

Model Curriculum

Multi Cuisine Cook

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

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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	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • 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”.

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.

	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
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
	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