

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

What are Occupational Standards(OS)?

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

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Contents

1. Introduction and Contacts.....1
2. Qualifications Pack.....2
3. OS Units.....2
4. Glossary of Key Terms3

Introduction

Qualification Pack: Food & Beverage Service - Steward

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR:

- | | |
|---------------------|------------------------|
| 1. Hotels | 4. Facility Management |
| 2. Travel and Tours | 5. Cruise Liners |
| 3. Restaurants | |

OCCUPATION: Food & Beverage Service

REFERENCE ID: THC/Q 0301

ALIGNED TO: NCO-2004 / 5123.20

Food & Beverage Service – Steward : Also known as “Waiter”, is responsible for serving food and beverages in a Restaurant, in Room Dining and Banquet function, efficiently and in a most courteous manner.

Brief Job Description: The role involves serving food and beverages to guests of the hotel, restaurant or banquet function. It entails greeting and seating of guests, taking down their orders, providing them with requisite tableware, food & beverage items, and any other related accompaniments and then clearing used dishes & settling the customer’s accounts as per procedures.

Personal Attributes: Physically fit to perform food and beverage service that require considerable use of limbs to perform physical activities. The individual needs to bear a good moral character, pleasing deportment, healthy habits and good grooming in addition to being physically fit, committed and proficient.

Job Details	Qualifications Pack Code	THC/Q 0301		
	Job Role	Food & Beverage Service Steward		
	Credits(NSQF)		Version number	1.0
	Sector	Tourism and Hospitality	Drafted on	04/07/14
	Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
	Occupation	Food & Beverage Service	Next review date	31/10/15

Job Role	Food & Beverage Service Steward
Role Description	Responsible for greeting and seating of guests, taking down their orders, providing them with requisite tableware, food and beverage items, and any other related accompaniments and then clearing used dishes and settling the customer's accounts as per the organization's procedures.
NSQF level	3
Minimum Educational Qualifications*	Minimum 10 th Pass
Maximum Educational Qualifications*	
Training	Suggested but not mandatory
Experience	Not Mandatory
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. THC/N 0301 Plan and prepare for serving food & beverages 2. THC/N 0302 Greet customer, take orders and serve food & beverages 3. THC/N 0303 Clean tables and counters after customers are finished with dining 4. THC/N 0304 Deal with customer payment 5. THC/N 0305 Resolve customer service issues 6. THC/N 0901 Give a positive impression of oneself and the organization 7. THC/N 0902 Work effectively with others 8. THC/N 0903 Maintain safe, hygienic and secure environment <p>Optional:</p> <ol style="list-style-type: none"> 1. N.A
Performance Criteria	As described in the relevant OS units 2
Assessment Criteria	Assessment Criteria for each NOS

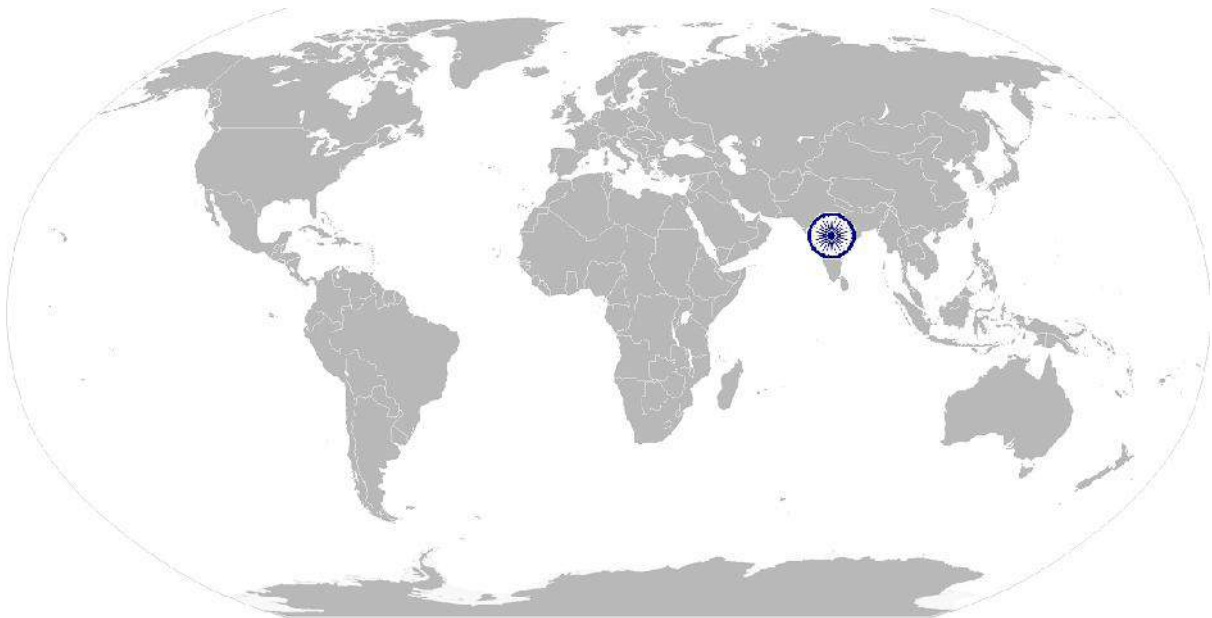
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Acronyms

Keywords /Terms	Description
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
NSQF	National Skills Education Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources

THC/ N 0301 : Plan and prepare for serving food and beverages

National Occupational Standard



Overview

This unit covers planning and preparation of service areas (e.g. tables, counters, side boards, trolley) prior to service and laying out table/counter for service.

THC/ N 0301 : Plan and prepare for serving food and beverages

Unit Code	THC / N 0301
Unit Title (Task)	Plan and prepare for serving food and beverages
Description	This unit covers planning and preparation of service areas (for example, tables, sideboards, counters, trolleys) prior to service and ensuring that there are sufficient tableware, glassware, seasonings, sauces and other accompaniments available. It also covers preparing service items such as trays and crockery, and laying out for table/counter for service.
Scope	<p>This unit/task covers the following:</p> <p>Activities covered:</p> <ul style="list-style-type: none"> • identify the service area and resources required • prepare the service area • check preparation for service area <p>Positions/ persons steward interacts with are:</p> <ul style="list-style-type: none"> • visiting customers • first-Line supervisor • immediate colleagues and team members • kitchen staff
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Identify the service area and resources required	<p>PC1. check assigned service area as per duty roster</p> <p>PC2. check the pre-bookings for the areas assigned</p> <p>PC3. inspect the area for the cleaning and laying the table</p> <p>Food service areas may include:</p> <ul style="list-style-type: none"> • customer dining areas • sideboards/side tables/trolleys /counters • service preparation areas <p>PC4. assess requirement of resources viz. tableware, cutlery</p> <p>PC5. identify workplace procedures for serving food and beverage</p>
Prepare the service area	<p>PC6. check that service areas are hygienic, clean, free from damage and ready for use in line with service style</p> <p>PC7. check that service equipment is clean, functional, free from damage, located where it should be and switched on ready for use</p> <p>PC8. set up furniture in accordance with standard operating procedures, bookings, customer requests and customer/staff convenience and safety</p> <p>PC9. check that sufficient stock of service items are clean, free from damage and stored ready for service</p> <p>PC10. check availability of condiments and accompaniments ready for service and store them safely</p> <p>PC11. check that refuse and waste food containers are hygienic, empty and ready for use</p>

THC/ N 0301 : Plan and prepare for serving food and beverages

	<p>PC12. check dining furniture, table linen and table items are clean and undamaged</p> <p>PC13. arrange restaurant furniture according to the food service operation</p> <p>PC14. check the menus & promotional items and ensure that they contain accurate information and are ready for customer use</p> <p>PC15. comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>PC16. lay out tables/counters according to the outlet's procedures</p> <p>PC17. dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations</p> <p>PC18. prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures</p> <p>PC19. carry out all work in accordance with occupational health and safety Organization procedures and safety requirements may include:</p> <ul style="list-style-type: none"> • OH&S legislation • food hygiene legislation • organization policies and procedures <p>PC20. check dining/restaurant/public amenity areas customer facilities for cleanliness prior to service, in accordance with standard operating procedures</p> <p>PC21. prepare and adjust the dining environment to ensure comfort and ambience for customers</p> <p>PC22. verify menu variations and daily specials with kitchen staff (liaising with duty chef)</p>
<p>Check preparation for service area</p>	<p>PC23. complete preparation for serving food and beverage following workplace procedures</p> <p>PC24. complete checklists for preparation for performing duties</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. service standards required in the workplace</p> <p>KB2. understanding of menu and food & beverage served</p> <p>KB3. application of relevant regulations and requirements</p>

THC/ N 0301 : Plan and prepare for serving food and beverages

	<p>KB4. workplace and servicing procedures and policies for the carrying out F&B service tasks</p> <p>KB5. storage, service and upkeep procedure for cutlery, condiments and other accessories</p> <p>KB6. what permits and checks are required for working on the premises</p> <p>KB7. site layout and obstacles</p> <p>KB8. the instructions and procedures for entering and leaving the service area and why one should follow them</p> <p>KB9. the levels of personal hygiene required at the service area and why it is important to maintain them during work</p> <p>KB10. safe and hygienic working practices for preparing service areas and equipment for table/tray service</p> <p>KB11. the organization's service style for the F&B outlet</p> <p>KB12. why waste must be handled and disposed of correctly</p> <p>KB13. why condiments and accompaniments should be prepared ready for service</p> <p>KB14. when to prepare service areas and equipment for table/tray service</p> <p>KB15. why a constant stock of food service items should be maintained</p> <p>KB16. the types of unexpected situations that may occur when preparing and clearing areas for service and how to deal with these</p> <p>KB17. why all service items should be checked before service</p> <p>KB18. why menus and promotional items should be checked before use</p> <p>KB19. time allowed for completing the work</p> <p>KB20. major types of beverages and their characteristics</p> <p>KB21. why it is important to check expiry dates on items and how to do so</p> <p>KB22. organization's procedures for storage and stock rotation</p> <p>KB23. full menu applicable to the particular food outlet assigned</p> <p>KB24. details of items available on the menu especially the specials for the day</p> <p>KB25. items on the menu which are not available on that day</p> <p>KB26. why service equipment should be turned on before service</p> <p>KB27. why heating/air conditioning/ventilation and lighting should be checked while preparing customer dining areas for table service</p> <p>KB28. different kinds of cutlery, plates and tableware and ways to set them on the table/counter</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading & Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret instructions, procedures, information and signs relevant to F&B activities</p> <p>SA2. interpret and follow operational instructions and prioritise work</p> <p>SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language</p>

THC/ N 0301 : Plan and prepare for serving food and beverages

	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA4. communicate effectively with others when carrying out tasks SA5. discuss task lists, schedules, and work-loads with co-workers SA6. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA7. check and clarify task-related information SA8. liaise with appropriate authorities using correct protocol SA9. communicate with people in respectful form and manner in line with organizational protocol SA10. avoid using jargon, slang or acronyms when communicating with a customer
<p>B. Professional Skills</p>	<p>Problem Solving</p>
	<ul style="list-style-type: none"> SB1. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	<ul style="list-style-type: none"> SB2. identify immediate or temporary solutions to resolve delays
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> SB3. plan, prioritize and sequence work operations as per job requirements SB4. organize and analyze information relevant to work
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB5. make decisions pertaining to the concerned area of work
	<p>Service Orientation/Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. manage relationships with customers who may be stressed, frustrated, confused, or angry SB7. build customer relationships and use service and customer centric approach
	<p>Self-Management</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB8. importance of taking responsibility for own work outcomes SB9. importance of adherence to work timings, dress code and other organizational policies SB10. importance of following laid down rules, procedures, instructions and policies SB11. importance of exercising restraint while expressing dissent and during conflict situations SB12. how to avoid and manage distractions to be disciplined at work SB13. importance of time management for achieving better results
	<p>Team Management</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB14. work in a team in order to achieve better results SB15. identify and clarify work roles within a team SB16. communicate and cooperate with others in the team SB17. seek assistance from fellow team members

