



Bartender

QP Code: THC/Q0302

Version: 2.0

NSQF Level: 5

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THC/Q0302: Bartender

Brief Job Description

The individual at work welcomes the guest, takes down guest's order, prepares and serves the drink requested and assists in billing.

Personal Attributes

The job requires the individual to be well-groomed, physically fit, flexible to work for long hours, and an excellent communicator.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0306: Prepare for bartending operations](#)
2. [THC/N0307: Engage with guests and take order](#)
3. [THC/N0308: Prepare, serve beverages and settle the bill](#)
4. [THC/N9902: Ensure effective communication and service standards at workplace](#)
5. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
6. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5123.9900

Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) OR 12th Class/I.T.I (one year after class 10th and with one year of experience) OR Certificate-NSQF (level- 4 Food and Beverage Service -Associate)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	16/12/2020
Next Review Date	16/12/2025
Deactivation Date	16/12/2025
NSQC Approval Date	17/05/2021
Version	2.0

THC/N0306: Prepare for bartending operations

Description

This OS unit is about preparing the bar or lounge for serving the guests. It also includes ensuring the availability of adequate stock of beverages, food products, snacks, and other materials for smooth service.

Scope

The scope covers the following :

- Plan and prepare for work
- Check storage and manage inventory

Elements and Performance Criteria

Plan and prepare for work

To be competent, the user/individual on the job must be able to:

- PC1.** ensure the bar/ lounge is clean as per health and hygiene standards
- PC2.** switch on and check the equipment/appliances such as fridge, ACs, etc. for proper functioning and report defects to the supervisor
- PC3.** ensure all bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival
- PC4.** organize bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery
- PC5.** prepare ice cubes, crushed ice, and garnishes
- PC6.** place menus and gratis edibles at the bar counter/table
- PC7.** check for the day's special items/promotions

Check storage and manage inventory

To be competent, the user/individual on the job must be able to:

- PC8.** run an inventory check on liquor stock/garnishes/snacks/ice machines for the day's requirement
- PC9.** ensure adequate stock of alcoholic and non-alcoholic beverages
- PC10.** ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement
- PC11.** check for expiry date of food & beverages and other products and discard as per standards
- PC12.** prepare requisition and coordinate with procurement department and inform supervisor for replenishment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements as applicable in the workplace
- KU2.** food and beverage regulations as per FSSAI
- KU3.** state Excise Act regulations and guidelines on serving alcohol
- KU4.** organizational code of conduct, business etiquette and typical guest profile

- KU5.** types of alcoholic/non-alcoholic beverages in a bar/pub/lounge
- KU6.** types of fruits, vegetables, snacks and ingredients used in the bar
- KU7.** inventory management techniques at the bar
- KU8.** types of tableware, equipment, and appliances used in the bar
- KU9.** operating procedure of various bar equipment used
- KU10.** placement of bar accessories and tools
- KU11.** maintenance procedure of equipment/appliances in the bar

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** manage time effectively for prompt and improved services
- GS3.** be polite and courteous at all times
- GS4.** improve and modify own work practices
- GS5.** handle day-to-day operational problems pertaining to the work area

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and prepare for work</i>	20	20	-	10
PC1. ensure the bar/ lounge is clean as per health and hygiene standards	-	-	-	-
PC2. switch on and check the equipment/appliances such as fridge, ACs, etc. for proper functioning and report defects to the supervisor	-	-	-	-
PC3. ensure all bar accessories, equipment, glasses and tableware etc. are cleaned, sanitized and replenished before guest's arrival	-	-	-	-
PC4. organize bar accessories and tools such as shakers, pitchers, bottle openers, and cutlery	-	-	-	-
PC5. prepare ice cubes, crushed ice, and garnishes	-	-	-	-
PC6. place menus and gratis edibles at the bar counter/table	-	-	-	-
PC7. check for the day's special items/promotions	-	-	-	-
<i>Check storage and manage inventory</i>	20	20	-	10
PC8. run an inventory check on liquor stock/garnishes/snacks/ice machines for the day's requirement	-	-	-	-
PC9. ensure adequate stock of alcoholic and non-alcoholic beverages	-	-	-	-
PC10. ensure adequate stock of fruits, vegetables, eggs, snacks, etc. for day's requirement	-	-	-	-
PC11. check for expiry date of food & beverages and other products and discard as per standards	-	-	-	-
PC12. prepare requisition and coordinate with procurement department and inform supervisor for replenishment	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0306
NOS Name	Prepare for bartending operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

THC/N0307: Engage with guests and take order

Description

This OS unit is about welcoming the guest to the bar and taking orders for serving beverages.

