIE DISH WOODEN SPOON SAUTE SPOON PIZZA CUTTER BREAD KNIFE DIFFERENT TYPES OF KNIVES CHOPPING BOARD SMALL KITCHEN EQUIPMENT LIKE COLANDER, SOUP STRAINER ETC. WET / DRY GRINDER PULVERIZER STOCK REGISTER DUSTER MOP CLEANING AGENTS INVOICE FORMAT WEIGHING MACHINE STORAGE CONTAINERS MICROWAVE / OTG COOKING HOB

Grand Total Course Duration: **500 Hours, 0 Minutes**

Recommended OJT Hours: **30 days** as a Multi Cuisine Cook in a Hotel/Restaurant/ covering the practical aspects of the job

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

Trainer Prerequisites for Job role: "Multi Cuisine Cook" mapped to Qualification Pack: "THC/Q3006"

Sr. No.	Area	Details
1	**Description**	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "THC/Q3006" Ver1.0
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 with specialization in Food Production .Certificate/Diploma/Degree in Hotel Management holder
4a	**Domain Certification**	Certified for training for Job Role: "Multi Cuisine Cook" mapped to QP: "THC/Q3006" with minimum passing score 80%
4b	**Platform Certification**	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "THC/Q3006". Minimum accepted score is 80%.
5	**Experience**	At least 5 years' experience in Food Production including one year as supervisory capacity in a classified Hotel or Restaurant or Flight Kitchen or Cruise Liners. Experience as Departmental Trainer/ On the Job Trainer would be essential.

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Multi Cuisine Cook
Qualification Pack	THC/Q3006
Sector Skill Council	Tourism and Hospitality Skill Council

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N3005 Arrange and manage food resources in the kitchen	PC1. estimate the requirements of variety of resources for kitchen operations with the assistance of kitchen helper	50	3.0	1.5	1.5
	PC2. estimate the quantity of various resources required for smooth kitchen operations		3.0	1.0	2.0
	PC3. provide the specifications for kitchen provisions, supplies and daily perishable consumables to the proprietor of the eatery		3.5	0.5	3.0
	PC4. receive the deliveries of kitchen provisions, supplies and daily perishable consumables from suppliers		3.0	1.0	2.0
	PC5. check that received food items; supplies and materials are undamaged and then tally them with the order placed		3.0	0.5	2.5
	PC6. instruct kitchen helper to unload the supplies and sort them for proper storage		2.0	1.0	1.0
	PC7. keep track of the quantities of supplies used on day-to-day basis		4.0	1.5	2.5
	PC8. follow stock rotation procedures to avoid wastage of raw materials		4.0	1.5	2.5
	PC9. inform proprietor about the inventory status and help in re-ordering of materials		4.0	1.5	2.5
	PC10. keep track of the fuel consumptions and report to proprietor to decide about re-ordering		4.0	1.5	2.5
	PC11. ensure adequate availability of resources for uninterrupted kitchen operations		4.0	1.5	2.5
	PC12. ensure that inventory records of all the items are kept up-to-date for the ease of the monitoring		2.5	1.0	1.5
	PC13. follow manufacturers' guidelines to ensure that kitchen equipment is working at the correct settings		2.5	1.0	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC14. ensure that cooking fuel does not get wasted because of faulty burners or cooking practices		2.5	1.0	1.5
	PC15. ensure that there is no wastage of water, electricity, kitchen provision, supplies and perishable materials in the kitchen		2.5	1.0	1.5
	PC16. report any equipment faults or potential wastage to the proprietor for immediate repair		2.5	1.0	1.5
	POINTS		50	18	32
	TOTAL POINTS			**50**	

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC14. ensure that all the food orders are delivered to respective consumers within proprietor set time		3.5	1.0	2.5
	PC15. ensure that different courses of food are delivered to consumer at set pace and order		3.0	1.0	2.0
	PC16. ensure the quality of food items delivered to consumers such as the appropriate temperature, consistency, presentation etc.		3.0	1.0	2.0
	POINTS		50	16	34
	TOTAL POINTS			**50**	

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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
	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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS		50	18.5	31.5
	TOTAL POINTS			**50**	

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

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

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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		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 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

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

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

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

	Performance Criteria	Total Marks (500)	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
	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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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		1.0	0.5	0.5
	POINTS		50	15.5	34.5
	TOTAL POINTS			**50**	

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35

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

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