THC/ N 0301 : Plan and prepare for serving food and beverages

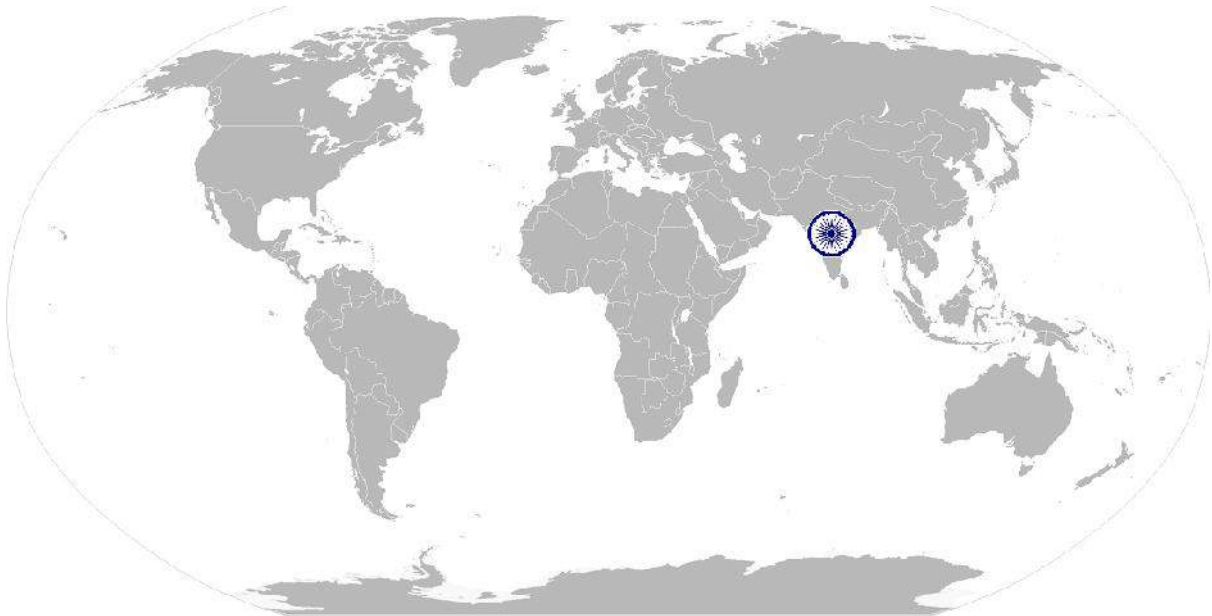
NOS Version Control

NOS Code	THC / N 0301		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0302 : Greet customer, take order and serve food and beverages

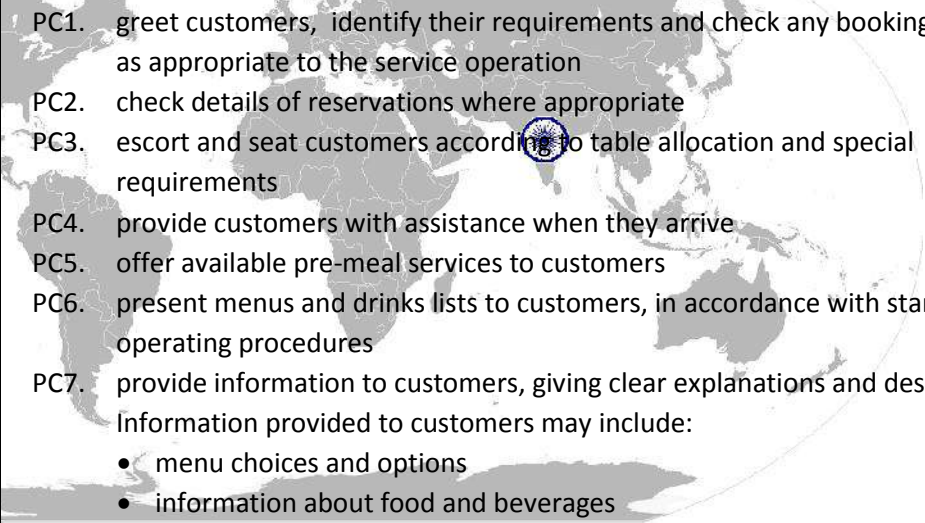
National Occupational Standard



Overview

This unit covers greeting and seating customers, taking orders and serving food and beverage as required by the customer.

THC/ N 0302 : Greet customer, take order and serve food and beverages

Unit Code	THC / N 0302
Unit Title (Task)	Greet customer, take order and serve food and beverages
Description	This unit is about greeting and assisting customers when they arrive, escorting them to the seating place, giving them accurate information about the menu and taking their orders. It also covers serving customer orders for food and beverage, providing customers with items such as cutlery and condiments and keeping the dining area clean and tidy during service.
Scope	<p>This unit/task covers the following:</p> <p>Activities covered:</p> <ul style="list-style-type: none"> • greet customers • take and process orders • serve Food and beverage
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Greet customers	 <p>PC1. greet customers, identify their requirements and check any booking records as appropriate to the service operation</p> <p>PC2. check details of reservations where appropriate</p> <p>PC3. escort and seat customers according to table allocation and special requirements</p> <p>PC4. provide customers with assistance when they arrive</p> <p>PC5. offer available pre-meal services to customers</p> <p>PC6. present menus and drinks lists to customers, in accordance with standard operating procedures</p> <p>PC7. provide information to customers, giving clear explanations and description Information provided to customers may include:</p> <ul style="list-style-type: none"> • menu choices and options • information about food and beverages • specials for the day • information about the location or area • location of customer facilities
Take and process orders	<p>PC8. make sure customers have access to the correct menu</p> <p>PC9. give accurate information on individual dishes according to customers' requirements</p> <p>PC10. take the opportunity to maximize the order using appropriate sales techniques</p> <p>PC11. check products and brand preferences with the customer in a courteous manner</p> <p>PC12. advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice where appropriate</p> <p>PC13. identify any specific customer preference</p> <p>PC14. record and relay information about any special requests or dietary or cultural</p>

THC/ N 0302 : Greet customer, take order and serve food and beverages

	<p>requirements promptly and accurately to duty chef</p> <p>PC15. answer customer questions on menu items correctly and courteously</p> <p>PC16. record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar</p> <p>PC17. identify, record and deal with their order promptly</p> <p>PC18. seek information from the kitchen or other appropriate person, where answers are unknown</p>
<p>Serve Food and beverage</p>	<p>PC19. provide and adjust glassware, service ware and cutlery, suitable for menu choices, in accordance with standard operating procedures</p> <p>PC20. carry out all work in accordance with occupational health and safety Organization procedures and safety requirements may include:</p> <ul style="list-style-type: none"> • OH&S legislation • food hygiene legislation • organization policies and procedures <p>PC21. check quality and presentation of food and beverage in accordance with standard operating procedures</p> <p>PC22. check service ware for chips, marks, spills and drips</p> <p>PC23. collect food and beverage selections promptly from service areas, convey them to customers safely</p> <p>PC24. monitor flow of service for meal and beverage delivery</p> <p>PC25. recognize and follow up promptly, any delays or deficiencies in service</p> <p>PC26. promptly advise and reassure customers about any delays and problems</p> <p>PC27. serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements.</p> <p>Styles of service may include:</p> <ul style="list-style-type: none"> • table d'hôte • a la carte • counter service • pre-set meal • buffet • function • tea and coffee service • in patient service <p>PC28. check customer satisfaction at the appropriate time</p> <p>PC29. offer additional food and beverage at the appropriate times and order and serve them accordingly</p> <p>PC30. clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers</p> <p>PC31. remove and replace used table items as required and maintain the correct stocks</p> <p>PC32. remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly</p> <p>PC33. clear finished courses from the table at the appropriate time according to</p>

THC/ N 0302 : Greet customer, take order and serve food and beverages

	<p>the service operation</p> <p>PC34. clear finished courses and used crockery and cutlery systematically with assistance from other service staff</p> <p>PC35. check crockery, cutlery and other table items and replace or remove them as appropriate</p> <p>PC36. serve different courses with clean and undamaged service equipment of the appropriate type</p> <p>PC37. serve food of the type quality and quantity required using the appropriate service method</p> <p>PC38. keep the service area tidy and clean</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. workplace and servicing procedures and policies for the carrying out F&B service tasks</p> <p>KB2. service standards required in the workplace</p> <p>KB3. storage, service and upkeep procedure for cutlery, condiments and other accessories</p> <p>KB4. what permits and checks are required for working on the premises</p> <p>KB5. site layout and obstacles</p> <p>KB6. instructions and procedures for entering and leaving the workplace and why one should follow them</p> <p>KB7. levels of personal hygiene required at the workplace and why it is important to maintain them during work</p> <p>KB8. organization's standards for customer service</p> <p>KB9. how to greet a customer and escort him to the seating area</p> <p>KB10. how and when to offer promotional services</p> <p>KB11. why menus should be checked before use</p> <p>KB12. why information about the menu should be given accurately to customers</p>

THC/ N 0302 : Greet customer, take order and serve food and beverages

	<p>KB13. why it is important to have knowledge about the food being served</p> <p>KB14. types of unexpected situations that may occur when dealing with customers' orders and how to deal with these</p> <p>KB15. how to serve customer orders and maintain the dining area</p> <p>KB16. safe and hygienic working practices when serving customers' orders</p> <p>KB17. which condiments and accompaniments best complement each menu item</p> <p>KB18. which service equipment is appropriate for different menu items</p> <p>KB19. why food should be arranged and presented in line with the menu specifications</p> <p>KB20. why care has to be taken to serve food hygienically</p> <p>KB21. why dining and service areas must be kept tidy and free from rubbish and food debris</p> <p>KB22. why a constant stock of linen, table items and accompaniments must be maintained</p> <p>KB23. when to prepare service areas and equipment for table/tray service</p> <p>KB24. why a constant stock of food service items should be maintained</p> <p>KB25. why all service items should be checked before service</p> <p>KB26. why menus and promotional items should be checked before use</p> <p>KB27. time allowed for completing the work</p> <p>KB28. what food has to be carefully portioned during service</p> <p>KB29. why care has to be taken to serve and arrange food correctly</p> <p>KB30. why care should be taken to avoid accidents</p> <p>KB31. why and to whom all customer incidents should be reported</p> <p>KB32. safe and hygienic working practices when clearing finished courses</p> <p>KB33. what the operational procedures for clearing finished courses are</p> <p>KB34. major types of beverages and their characteristics including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly requested cocktails</p> <p>KB35. preparation and serving techniques for a basic range of drinks including tea and coffee</p> <p>KB36. waste minimization techniques</p> <p>KB37. typical food and beverage service styles and types of menus used in different hospitality contexts including buffet, tray, plate and silver service</p> <p>KB38. typical industry room and table set-ups for different types of functions including furniture, seating and decoration</p> <p>KB39. ways of dressing and setting tables for a range of different functions, service styles and service periods</p> <p>KB40. range and usage of standard restaurant equipment</p> <p>KB41. knowledge of menus as appropriate to enterprise</p> <p>KB42. typical workflow structure for service within a food and beverage service environment</p> <p>KB43. ordering and service procedures</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading & Writing Skills
	The user/ individual on the job needs to know and understand how to:

THC/ N 0302 : Greet customer, take order and serve food and beverages

	<p>SA1. read and interpret instructions, procedures, information and signs relevant to F&B activities</p> <p>SA2. interpret and follow operational instructions and prioritise work</p> <p>SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with others when carrying out tasks</p> <p>SA5. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA6. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA7. check and clarify task-related information</p> <p>SA8. communicate with people in respectful form and manner in line with organizational protocol</p> <p>SA9. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB1. plan, prioritize and sequence work operations as per job requirements</p> <p>SB2. organize and analyze information relevant to work</p>
	<p>Service Orientation/Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use service and customer centric approach</p>
	<p>Self-Management</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. importance of taking responsibility for own work outcomes</p> <p>SB6. importance of adherence to work timings, dress code and other organizational policies</p> <p>SB7. importance of following laid down rules, procedures, instructions and policies</p> <p>SB8. importance of exercising restraint while expressing dissent and during conflict situations</p> <p>SB9. how to avoid and manage distractions to be disciplined at work</p> <p>SB10. importance of time management for achieving better results</p>
	<p>Team Management</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. work in a team in order to achieve better results</p> <p>SB12. identify and clarify work roles within a team</p> <p>SB13. communicate and cooperate with others in the team</p> <p>SB14. seek assistance from fellow team members</p>

THC/ N 0302 : Greet customer, take order and serve food and beverages

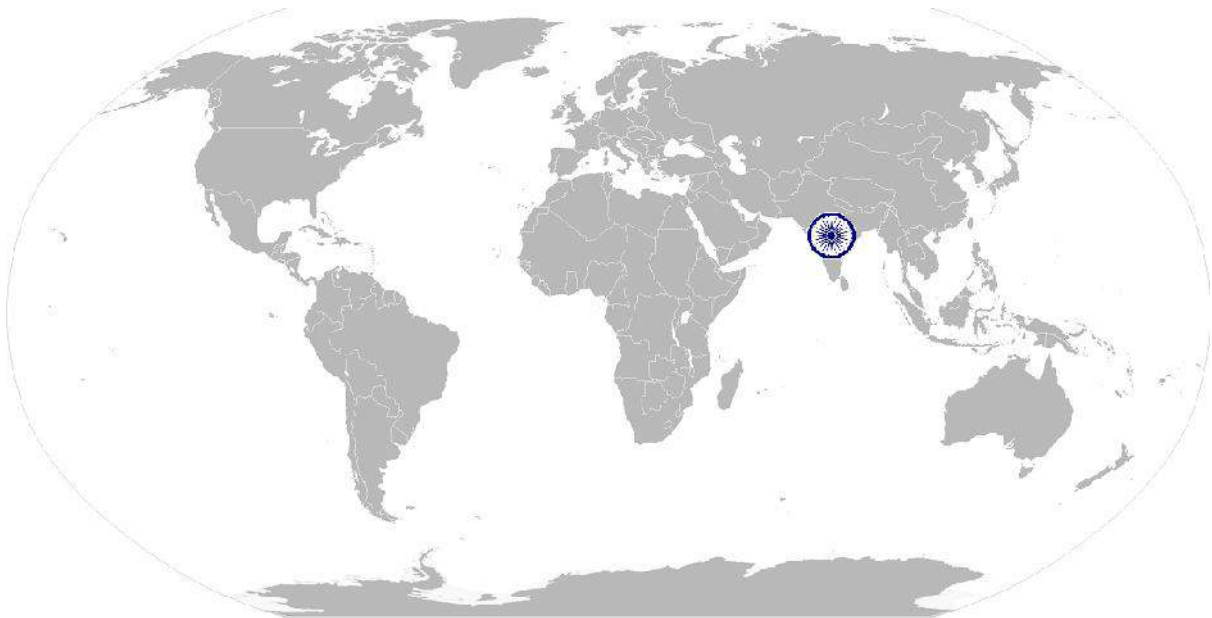
NOS Version Control

NOS Code	THC / N 0302		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0303 : Clean tables and counters after customers are finished with dining


National Occupational Standard



Overview

This unit covers clearing tables of crockery, cutlery & glassware, condiments, napkins and other tableware at the appropriate time and with minimal disruption to customers.

THC/ N 0303 : Clean tables and counters after customers are finished with dining

Unit Code	THC / N 0303
Unit Title (Task)	Clean tables and counters after customers are finished with dining
Description	This unit covers clearing tables of crockery, cutlery & glassware, condiments, napkins and other tableware at the appropriate time and with minimal disruption to customers.
Scope	<p>This unit/task covers the following:</p> <p>Activities covered:</p> <ul style="list-style-type: none"> • clear tables and counters after dining • present guest account/check for the services used • clean table and side boards of used tableware and waste food/beverages
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Clear tables and counters after dining	 <p>PC1. clear tables of crockery, cutlery and glassware at the appropriate time after the meals and with minimal disruption to customers</p> <p>PC2. remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has finished dining</p> <p>Table items may include:</p> <ul style="list-style-type: none"> • crockery • cutlery/silverware • glassware • menus/menu folders • table decorations • condiments and accompaniments • napkins and table coverings
Present guest account/check for the services used	<p>PC3. provide after-meals services such as mouth fresheners and/or finger-bowls as per organization standards</p> <p>PC4. present the customer accounts/check for services used, as per organization procedure to the guest</p>
Clean table and side boards of used tableware and waste food/beverages	<p>PC5. arrange table items used in food service area for cleaning or store them as required</p> <p>PC6. prepare service and table linen for dispatch to laundry or clean down and remove disposable items</p> <p>PC7. dispatch used crockery, cutlery and service dishes to dish cleaning area</p> <p>PC8. store food items and accompaniments for future use in line with food hygiene regulations</p> <p>PC9. leave dining and food service areas tidy and ready for cleaning</p> <p>PC10. dispose of rubbish and waste food following recommended procedures</p> <p>PC11. ensure that service equipment is clean, correctly stored and turned off where appropriate</p> <p>PC12. ensure that dining furniture is clean and ready for future use</p>

THC/ N 0303 : Clean tables and counters after customers are finished with dining

	<p>PC13. store and/or prepare equipment for the next service, in accordance with standard operating procedures</p> <p>PC14. carry out all work in accordance with occupational Health and Safety</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant occupational health and safety requirements applicable in the work place</p> <p>KA2. importance of working in clean and safe environment</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA5. relevant people and their responsibilities within the work area</p> <p>KA6. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA7. documentation and related procedures applicable in the context of employment and work</p> <p>KA8. importance and purpose of documentation in context of employment and work</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. workplace and servicing procedures and policies for the carrying out F&B service tasks</p> <p>KB2. application of relevant regulations and requirements</p> <p>KB3. storage, service and upkeep procedure for cutlery, condiments and other accessories</p> <p>KB4. site layout and obstacles</p> <p>KB5. instructions and procedures for entering and leaving the workplace and why one should follow them</p> <p>KB6. levels of personal hygiene required at the workplace and why it is important to maintain them during work</p> <p>KB7. how to clear tables of crockery, cutlery and glassware at the appropriate time with minimal disruption to customers</p> <p>KB8. when and how to remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has left</p> <p>KB9. how and where to arrange table items used in food service area for cleaning or store them as required</p> <p>KB10. how to prepare service and table linen for dispatch to laundry or clean down and remove disposable items</p> <p>KB11. how and why to store food items and accompaniments for future use in line with food hygiene regulations</p> <p>KB12. how to dispose of rubbish and waste food correctly</p> <p>KB13. importance of maintaining service equipment clean and ensuring its turned off and stored</p> <p>KB14. how to maintain dining and food service areas tidy and ready for cleaning dispose of rubbish and waste food following recommended procedures</p> <p>KB15. how to clean dining furniture and keep it ready for future use leave dining</p>

THC/ N 0303 : Clean tables and counters after customers are finished with dining

	<p>and service areas tidy and ready for cleaning</p> <p>KB16. store and/or prepare equipment for the next service, in accordance with standard operating procedures</p> <p>KB17. carry out all work in accordance with occupational Health and Safety</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. communicate effectively with others when carrying out tasks</p> <p>SA2. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA3. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA4. check and clarify task-related information</p> <p>SA5. communicate with people in respectful form and manner in line with organizational protocol</p> <p>SA6. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. plan, prioritize and sequence work operations as per job requirements</p> <p>SB2. organize and analyze information relevant to work</p>
	Service Orientation/Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB2. build customer relationships and use service and customer centric approach</p>
	Self-Management
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. importance of taking responsibility for own work outcomes</p> <p>SB4. importance of adherence to work timings, dress code and other organizational policies</p> <p>SB5. importance of following laid down rules, procedures, instructions and policies</p> <p>SB6. how to avoid and manage distractions to be disciplined at work</p> <p>SB7. importance of time management for achieving better results</p>

THC/ N 0303 : Clean tables and counters after customers are finished with dining

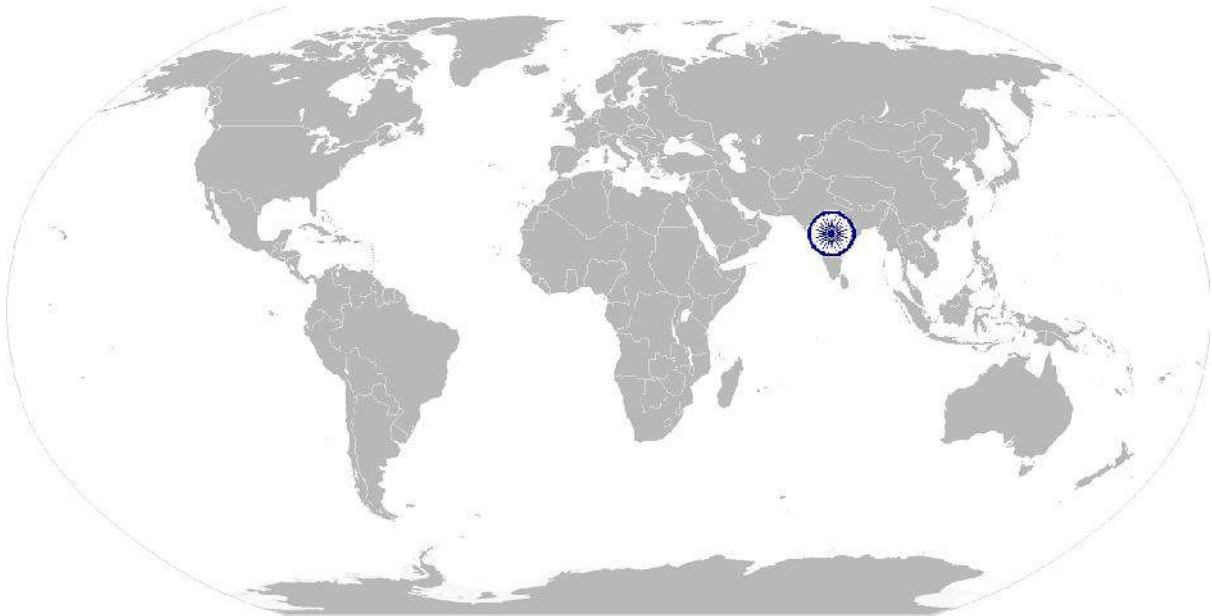
NOS Version Control

NOS Code	THC / N 0303		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0304 : Deal with customer payment