Scope

The scope covers the following :

- Welcome the guest
- Take the beverages order
- Confirm the order with the guests

Elements and Performance Criteria

Welcome the guest

To be competent, the user/individual on the job must be able to:

- PC1.** greet and welcome the guests promptly and appropriately on arrival as per SOP of organization
- PC2.** check for any reservation and allot the table to the guest accordingly
- PC3.** escort the guests to the table
- PC4.** check the guest's age to meet the regulatory requirements for serving alcohol
- PC5.** ensure that the guests are comfortably seated
- PC6.** serve water to the guest

Take the beverages order

To be competent, the user/individual on the job must be able to:

- PC7.** present the beverage menu to the guest and explain them about the available beverages in the bar
- PC8.** establish guest's beverage requirements quickly
- PC9.** suggest the drinks and food choices based on guest's preference
- PC10.** inform guests about the available special offers in the bar
- PC11.** ask the guest for any preference
- PC12.** answer guest's queries on beverages
- PC13.** inform guests of any new arrivals or exotic beverages
- PC14.** recommend suitable pairings of food and alcohol (e.g. beer and pizza)
- PC15.** up-sell new cocktails/other beverages and high margin products to ensure profitable transactions for the organization

Confirm the order with the guests

To be competent, the user/individual on the job must be able to:

- PC16.** note the guest's beverages orders manually or using the handheld device
- PC17.** repeat and confirm the order with guest for preparation of beverages
- PC18.** provide estimated delivery time of the order to the guest

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's policy on receiving and greeting guests, promotional offers, food safety, and quality standards
- KU2.** government food and beverage regulations
- KU3.** organizational code of conduct, business etiquette and typical guest profile
- KU4.** preparation time and ingredients of the items in the menu card
- KU5.** food and beverage combinations
- KU6.** guest handling techniques
- KU7.** types of alcoholic/non-alcoholic beverages in the bar
- KU8.** types of cocktails/mocktails and its garnishes
- KU9.** cross-selling and up-selling strategies
- KU10.** latest trends in the beverage industry
- KU11.** types of tableware, equipment, and appliances used in the bar

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** record the frequently asked questions and problems of guests
- GS3.** assess bar guests' needs
- GS4.** communicate effectively with the guests
- GS5.** handle irate/dissatisfied guests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Welcome the guest</i>	10	10	-	5
PC1. greet and welcome the guests promptly and appropriately on arrival as per SOP of organization	-	-	-	-
PC2. check for any reservation and allot the table to the guest accordingly	-	-	-	-
PC3. escort the guests to the table	-	-	-	-
PC4. check the guest's age to meet the regulatory requirements for serving alcohol	-	-	-	-
PC5. ensure that the guests are comfortably seated	-	-	-	-
PC6. serve water to the guest	-	-	-	-
<i>Take the beverages order</i>	20	20	-	10
PC7. present the beverage menu to the guest and explain them about the available beverages in the bar	-	-	-	-
PC8. establish guest's beverage requirements quickly	-	-	-	-
PC9. suggest the drinks and food choices based on guest's preference	-	-	-	-
PC10. inform guests about the available special offers in the bar	-	-	-	-
PC11. ask the guest for any preference	-	-	-	-
PC12. answer guest's queries on beverages	-	-	-	-
PC13. inform guests of any new arrivals or exotic beverages	-	-	-	-
PC14. recommend suitable pairings of food and alcohol (e.g. beer and pizza)	-	-	-	-
PC15. up-sell new cocktails/other beverages and high margin products to ensure profitable transactions for the organization	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Confirm the order with the guests</i>	10	10	-	5
PC16. note the guest's beverages orders manually or using the handheld device	-	-	-	-
PC17. repeat and confirm the order with guest for preparation of beverages	-	-	-	-
PC18. provide estimated delivery time of the order to the guest	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0307
NOS Name	Engage with guests and take order
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

THC/N0308: Prepare, serve beverages and settle the bill

Description

This OS unit is about preparing and serving the beverages to the guest as per order. It also includes attending to guest's queries and closure of transactions through bill settlement.