National Occupational Standard



Overview

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

THC/ N 0304 : Deal with customer payment

Unit Code	THC / N 0304
Unit Title (Task)	Deal with customer payment
Description	This unit covers presenting bills, taking payments from the customer, keeping payments safe and secure, maintaining a payment point such as till and operating the till, as per organization procedure.
Scope	<p>This unit/task covers the following:</p> <p>Activities covered:</p> <ul style="list-style-type: none"> • taking payment • dealing with payments <p>Positions/ persons steward interacts with are:</p> <ul style="list-style-type: none"> • visiting customers • first-line supervisor • immediate colleagues and team members
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking and dealing with payments	<p>PC1. make sure that payment point is working and that all needed material is available Materials to deal with :</p> <ul style="list-style-type: none"> • cash • cash equivalents • relevant stationery • till / credit / debit rolls <p>PC2. maintain the payment point and restock it when necessary</p> <p>PC3. enter / scan information into the payment point correctly</p> <p>PC4. organize and present accounts to customers on request</p> <p>PC5. tell the customer how much they have to pay, if asked</p> <p>Modes of Payments</p> <ul style="list-style-type: none"> • cash • cheques • credit cards • debit cards • cash equivalents <p>PC6. acknowledge the customer's payment and validate it where necessary</p> <p>PC7. follow correct procedure for chip and pin transactions</p> <p>PC8. put the payment in the right place according to the organization's procedures</p> <p>PC9. give correct change for cash transactions</p> <p>PC10. carry out transactions without delay and give relevant confirmation to the customer</p> <p>PC11. make the payment point contents available for authorized collection</p> <p>PC12. process accounts in accordance with standard operating procedures</p>

THC/ N 0304 : Deal with customer payment

	PC13. farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. relevant occupational health and safety requirements applicable in the work place KA2. importance of working in clean and safe environment KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA4. reporting structure, inter-dependent functions, lines and procedures in the work area KA5. relevant people and their responsibilities within the work area KA6. escalation matrix and procedures for reporting work related issues KA7. documentation and related procedures applicable in the context of work KA8. importance and purpose of documentation in context of work
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. workplace and servicing procedures and policies for the carrying out F&B service tasks KB2. service standards required in the workplace KB3. procedure for opening and closing reports on tills/cash register/credit/debit card machine KB4. legal requirements for operating a payment point and taking payments from customers KB5. the organization's security procedures for processing cash and other types of payments KB6. how to set up the payment point KB7. how to get stock of material needed to set up and maintain the payment point KB8. why it is important to tell the customer about any delays and how one should do so KB9. types of problems that might occur at the payment point and how to deal with these KB10. procedure for changing the till / debit / credit machine roll KB11. correct procedures for handling payments KB12. what one should do if there are errors in handling payments KB13. understand the procedures for dealing with hand held payment devices KB14. what procedure to follow with regard to a payment that has been declined KB15. what might happen if one does not report errors KB16. procedures for collecting the contents of the payment point and who one should hand payments over to
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading & Writing Skills
	The user/ individual on the job needs to know and understand how to:

THC/ N 0304 : Deal with customer payment

	<p>SA1. read and interpret instructions, procedures, information and signs relevant accounting practices</p> <p>SA2. interpret and follow operational instructions and prioritise work</p> <p>SA3. read and interpret information correctly from various job specification documents, manuals etc. applicable to the job in English and/or local language</p> <p>SA4. feed correct information in the billing format</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. communicate effectively with others when carrying out tasks</p> <p>SA6. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA7. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA8. check and clarify task-related information</p> <p>SA9. communicate with people in respectful form and manner in line with organizational protocol</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
B. Professional Skills	<p>Numerical and computational skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. perform numerical calculation</p> <p>SB2. apply simple formulas for calculations</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB3. identify immediate or temporary solutions to resolve delays</p>
	<p>Service Orientation/Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB3. build customer relationships and use service and customer centric approach</p>

THC/ N 0304 : Deal with customer payment

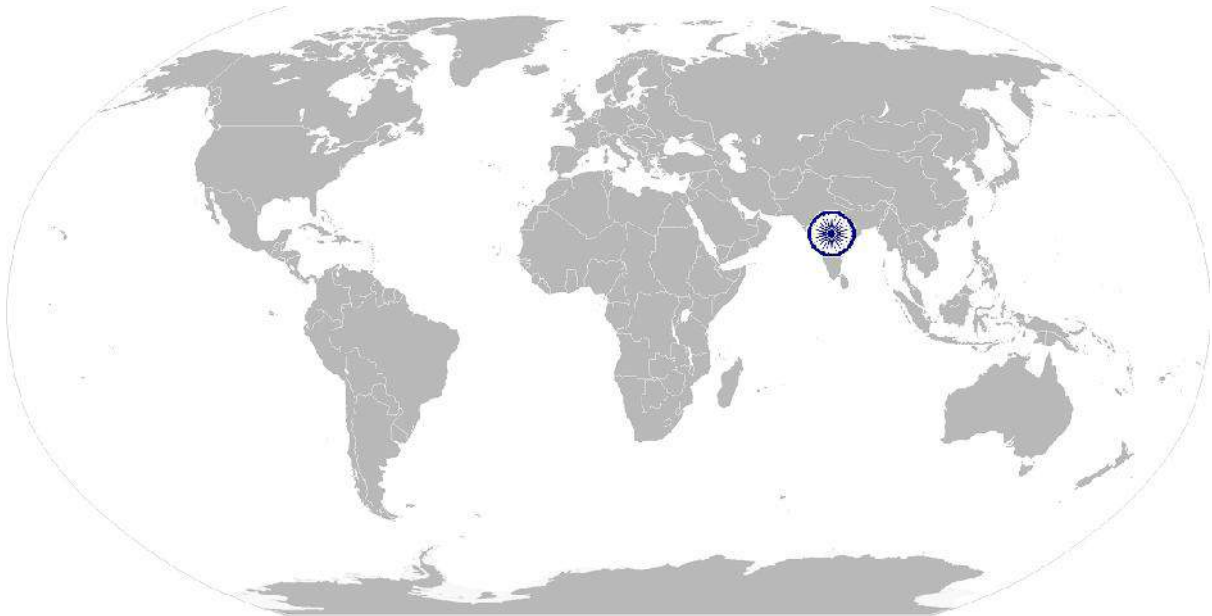
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NOS Code	THC / N 0304		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0305: Resolve customer service issues

National Occupational Standard



Overview

This unit covers effective handling of customer service issues.

THC/ N 0305: Resolve customer service issues

National Occupational Standard

Unit Code	THC / N 0305
Unit Title (Task)	Resolve customer service issues
Description	This unit is about the effective handling of customer service issues. This also involves dealing with difficult customers who may be difficult to please in spite of the excellent service, which may be due to customer expectations not met; customer's expectations involve more than can be offered.
Scope	<p>Activities covered:</p> <ul style="list-style-type: none"> • spot customer service issues • resolve customer problems <p>Positions/ persons steward interacts with are:</p> <ul style="list-style-type: none"> • visiting customers • first-Line supervisor • immediate colleagues and team members
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Spot customer service issues	<p>PC1. spot customer service issues</p> <p>PC2. listen carefully to the customers about any problem they have raised</p> <p>PC3. ask customers about the problem to check your understanding</p> <p>PC4. recognize repeated problems and alert the appropriate authority</p> <p>PC5. share customer feedback with others to identify potential problems before they happen</p> <p>PC6. identify problems with systems and procedures before they begin to affect your customers</p>
Resolve customer problems	<p>PC7. identify the options for resolving a customer service issue</p> <p>PC8. work with others to identify and confirm the options to resolve a customer service issue</p> <p>PC9. work out the advantages and disadvantages of each option for the customer and the organization</p> <p>PC10. pick the best option for the customer and the organization</p> <p>PC11. identify for the customer other ways that the issue may be resolved if one is unable to help</p> <p>PC12. take action to resolve customer service issue</p> <p>PC13. discuss and agree the options for solving the problem with the customer</p> <p>PC14. take action to implement the option agreed with the customer</p> <p>PC15. work with others and the customer to make sure that any promises related to solving the problem are kept</p> <p>PC16. keep the customer fully informed about what is happening to resolve the problem</p> <p>PC17. check with the customer to make sure the problem has been resolved to their satisfaction</p> <p>PC18. give clear reasons to the customer when the problem has not been resolved</p>

THC/ N 0305: Resolve customer service issues

	to their satisfaction
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. own job role and responsibilities and sources for information pertaining to job role and responsibilities</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA5. documentation and related procedures applicable in the context of work</p> <p>KA6. importance and purpose of documentation in context of work</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. workplace and servicing procedures and policies for carrying out F&B service tasks</p> <p>KB2. service standards required in the workplace</p> <p>KB3. why it is important to tell the customer about any delays and how you should do so</p> <p>KB4. organizational procedures and systems for dealing with customer service problems</p> <p>KB5. how to defuse potentially stressful situations</p> <p>KB6. how to negotiate</p> <p>KB7. limitations of what one can offer to the customer</p> <p>KB8. types of action that may make a customer problem worse and should be avoided</p> <p>KB9. typical workflow structure for service within a food and beverage service environment</p> <p>KB10. hygiene and safety issues of specific relevance to food and beverage service</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading & Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret instructions, procedures, information and signs relevant to F&B activities</p> <p>SA2. interpret and follow operational instructions and prioritise work</p> <p>SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language</p>
	Oral Communication (Listening and Speaking skills)

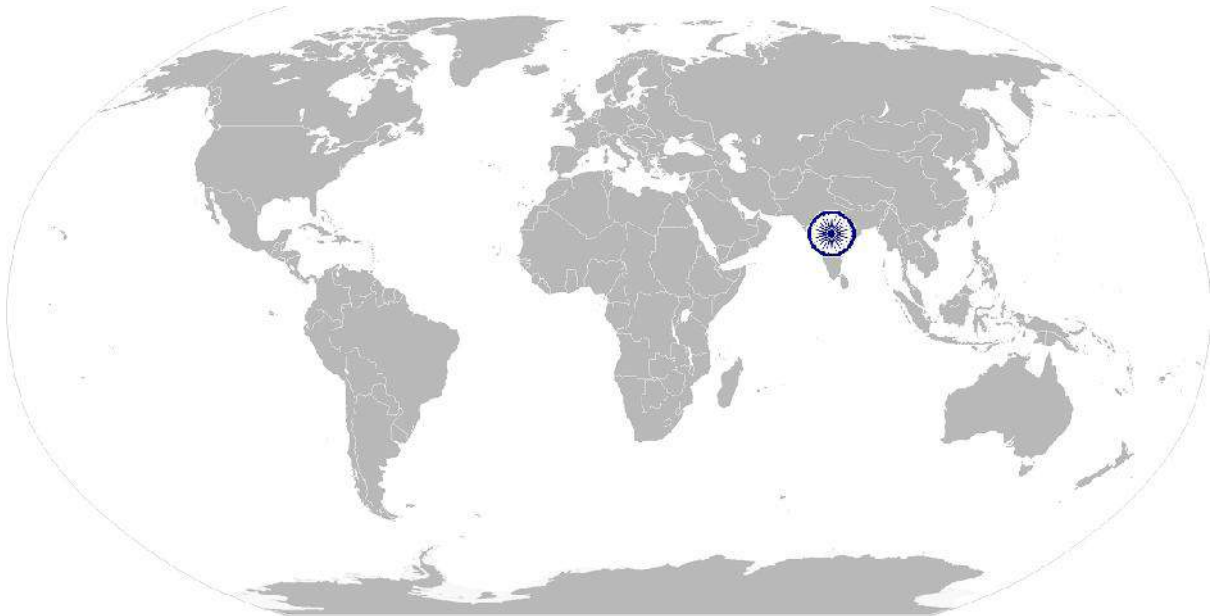
THC/ N 0305: Resolve customer service issues

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA4. communicate effectively with others when carrying out tasks SA5. discuss task lists, schedules, and work-loads with co-workers SA6. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA7. check and clarify task-related information SA8. communicate with people in respectful form and manner in line with organizational protocol SA9. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
<p>B. Professional Skills</p>	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB1. identify immediate or temporary solutions to resolve delays
	<p>Service Orientation/Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. manage relationships with customers who may be stressed, frustrated, confused, or angry SB3. build customer relationships and use service and customer centric approach
	<p>Team Management</p>
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. work in a team in order to achieve better results SB3. identify and clarify work roles within a team SB4. communicate and cooperate with others in the team SB5. seek assistance from fellow team members 	

THC/ N 0305: Resolve customer service issues

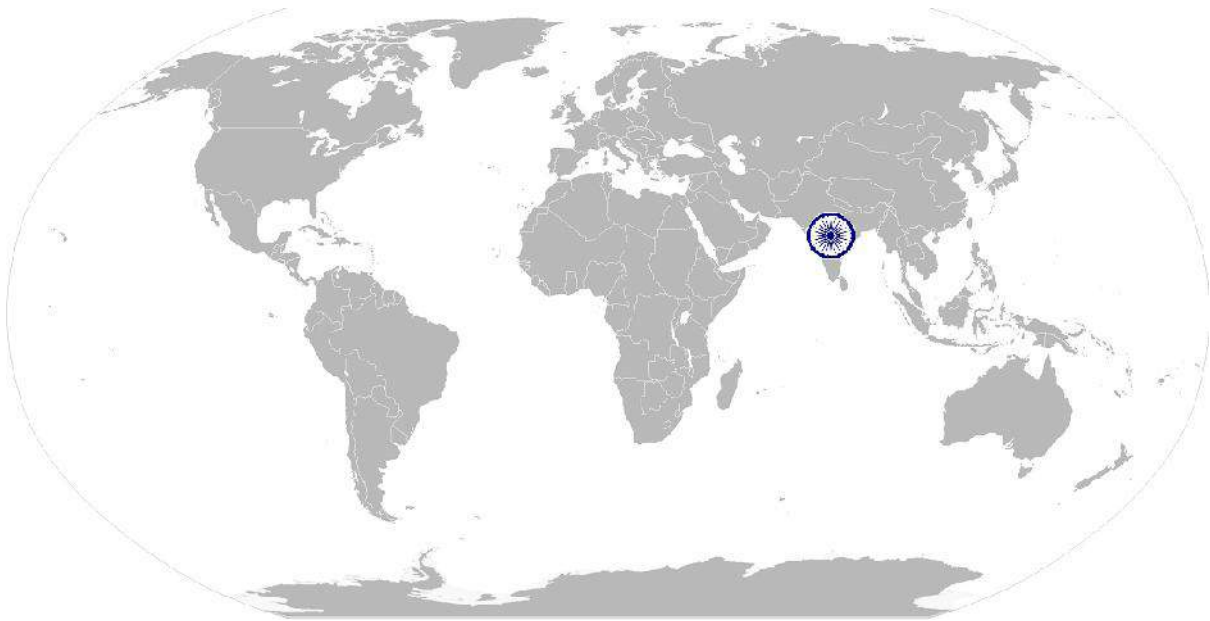
NOS Version Control

NOS Code	THC / N 0305		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0901: Give a positive impression of oneself and the organization

National Occupational Standard



Overview

This unit is about competencies required for communicating with customers to give a positive impression of oneself and one's organization. It involves giving customers the right impression, responding to their needs and providing helpful information.

Unit Code

THC / N 0901

1 | Page

THC/ N 0901: Give a positive impression of oneself and the organization

Unit Title (Task)	Give customers a positive impression of oneself and the organization
Description	<p>This unit is about competencies required for communicating with customers to give a positive impression of oneself and one’s organization. It involves giving customers the right impression, responding to their needs and providing helpful information.</p> <p>The candidate is expected to understand the customers’ requirements and create a positive experience for the customer following the defined policies and procedures of the organization.</p>
Scope	<p>This unit/task covers the following:</p> <p>Activities covered:</p> <ul style="list-style-type: none"> • establish effective rapport with customers • respond appropriately to customers • communicate information to customers • escalate unresolved problems as per protocol • provide interim feedback to customer, in case of delays • process Compliances
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Establish effective rapport with customers	<p>PC1. meet organisation's standards of appearance and behaviour</p> <p>PC2. greet customers respectfully and in a friendly manner</p> <p>PC3. communicate with customers in a way that makes them feel valued and respected</p> <p>PC4. treat customers courteously and helpfully at all times</p> <p>PC5. keep customers informed and reassured</p> <p>PC6. adapt behaviour to respond effectively to different customer behaviour</p>
Respond appropriately to customers	<p>PC7. respond promptly to a customer seeking help</p> <p>PC8. choose the most appropriate way to communicate with customers</p> <p>PC9. check with customers that their expectations have been fully understood</p> <p>PC10. respond promptly and positively to customers' queries and comments</p> <p>PC11. allow customers time to consider the response and give further explanation when appropriate</p>
Communicate information to customers	<p>PC12. quickly find information that will help the customer</p> <p>PC13. give customer information they need about the services or products offered by the organization</p>

THC/ N 0901: Give a positive impression of oneself and the organization

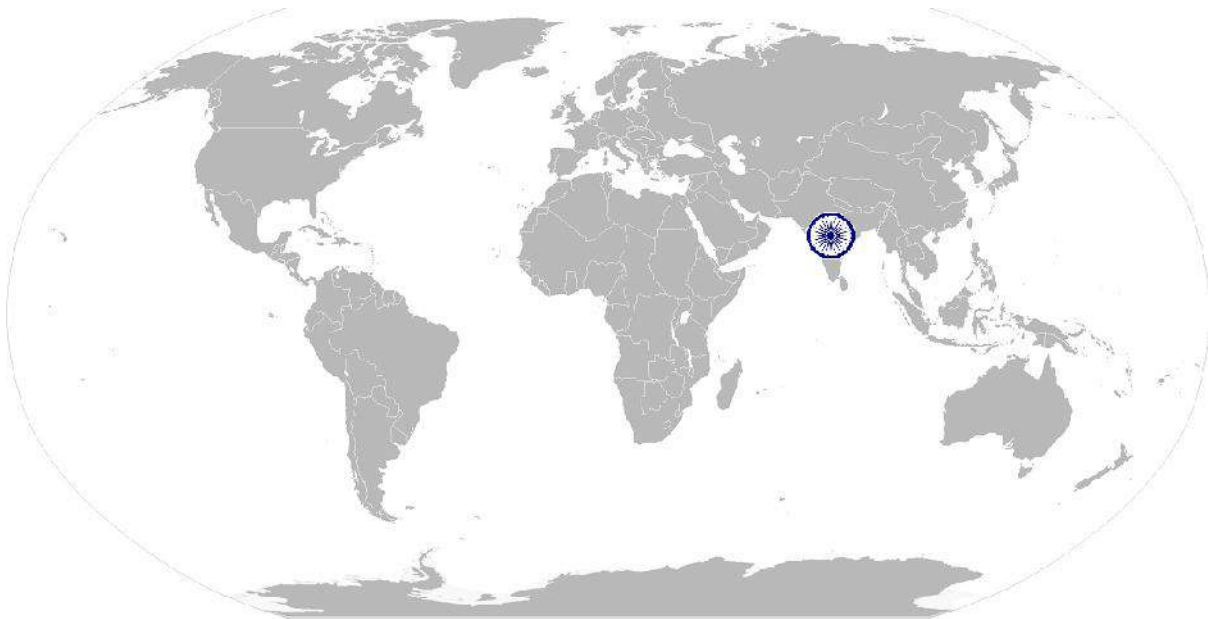
	<p>PC14. recognize information that customers might find complicated and check whether they fully understand</p> <p>PC15. explain clearly to the customers any reasons why their needs or expectations cannot be met</p>
Escalations of unresolved problems as per protocol	<p>PC16. refer the problem to a competent person/supervisor as per protocol if it cannot be resolved by the helpdesk</p> <p>PC17. obtain help or advice from supervisor/authorized person as per protocol if the problem is outside his/her area of competence or experience</p>
Provide Interim feedback to customer, in case of delays	<p>PC18. monitor the problem and keep the customer informed about progress or any delays in resolving the problem</p>
Process Compliances	<p>PC19. comply with relevant legislation, standards, policies and procedures</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. how to engage with customers in order to resolve service requests and problems</p> <p>KA3. escalation matrix for resolution of problems</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. organization's standards for appearance and behaviour</p> <p>KB2. organization's guidelines for how to recognize what customer wants and respond appropriately</p> <p>KB3. organization's rules and procedures regarding the methods of communication</p> <p>KB4. how to recognize when a customer is angry or confused</p> <p>KB5. organization's standards for timeliness in responding to customer questions and requests for information</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills (reading and Writing)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. read and interpret signages e.g. "do not disturb", "clean the room" to know customers' requirements</p>
	Oral Communication (Listening and Speaking skills)

THC/ N 0901: Give a positive impression of oneself and the organization

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. actively listen to discuss requirements of the customer</p> <p>SA5. seek clarification from customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA6. give clear commitments to customers</p> <p>SA7. keep customers informed about progress</p> <p>SA8. avoid using jargon, slang or acronyms when communicating with a customer</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize service to be given to customer</p>
	<p>Customer Centricity /Service Orientation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB6. identify immediate or temporary solutions to resolve delays</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>
	<p>Self-Management</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. importance of taking responsibility for own work outcomes</p> <p>SB9. importance of adherence to work timings, dress code and other organizational policies</p> <p>SB10. importance of following laid down rules, procedures, instructions and policies</p> <p>SB11. importance of exercising restraint while expressing dissent and during conflict situations</p>	

THC/ N 0901: Give a positive impression of oneself and the organization

	SB12. how to avoid and manage distractions to be disciplined at work SB13. importance of time management for achieving better results
	Team Management
	The user/individual on the job needs to know and understand how to: SB14. work in a team in order to achieve better results SB15. identify and clarify work roles within a team SB16. communicate and cooperate with others in the team SB17. seek assistance from fellow team members