Scope

The scope covers the following :

- Prepare beverages for the guests
- Serve the beverages to the guests
- Handle guest's queries/issues
- Prepare the bill as per order
- Perform end of day activity

Elements and Performance Criteria

Prepare beverages for the guests

To be competent, the user/individual on the job must be able to:

- PC1.** handle beverage and syrup bottles as per organizational SOP considering their shelf life and storage procedure
- PC2.** prepare drinks as per standard recipe of the bar
- PC3.** use proper glassware to suit the ordered beverage
- PC4.** ensure glassware are sparkling clean and not cracked or chipped
- PC5.** follow standard procedure for mixing, pouring and, garnishing the prepared drinks
- PC6.** measure quantity of different beverages for making cocktail/details
- PC7.** prepare the beverages of guest's choice using correct spirit/ beverage and mixes
- PC8.** apply techniques like stirring, shaking, blending, layering, or flaming etc. to make cocktails as per guest's preference
- PC9.** follow specific instructions for preparation of ordered drink
- PC10.** shake the ingredients using a cocktail shaker with ice cubes (for cocktails) as per guest preference
- PC11.** ensure there is no overpouring or spillage of beverage
- PC12.** garnish the drink to make it attractive

Serve the beverages to the guests

To be competent, the user/individual on the job must be able to:

- PC13.** handle the tray as per organizational policy (holding at chest height, above shoulder level) if serving at tables
- PC14.** hold the glass stem or base of stemmed glasses
- PC15.** use corkscrew, bottle opener, knife, etc. for opening the bottles without any damage
- PC16.** pour the beverage into the guest's glass if order is for wine/beer
- PC17.** ensure there are adequate napkins on the table
- PC18.** follow serving guidelines such as serving on the right-hand side of the guest

- PC19.** handle glasses, bottles as per procedure to avoid contamination
- PC20.** serve the beverages with ice cubes or according to guest's preference
- PC21.** ensure all ordered dish/ complimentary snacks are served along with the beverages
- PC22.** avoid interrupting guests while serving beverages

Handle guest's queries/issues

To be competent, the user/individual on the job must be able to:

- PC23.** inform the bar manager/ other operations department about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them
- PC24.** notify the front desk/manager to assist the guest in hiring cab/car to return home, if inebriated
- PC25.** refuse any drink order politely, if guest is inebriated as per organizational protocol
- PC26.** respond to all guest queries

Prepare the bill as per order

To be competent, the user/individual on the job must be able to:

- PC27.** prepare the bill as per SOP
- PC28.** verify the bill detail with the order before presenting it to guests
- PC29.** collect cash and return balance along with the invoice
- PC30.** process payment by card, get signature, and return the card after swipe transaction
- PC31.** bill to room, in case of guests staying in hotel

Perform end of day activity

To be competent, the user/individual on the job must be able to:

- PC32.** ensure the bar is cleaned before closure
- PC33.** clean up and organize the refrigerator and drinks shelves/cabinets
- PC34.** make sure equipment and machines are stripped down, cleaned and sanitized
- PC35.** ensure products are condensed and are properly stored for the next day's use
- PC36.** put away the products with rotation in mind
- PC37.** wash and store the glassware and other tools safely
- PC38.** empty and clean out the taps for the night
- PC39.** lock and close bar cabinet, refrigerator, etc.
- PC40.** turn off electric signages, lights, ACs, etc.
- PC41.** take note of the closing inventory
- PC42.** follow bar closing timings as per regulations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** regulatory requirements and guidelines for bars
- KU2.** general food and beverages service guidelines
- KU3.** organizational policies on behavioural etiquette and professionalism
- KU4.** essential tools behind the bar and their intended use
- KU5.** types of spirits, wines, and non- alcoholic beverages

- KU6.** preparation of beverages available on the menu
- KU7.** mixology for preparing cocktails and other drinks
- KU8.** classification and usage of glassware
- KU9.** pouring techniques of different beverages to the appropriate glass as per procedure
- KU10.** bartending terminology
- KU11.** escalation procedure to handle unruly or inebriated guests
- KU12.** ways to enhance guest experience
- KU13.** complaint handling policy and procedures
- KU14.** computerized billing procedure
- KU15.** taxes applicable for alcoholic beverages
- KU16.** digital payment methods
- KU17.** daily cash management process
- KU18.** procedure for storing the bar glasses, equipment and appliances,