THC/ N 0901: Give a positive impression of oneself and the organization

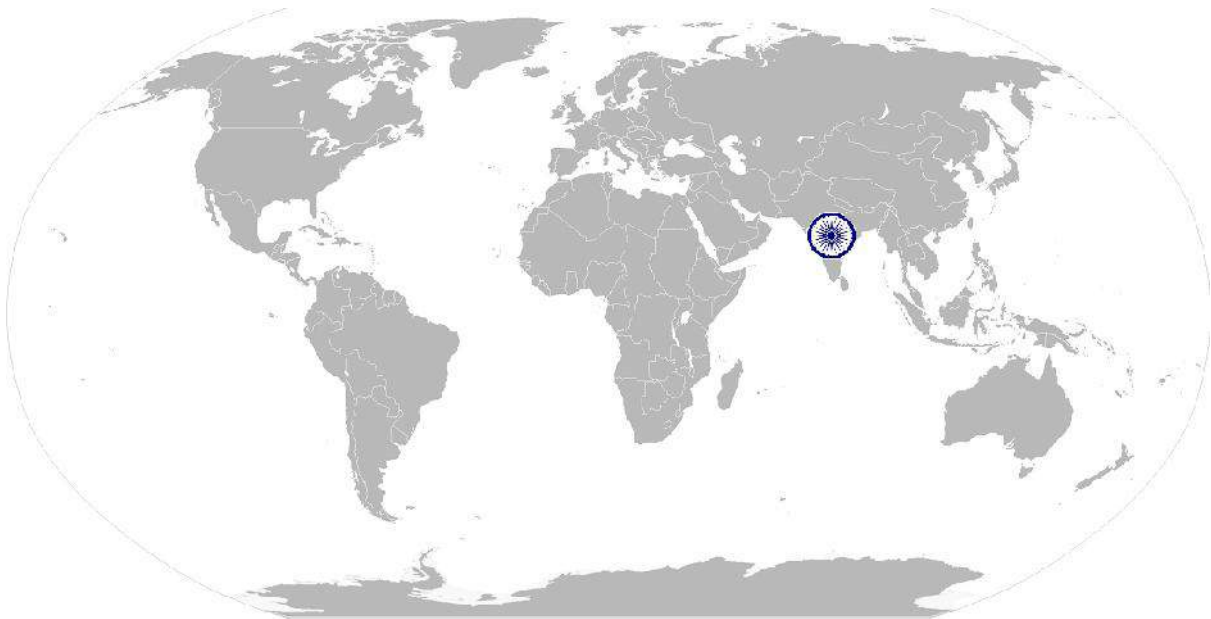
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NOS Code	THC / N 0901		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0902: Work effectively with others

National Occupational Standard



Overview

This unit covers basic competencies and practices that improve effectiveness of working with others at the work place.

THC/ N 0902: Work effectively with others

National Occupational Standard	Unit Code	THC / N 0902
	Unit Title (Task)	Work effectively with others
	Description	<p>This unit covers basic competencies and practices that improve effectiveness of working with others at the work place. It covers etiquettes that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace.</p> <p>These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.</p>
	Scope	<p>This unit/task covers the following:</p> <p>Activities covered:</p> <ul style="list-style-type: none"> working with others using appropriate etiquettes and behaviour <p>Interaction with others is for:</p> <ul style="list-style-type: none"> working with other people to meet requirements sharing information with others to enable efficient delivery of work communicating with others members and people internal or external to the organization
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Working with others	<p>PC1. communicate with other people clearly and effectively Etiquettes may include:</p> <ul style="list-style-type: none"> use appropriate titles and terms of respect use polite language do not eat or chew while talking <p>PC2. integrate one's work with other people's work effectively</p> <p>PC3. receive information and instructions accurately from the supervisor and fellow workers, getting clarification where required</p> <p>PC4. pass on accurate information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC5. pass on essential information to other people on timely basis</p> <p>PC6. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC7. work in a way that shows respect for other people Behaviors may include:</p> <ul style="list-style-type: none"> punctuality completing tasks as per given time and standards 	

THC/ N 0902: Work effectively with others

	<ul style="list-style-type: none"> • not gossiping and idling time • eliminating waste • integrity <p>PC8. carry out any commitments made to other people</p> <p>PC9. identify any problems with team members and other people and take the initiative to solve these problems</p> <p>PC10. follow the organisation’s policies and procedure</p> <p>PC11. display helpful behavior by assisting others in performing tasks in a positive manner</p> <p>PC12. display active listening skills while interacting with others at work</p> <p>PC13. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC14. demonstrate responsible and disciplined behaviors at the workplace</p> <p>PC15. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA5. effective working relationships with both internal and external the people with which the individual is required to interact</p> <p>KA6. procedures in the organization to deal with conflicts</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. various categories of people that one is required to communicate and co-ordinate within the organization</p> <p>KB2. importance of effective communication in the workplace</p> <p>KB3. importance of teamwork in organizational and individual success</p> <p>KB4. various components of effective communication</p> <p>KB5. key elements of active listening</p> <p>KB6. value and importance of active listening and assertive communication</p> <p>KB7. barriers to effective communication</p> <p>KB8. importance of tone and pitch in effective communication</p> <p>KB9. importance of avoiding casual expletives and unpleasant terms while communicating in professional circles</p> <p>KB10. how poor communication practices can disturb people, environment and</p>

THC/ N 0902: Work effectively with others

	<p>cause problems for the employee, the employer and the customer</p> <p>KB11. importance of ethics for professional success</p> <p>KB12. importance of discipline for professional success</p> <p>KB13. what constitutes disciplined behavior for a working professional</p> <p>KB14. common reasons for interpersonal conflict</p> <p>KB15. importance of developing effective working relationships for professional success</p> <p>KB16. expressing and addressing grievances appropriately and effectively</p> <p>KB17. importance and ways of managing interpersonal conflict effectively</p> <p>KB18. importance of communicating clearly and effectively with people face-to-face, by telephone and in writing</p> <p>KB19. essential information that needs to be shared with other people</p> <p>KB20. importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis</p> <p>KB21. importance of integrating ones work effectively with others</p> <p>KB22. types of working relationships that help people to work well together and the types of relationships that need to be avoided</p> <p>KB23. types of opportunities an individual may seek out to improve relationships with others</p> <p>KB24. how to deal with difficult working relationships with people to sort out problems</p>
Skills (S) [Optional]	
A. Professional Skills	Writing Skills
	<p>The user / individual on the job needs to know and understand how to:</p> <p>SA1. communicate essential information in writing</p> <p>SA2. write effective communications to share information with the team members and other people outside the team</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand essential information</p>
	Listening and Speaking Skills
	<p>The user/individual on the job needs to know and understand:</p> <p>SA4. communicate essential information to colleagues face-to-face or through telecommunications</p> <p>SA5. question others appropriately in order to understand the nature of the request/complaint</p>

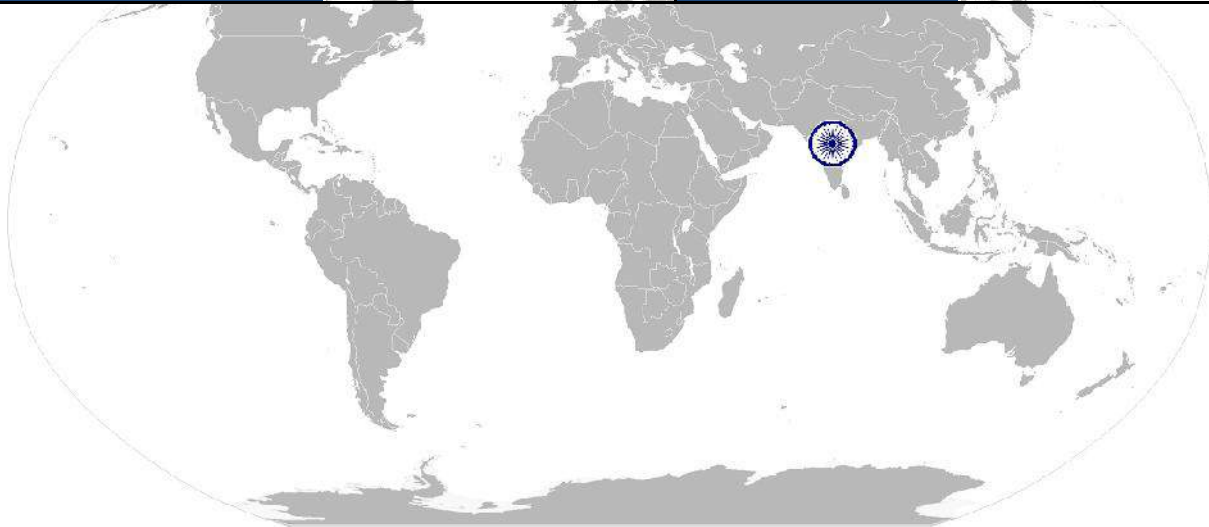
THC/ N 0902: Work effectively with others

	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB2. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>
B. Professional Skills	<p>Decision making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to work</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan, prioritize and sequence work operations as per job requirements</p> <p>SB3. organize and analyze information relevant to work</p> <p>SB4. basic concepts of work productivity</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB6. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. deal with clients lacking the technical background to solve the problem on their own</p> <p>SB9. identify immediate or temporary solutions to resolve delays</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

THC/ N 0902: Work effectively with others

NOS Version Control

NOS Code	THC / N 0902		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



THC/ N 0903: Maintain a safe, hygienic and secure working environment

National Occupational Standard




Overview

This unit covers knowledge and practices to be followed for health, hygiene, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.

THC/ N 0903: Maintain a safe, hygienic and secure working environment

National Occupational Standard

Unit Code	THC / N 0903
Unit Title (Task)	Maintain a safe, hygienic and secure working environment
Description	<p>This unit covers knowledge and practices to be followed for health, hygiene, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment. It covers responsibilities towards self, others, assets and the environment.</p> <p>This involves maintaining a clean and hygienic personal appearance, safety and security at workplace by helping to spot and deal with hazards and following emergency procedures when necessary.</p> <p>It includes understanding of risks and hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies, etc.</p> <p>It covers knowledge of fire safety, common first aid applications, safe practices and emergency procedures.</p>
Scope	<p>This unit/task covers the following: </p> <p>Activities covered:</p> <ul style="list-style-type: none"> • maintain personal health and hygiene • maintain safe and secure environment • fire safety • emergencies, rescue and first-aid procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain personal health and hygiene	<p>PC1. maintain personal health and hygiene</p> <p>PC2. wear clean, smart and appropriate clothing, footwear and headgear</p> <p>PC3. keep hair neat and tidy and wear it in line with the organization's standards</p> <p>PC4. make sure any jewellery, perfume and cosmetics are in line with the organization's standards</p> <p>PC5. follow health and hygiene procedures in all the work at all times</p> <p>Good housekeeping practices may include:</p> <ul style="list-style-type: none"> • clean/tidy work areas • removal/disposal of waste products • protect surfaces

THC/ N 0903: Maintain a safe, hygienic and secure working environment

<p>Maintain safe and secure environment</p>	<p>PC6. keep a look out for hazards in the workplace Various kinds of hazards:</p> <ul style="list-style-type: none"> • relating to equipment • relating to areas where one works • relating to personal clothing <p>Ways of dealing with hazards:</p> <ul style="list-style-type: none"> • putting them right by self • reporting them to appropriate colleagues • warning other people <p>PC7. identify any hazards or potential hazards and deal with these correctly</p> <p>PC8. report any accidents or near accidents quickly and accurately to the proper person</p> <p>PC9. follow safety procedures at the workplace</p> <p>PC10. practice emergency procedures correctly</p> <p>PC11. follow the organization's security procedure</p> <p>PC12. use protective clothing/equipment for specific tasks & work conditions</p> <p>Personal protective equipment/clothing:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses <p>PC13. identify job-site hazardous work and state possible causes of risk or accident in the workplace</p> <p>PC14. carry out safe working practices while dealing with hazards to ensure the safety of self and others state methods of accident prevention in the work environment of the job role</p> <p>Safe working practices may include:</p> <ul style="list-style-type: none"> • using protective clothing and equipment • putting up and reading safety signs • handle tools in the correct manner and store and maintain them properly • keep work area clear of clutter, spillage & unsafe object lying casually • take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc. • safe lifting and carrying practices • use equipment that is working properly and is well maintained • take due measures for safety while working in confined places or at heights, etc. including safety harness, fall arrestors, etc.
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THC/ N 0903: Maintain a safe, hygienic and secure working environment

	<p>Methods of ensuring health, safety and security:</p> <ul style="list-style-type: none"> • training in health and safety procedures, • using health and safety procedures, • use of equipment and working practices (such as safe carrying procedures) • safety notices and advice • instruction from colleagues and supervisors • being always alert and vigilant <p>PC15. inspect for faults, set up and safely use steps and ladders in general use PC16. lift heavy objects safely using correct procedures PC17. apply good housekeeping practices at all times PC18. identify common hazard signs displayed in various areas PC19. retrieve and/or point out documents that refer to safety at workplace</p> <p>General health and safety equipment includes:</p> <ul style="list-style-type: none"> • fire extinguishers, • first aid equipment, • safety instruments and clothing, • safety installations, e.g .fire exits, exhaust fans
<p>Fire safety</p>	<p>PC20. use appropriate fire extinguishers on different types of fires correctly</p> <p>Causes of fires:</p> <ul style="list-style-type: none"> • heating of metal • spontaneous ignition • sparking • electrical heating • casual fires (smoking, welding etc.) • chemical fires <p>Fire extinguishers:</p> <ul style="list-style-type: none"> • sand • water • foam • CO2 • dry chemical powder (DCP) <p>PC21. demonstrate rescue techniques applied during fire hazard PC22. demonstrate good housekeeping in order to prevent fire hazards PC23. demonstrate the correct use of a fire extinguisher</p>
<p>Emergencies, rescue and first-aid procedures</p>	<p>PC24. demonstrate how to free a person from electrocution, as per laid down procedure PC25. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.</p>

THC/ N 0903: Maintain a safe, hygienic and secure working environment

	<p>PC26. demonstrate basic techniques of bandaging</p> <p>PC27. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>Emergency procedures include:</p> <ul style="list-style-type: none"> • raising alarm • safe/efficient evacuation • correct means of escape • correct assembly point • roll call • correct return to work <p>PC28. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC29. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases</p> <p>PC30. demonstrate the artificial respiration and the CPR Process</p> <p>PC31. participate in emergency procedures</p> <p>PC32. complete a written accident/incident report or dictate a report to another person, and send report to person responsible</p> <p>Parameters for making Incident Report:</p> <ul style="list-style-type: none"> • name • date/time of incident • date/time of report • location • environment conditions • persons involved • sequence of events • injuries sustained • damage sustained • actions taken • witnesses • supervisor/manager notified <p>PC33. demonstrate correct method to move injured people and others during an emergency</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. responsibilities under the organization’s health, safety and security standards</p>

THC/ N 0903: Maintain a safe, hygienic and secure working environment

<p>company / organization and its processes)</p>	<p>KA2. why it is important to work in a healthy, safe and hygienic way KA3. where one can get information about health, hygiene and safety at the workplace</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA4. general rules on hygiene that one must follow KA5. why correct clothing, footwear and headgear should be worn at all times KA6. why it is important to maintain good personal hygiene KA7. what one should do in case of cuts, grazes and wounds and why it is important KA8. meaning of “hazards” and “risks” KA9. health and safety hazards commonly present in the work environment and related precautions KA10. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible KA11. methods of accident prevention KA12. hazards one can deal with oneself and hazards that must be reported to someone else KA13. how to warn other people about hazards and why this is important KA14. types of emergencies that may happen at the workplace and how to deal with these KA15. where to find first aid equipment and who the registered first-aider is in the workplace KA16. safe lifting and handling techniques to be followed KA17. other ways of working safely that are relevant to the job and why these are important KA18. precautionary activities to minimize the risk of fire and prevent fire accidents KA19. various causes of fire at the workplace KA20. techniques of using the different fire extinguishers KA21. different methods of extinguishing fire KA22. rescue techniques applied during a fire hazard KA23. organization’s emergency procedures, in particular for fire, and how one should follow these KA24. where to find fire alarms and how to set them off KA25. why one should never approach a fire unless it is safe to do so KA26. why it is important to follow fire safety laws KA27. organization’s security procedures and why these are important</p>

THC/ N 0903: Maintain a safe, hygienic and secure working environment

	<p>KA28. the correct procedures for dealing with customers in case of emergencies</p> <p>KA29. why it is important to report all usual/non-routine incidents to the appropriate person safe working practices while working at various hazardous sites</p> <p>KA30. where to find all the general health and safety equipment in the workplace</p> <p>KA31. various dangers associated with the use of electrical equipment</p> <p>KA32. preventive and remedial actions to be taken in the case of exposure to toxic materials</p> <p>KA33. importance of using protective clothing/equipment while working</p> <p>KA34. various types of safety signs and what they mean</p> <p>KA35. appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, eye injuries</p> <p>KA36. content of written accident report</p> <p>KA37. potential injuries and ill health associated with incorrect manual handling</p> <p>KA38. safe lifting and carrying practices</p> <p>KA39. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KA40. potential impact to a person who is moved incorrectly</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading and Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read and comprehend basic content to read labels, charts, signages</p> <p>SA2. read and write an accident/incident report in local language or English</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. question coworkers appropriately in order to clarify instructions and other issues</p> <p>SA4. give clear instructions to coworkers, subordinates others</p>
	Decision Making

THC/ N 0903: Maintain a safe, hygienic and secure working environment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines</p>
<p>B. Professional Skills</p>	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity</p>
	<p>Working with others</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. remain congenial while discussing and debating issues with co-workers</p> <p>SB3. follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice</p> <p>SB4. ask for, provide and receive required assistance where possible to ensure achievement of work related objectives</p> <p>SB5. thank coworkers for any assistance received</p> <p>SB6. offer appropriate respect based on mutuality and respect for fellow workmanship and authority</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. identify immediate or temporary solutions to resolve delays</p> <p>SB9. identify sources of support that can be availed of for problem solving for various kind of problems</p> <p>SB10. seek appropriate assistance from other sources to resolve problems</p> <p>SB11. report problems that one cannot resolve to appropriate authority</p>
	<p>Analytical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. identify cause and effect relations in their area of work</p> <p>SB13. use cause and effect relations to anticipate potential problems and their solution</p>	

THC/ N 0903: Maintain a safe, hygienic and secure working environment

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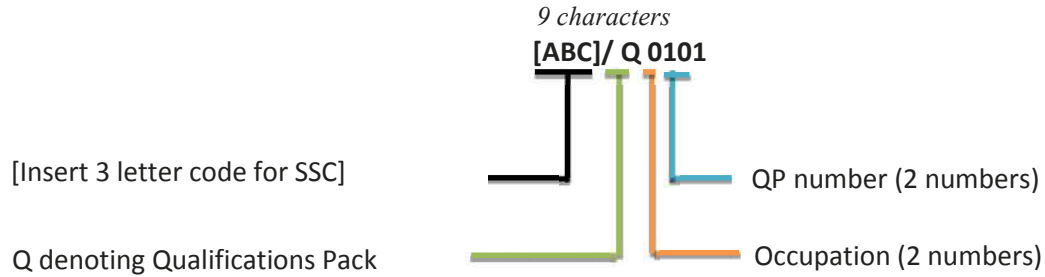
NOS Code	THC / N 0903		
Credits(NSQF)		Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	
Occupation	Food & Beverage Service	Next review date	31/10/15



Annexure

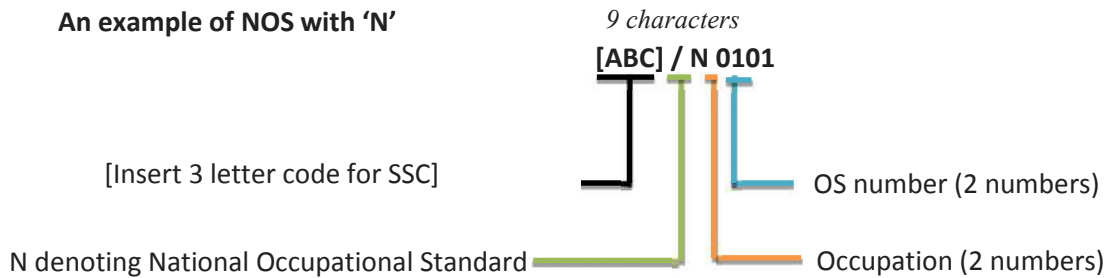
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hospitality	01 - 30
Tourism	30 – 60
Facility Management	60 – 90

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

ASSESSMENT CRITERIA

Job Role : Food & Beverage Service - Steward Qualification Pack : THC/Q 0301
Sector Skill Council : Tourism and Hospitality
<ol style="list-style-type: none"> 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 3. The assessment will be based on knowledge bank of questions created by the SSC. 4. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS and overall 50% Pass percentage for each QP 5. To pass the Qualification pack, every trainee should score a minimum 40% in theory and 50% in the practical

NOS No./Elements	Performance Criteria	Weightage points out of 100 per NOS
THC / N 0301	Plan and prepare for serving food and beverages	
Identify the service area and resources required	PC1. Check assigned service area as per duty roster	4
	PC2. Check the pre-bookings for the areas assigned	3
	PC3. Inspect the area for the cleaning and laying the table	4
	PC4. Assess requirement of resources viz. Tableware, cutlery	5
	PC5. Identify workplace procedures for serving food and beverage	4
Prepare the service area	PC6. Check that service areas are hygienic, clean, free from damage and ready for use in line with service style	5
	PC7. Check that service equipment is clean, functional, free from damage, located where it should be and switched on ready for use	5
	PC8. Set up furniture in accordance with standard operating procedures, bookings, customer requests and customer/staff convenience and safety	3
	PC9. Check that sufficient stock of service items are clean, free from damage and stored ready for service	4
	PC10. Check availability of condiments and accompaniments ready for service and store them safely	4
	PC11. check that refuse and waste food containers are hygienic, empty and ready for use	4
	PC12. Check dining furniture, table linen and table items are clean and undamaged	4
	PC13. Arrange restaurant furniture according to the food service operation	4
	PC14. Check the menus & promotional items and ensure that they contain accurate information and are ready for customer use	4
	PC15. Comply with industry requirements in relation to standard of dress and personal hygiene	5
	PC16. Lay out tables according to the outlet's procedures/cover lay out	5
	PC17. Dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations	5
	PC18. Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures	4
	PC19. Carry out all work in accordance with occupational health and safety	4
	PC20. Check dining/restaurant/public amenity areas customer facilities for	4

	cleanliness prior to service, in accordance with standard operating procedures	
	PC21. Prepare and adjust the dining environment to ensure comfort and ambience for customers	4
	PC22. Verify menu variations and daily specials with kitchen staff (liaising with duty chef)	4
Check preparation for service area	PC23. Complete preparation for serving food and beverage following workplace procedures	5
	PC24. Complete checklists for preparation for performing duties	3
	TOTAL POINTS	
	Percentage for Assessment : Theory	40%
	Practical	60%
THC / N 0302	Greet customer, take order and serve food and beverages	
Greet customers	PC1. Greet customers, identify their requirements and check any booking records as appropriate to the service operation	3
	PC2. Check details of reservations where appropriate	2
	PC3. Escort and seat customers according to table allocation and special requirements	2
	PC4. Provide customers with assistance when they arrive	3
	PC5. Offer available pre-meal services to customers	2
	PC6. Present menus and drinks lists to customers, in accordance with standard operating procedures	2
	PC7. Provide information to customers, giving clear explanations and descriptions	3
Take and process orders	PC8. Make sure customers have access to the correct menu	3
	PC9. Give accurate information on individual dishes according to customers' requirements	3
	PC10. Take the opportunity to maximize the order using appropriate sales techniques	2
	PC11. Check products and brand preferences with the customer in a courteous manner	3
	PC12. Advise customers on a selection of drinks and make recommendations where required to assist customers to make a choice where appropriate	3
	PC13. Identify any specific customer preference	3
	PC14. Record and relay information about any special requests or dietary or cultural requirements promptly and accurately to duty chef	3
	PC15. Answer customer questions on menu items correctly and courteously	3
	PC16. Record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar	3
	PC17. Identify, record and deal with their order promptly	4
	PC18. Seek information from the kitchen or other appropriate person, where answers are unknown	3
Serve food and beverage	PC19. Provide and adjust glassware, service ware and cutlery, suitable for menu choices, in accordance with standard operating procedures	2
	PC20. Carry out all work in accordance with occupational health and safety	2
	PC21. Check quality and presentation of food and beverage in accordance with standard operating procedures	3
	PC22. Check service ware for chips, marks, spills and drips	3
	PC23. Collect food and beverage selections promptly from service areas, convey them to customers safely	3