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read journals and other sources to get the latest information about beverage trends
- GS2.** interact with coworkers to work efficiently
- GS3.** communicate effectively with the guests
- GS4.** analyze preferences of the guests
- GS5.** manage time efficiently to handle guest orders
- GS6.** spot and report potential guest problems to manager
- GS7.** address all complaints and handle dissatisfied guests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare beverages for the guests</i>	10	10	-	5
PC1. handle beverage and syrup bottles as per organizational SOP considering their shelf life and storage procedure	-	-	-	-
PC2. prepare drinks as per standard recipe of the bar	-	-	-	-
PC3. use proper glassware to suit the ordered beverage	-	-	-	-
PC4. ensure glassware are sparkling clean and not cracked or chipped	-	-	-	-
PC5. follow standard procedure for mixing, pouring and, garnishing the prepared drinks	-	-	-	-
PC6. measure quantity of different beverages for making cocktail/details	-	-	-	-
PC7. prepare the beverages of guest's choice using correct spirit/ beverage and mixes	-	-	-	-
PC8. apply techniques like stirring, shaking, blending, layering, or flaming etc. to make cocktails as per guest's preference	-	-	-	-
PC9. follow specific instructions for preparation of ordered drink	-	-	-	-
PC10. shake the ingredients using a cocktail shaker with ice cubes (for cocktails) as per guest preference	-	-	-	-
PC11. ensure there is no overpouring or spillage of beverage	-	-	-	-
PC12. garnish the drink to make it attractive	-	-	-	-
<i>Serve the beverages to the guests</i>	10	10	-	5
PC13. handle the tray as per organizational policy (holding at chest height, above shoulder level) if serving at tables	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. hold the glass stem or base of stemmed glasses	-	-	-	-
PC15. use corkscrew, bottle opener, knife, etc. for opening the bottles without any damage	-	-	-	-
PC16. pour the beverage into the guest's glass if order is for wine/beer	-	-	-	-
PC17. ensure there are adequate napkins on the table	-	-	-	-
PC18. follow serving guidelines such as serving on the right-hand side of the guest	-	-	-	-
PC19. handle glasses, bottles as per procedure to avoid contamination	-	-	-	-
PC20. serve the beverages with ice cubes or according to guest's preference	-	-	-	-
PC21. ensure all ordered dish/ complimentary snacks are served along with the beverages	-	-	-	-
PC22. avoid interrupting guests while serving beverages	-	-	-	-
<i>Handle guest's queries/issues</i>	5	5	-	5
PC23. inform the bar manager/ other operations department about any issues like brawls, rowdy behaviour, of the guest etc. and resolve them	-	-	-	-
PC24. notify the front desk/manager to assist the guest in hiring cab/car to return home, if inebriated	-	-	-	-
PC25. refuse any drink order politely, if guest is inebriated as per organizational protocol	-	-	-	-
PC26. respond to all guest queries	-	-	-	-
<i>Prepare the bill as per order</i>	5	5	-	-
PC27. prepare the bill as per SOP	-	-	-	-
PC28. verify the bill detail with the order before presenting it to guests	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. collect cash and return balance along with the invoice	-	-	-	-
PC30. process payment by card, get signature, and return the card after swipe transaction	-	-	-	-
PC31. bill to room, in case of guests staying in hotel	-	-	-	-
<i>Perform end of day activity</i>	10	10	-	5
PC32. ensure the bar is cleaned before closure	-	-	-	-
PC33. clean up and organize the refrigerator and drinks shelves/cabinets	-	-	-	-
PC34. make sure equipment and machines are stripped down, cleaned and sanitized	-	-	-	-
PC35. ensure products are condensed and are properly stored for the next day's use	-	-	-	-
PC36. put away the products with rotation in mind	-	-	-	-
PC37. wash and store the glassware and other tools safely	-	-	-	-
PC38. empty and clean out the taps for the night	-	-	-	-
PC39. lock and close bar cabinet, refrigerator, etc.	-	-	-	-
PC40. turn off electric signages, lights, ACs, etc.	-	-	-	-
PC41. take note of the closing inventory	-	-	-	-
PC42. follow bar closing timings as per regulations	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0308
NOS Name	Prepare, serve beverages and settle the bill
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability
- PC18.** make sure gender and age sensitive service practices are followed at all times

- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR
- KU6.** procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and follow IPR and related information documents
- GS2.** manage communication regarding IPR infringement, prevention, and management
- GS3.** identify measures that can prevent potential infringements within the team
- GS4.** evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements
- GS5.** analyse the impact of IPR infringement on the guests and the organization

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC15.** segregate waste into different coloured dustbins

- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
PC12. make sure first aid procedures are followed appropriately	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0306.Prepare for bartending operations	20	30	-	20	70	20
THC/N0307.Engage with guests and take order	40	40	0	20	100	20
THC/N0308.Prepare, serve beverages and settle the bill	40	40	0	20	100	20
THC/N9902.Ensure effective communication and service standards at workplace	40	40	0	20	100	20
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	0	5	20	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	0	15	80	15
Total	180	190	-	100	470	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard Analysis and Critical Control Points
SOP	Standard Operating Procedure
IPR	Intellectual Property Rights

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.