	PC24. Monitor flow of service for meal and beverage delivery	3
	PC25. Recognize and follow up promptly, any delays or deficiencies in service	3
	PC26. Promptly advise and reassure customers about any delays and problems	3
	PC27. Serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements.	2
	PC28. Check customer satisfaction at the appropriate time	3
	PC29. Offer additional food and beverage at the appropriate times and order and serve them accordingly	3
	PC30. Clear tables of crockery, cutlery and glassware between the courses at the appropriate time and with minimal disruption to customers	2
	PC31. Remove and replace used table items as required and maintain the correct stocks	2
	PC32. Remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly	2
	PC33. Clear finished courses from the table at the appropriate time according to the service operation	2
	PC34. Clear finished courses and used crockery and cutlery systematically with assistance from other service staff	2
	PC35. Check crockery, cutlery and other table items and replace or remove them as appropriate	2
	PC36. Serve different courses with clean and undamaged service equipment of the appropriate type	3
	PC37. Serve food of the type quality and quantity required using the appropriate service method	3
	PC38. Keep the service area tidy and clean	2
	TOTAL POINTS	
	Percentage for Assessment : Theory	30%
	Practical	70%
THC / N 0303	Clean tables and counters after customers are finished with dining	
Clear tables and counters after dining	PC1. Clear tables of crockery, cutlery and glassware at the appropriate time after the meals and with minimal disruption to customers	6
	PC2. Remove tableware, cutlery, condiments and other used items from the table as per the procedure after customer has finished dining	6
	PC3. Provide after-meals services such as mouth fresheners and/or finger-bowls as per organization standards	8
	PC4. Present the customer accounts/check for services used, as per organization procedure to the guest	8
Clean table and side boards of used tableware and waste food/beverages	PC5. Arrange table items used in food service area for cleaning or store them as required	7
	PC6. Prepare service and table linen for dispatch to laundry or clean down and remove disposable items	7
	PC7. Dispatch used crockery, cutlery and service dishes to dish cleaning area	7
	PC8. Store food items and accompaniments for future use in line with food hygiene regulations	7
	PC9. Leave dining and food service areas tidy and ready for cleaning	7
	PC10. Dispose of rubbish and waste food following recommended procedures	7
	PC11. Ensure that service equipment is clean, correctly stored and turned off where appropriate	8
	PC12. Ensure that dining furniture is clean and ready for future use	7
	PC13. Store and/or prepare equipment for the next service, in accordance with	8

	standard operating procedures	
	PC14. Carry out all work in accordance with occupational health and safety	7
	TOTAL POINTS	
	Percentage for Assessment : Theory	30%
	Practical	70%
THC / N 0304	Deal with customer payment	
Taking and dealing with payments	PC1. Make sure that payment point is working and that all needed material is available	7
	PC2. Maintain the payment point and restock it when necessary	8
	PC3. Enter / scan information into the payment point correctly	8
	PC4. Organize and present accounts to customers on request	8
	PC5. Tell the customer how much they have to pay, if asked	8
	PC6. Acknowledge the customer's payment and validate it where necessary	8
	PC7. Follow correct procedure for chip and pin transactions	7
	PC8. Put the payment in the right place according to the organization's procedures	7
	PC9. Give correct change for cash transactions	8
	PC10. Carry out transactions without delay and give relevant confirmation to the customer	8
	PC11. Make the payment point contents available for authorized collection	7
	PC12. Process accounts in accordance with standard operating procedures	8
	PC13. Farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures	8
	TOTAL POINTS	
	Percentage for Assessment : Theory	30%
	Practical	70%
THC / N 0305	Resolve customer service issues	
Spot customer service issues	PC1. Spot customer service issues	5
	PC2. Listen carefully to the customers about any problem they have raised	6
	PC3. Ask customers about the problem to check your understanding	4
	PC4. Recognize repeated problems and alert the appropriate authority	5
	PC5. Share customer feedback with others to identify potential problems before they happen	6
	PC6. Identify problems with systems and procedures before they begin to affect your customers	6
Resolve customer problems	PC7. Identify the options for resolving a customer service issue	5
	PC8. Work with others to identify and confirm the options to resolve a customer service issue	5
	PC9. Work out the advantages and disadvantages of each option for the customer and the organization	6
	PC10. Pick the best option for the customer and the organization	6
	PC11. identify for the customer other ways that the issue may be resolved if one is unable to help	6
	PC12. Take action to resolve customer service issue	7
	PC13. Discuss and agree the options for solving the problem with the customer	6
	PC14. Take action to implement the option agreed with the customer	5
	PC15. Work with others and the customer to make sure that any promises related to solving the problem are kept	5
	PC16. Keep the customer fully informed about what is happening to resolve the problem	5
	PC17. Check with the customer to make sure the problem has been resolved to	6

	their satisfaction	
	PC18. Give clear reasons to the customer when the problem has not been resolved to their satisfaction	6
	TOTAL POINTS	
	Percentage for Assessment : Theory	30%
	Practical	70%
THC / N 0901	Give a positive impression of oneself and the organization	
Establish effective rapport with customers	PC1. Meet organisation's standards of appearance and behaviour	6
	PC2. Greet customers respectfully and in a friendly manner	6
	PC3. Communicate with customers in a way that makes them feel valued and respected	5
	PC4. Treat customers courteously and helpfully at all times	5
	PC5. Keep customers informed and reassured	5
	PC6. Adapt behaviour to respond effectively to different customer behaviour	5
Respond appropriately to customers	PC7. Respond promptly to a customer seeking help	5
	PC8. Choose the most appropriate way to communicate with customers	5
	PC9. Check with customers that their expectations have been fully understood	6
	PC10. Respond promptly and positively to customers' queries and comments	6
	PC11. Allow customers time to consider the response and give further explanation when appropriate	5
Communicate information to customers	PC12. Quickly find information that will help the customer	6
	PC13. Give customer information they need about the services or products offered by the organization	5
	PC14. Recognize information that customers might find complicated and check whether they fully understand	5
	PC15. explain clearly to the customers any reasons why their needs or expectations cannot be met	5
Escalations of unresolved problems as per protocol	PC16. Refer the problem to a competent person/supervisor as per protocol if it cannot be resolved by the helpdesk	5
	PC17. Obtain help or advice from supervisor/authorized person as per protocol if the problem is outside his/her area of Competence or experience	4
Provide interim feedback to customer, in case of delays	PC18. Monitor the problem and keep the customer informed about progress or any delays in resolving the problem	5
Process compliances	PC19. Comply with relevant legislation, standards, policies and procedures	6
	TOTAL POINTS	100
	Percentage for Assessment : Theory	35%
	Practical	65%
THC / N 0902	Working effectively with others	
Working with others	PC1. Communicate with other people clearly and effectively	6
	PC2. Integrate one's work with other people's work effectively	8
	PC3. Receive information and instructions accurately from the supervisor and fellow workers, getting clarification where required	5
	PC4. Pass on accurate information to authorized persons who require it and within agreed timescale and confirm its receipt	6
	PC5. Pass on essential information to other people on timely basis	6
	PC6. Consult with and assist others to maximize effectiveness and efficiency in	7

	carrying out tasks	
	PC7. Work in a way that shows respect for other people	6
	PC8. Carry out any commitments made to other people	8
	PC9. Identify any problems with team members and other people and take the initiative to solve these problems	6
	PC10. Follow the organisation's policies and procedure	6
	PC11. Display helpful behavior by assisting others in performing tasks in a positive manner	6
	PC12. Display active listening skills while interacting with others at work	6
	PC13. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	8
	PC14. Demonstrate responsible and disciplined behaviors at the workplace	8
	PC15. Escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	8
	TOTAL POINTS	100
	Percentage for Assessment : Theory	30%
	Practical	70%
THC / N 0903	Maintain a safe, hygienic and secure working environment	
Maintain personal health and hygiene	PC1. Maintain personal health and hygiene	2
	PC2. Wear clean, smart and appropriate clothing, footwear and headgear	3
	PC3. Keep hair neat and tidy and wear it in line with the organization's standards	2
	PC4. Make sure any jewellery, perfume and cosmetics are in line with the organization's standards	2
	PC5. Follow health and hygiene procedures in all the work at all times	3
Maintain safe and secure environment	PC6. Keep a look out for hazards in the workplace	4
	PC7. Identify any hazards or potential hazards and deal with these correctly	4
	PC8. Report any accidents or near accidents quickly and accurately to the proper person	3
	PC9. Follow safety procedures at the workplace	3
	PC10. Practice emergency procedures correctly	4
	PC11. Follow the organization's security procedure	4
	PC12. Use protective clothing/equipment for specific tasks & work conditions	3
	PC13. Identify job-site hazardous work and state possible causes of risk or accident in the workplace	3
	PC14. Carry out safe working practices while dealing with hazards to ensure the safety of self and others state methods of accident prevention in the work environment of the job role	3
	PC15. Inspect for faults, set up and safely use steps and ladders in general use	3
	PC16. Lift heavy objects safely using correct procedures	3
	PC17. Apply good housekeeping practices at all times	3
	PC18. Identify common hazard signs displayed in various areas	2
	PC19. Retrieve and/or point out documents that refer to safety at workplace	2
PC20. Use appropriate fire extinguishers on different types of fires correctly	3	
Fire safety	PC21. Demonstrate rescue techniques applied during fire hazard	3
	PC22. Demonstrate good housekeeping in order to prevent fire hazards	3
	PC23. Demonstrate the correct use of a fire extinguisher	3
Emergencies, rescue and first-aid procedures	PC24. Demonstrate how to free a person from electrocution, as per laid down procedure	4
	PC25. Administer appropriate first aid to victims where required eg. In case of	4

	bleeding, burns, choking, electric shock, poisoning etc.	
PC26.	Demonstrate basic techniques of bandaging	2
PC27.	Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	3
PC28.	Perform and organize loss minimization or rescue activity during an accident in real or simulated environments	3
PC29.	Administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	3
PC30.	Demonstrate the artificial respiration and the CPR Process	4
PC31.	Participate in emergency procedures	3
PC32.	Complete a written accident/incident report or dictate a report to another person, and send report to person responsible	2
PC33.	Demonstrate correct method to move injured people and others during an emergency	4
	TOTAL POINTS	100
	Percentage for Assessment : Theory	30%
	Practical	70%