



Restaurant Captain

QP Code: THC/Q0306

Version: 1.0

NSQF Level: 5

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg,
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THC/Q0306: Restaurant Captain

Brief Job Description

The individual at work supervises food and beverage services, maintains the related inventory and ensures cleanliness in the food and beverage service area to provide an excellent dining experience to guests.

Personal Attributes

The job requires the individual to be well-groomed, physically fit, and customer-centric with excellent communication, observational, and team management skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0324: Manage operation of food and beverage service area](#)
2. [THC/N9902: Ensure effective communication and service standards at workplace](#)
3. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
4. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food and Beverage Service
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0600

Minimum Educational Qualification & Experience	<p>12th Class/I.T.I. (two years after class 10th) with 2 Years of experience as a Food & Beverage Service -Associate</p> <p>OR</p> <p>12th Class/I.T.I. (one year after class 10th with one of experience) with 2 Years of experience as a Food & Beverage Service -Associate</p> <p>OR</p> <p>Certificate-NSQF (Level- 4 Food and Beverage Service -Associate) with 1 Year of experiences as a Food & Beverage Service -Associate</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	21 Years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	1.0

THC/N0324: Manage operation of food and beverage service area

Description

This OS unit is about supervising the food and beverage services, maintaining the inventory, and ensuring cleanliness in the food and beverage service area to enhance the guest service experience.

Scope

The scope covers the following :

- Supervise food and beverage services
- Maintain food and beverage inventory
- Ensure effective guest service

Elements and Performance Criteria

Supervise food and beverage services

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

- PC1.** monitor the cleaning schedule
- PC2.** monitor hygiene, inside the restaurant, and back area
- PC3.** supervise the preparation of the area for food and beverage service
- PC4.** inspect all F & B equipment for proper functioning
- PC5.** check dining room to ensure that dining furniture, table coverings, and table items are clean, undamaged, and ready for use
- PC6.** check that condiments and the appropriate accompaniments are filled, clean, and ready for guests' use
- PC7.** ensure sufficient supply of service items like paper napkins, tooth pick, etc.
- PC8.** inspect the cleanliness and presentation of all china, glass and silver wares prior to use
- PC9.** make sure that the F&B service area's ambience meets the guest's needs and expectations
- PC10.** ensure the service area is clean and ready for the continuing service throughout the shift
- PC11.** ensure maintenance of the food and beverage service log on a daily basis
- PC12.** ensure mis-en-place and mis-en-scene
- PC13.** ensure minimum breakage, spoilage & wastage

Maintain food and beverage inventory

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

- PC14.** check current stock of various items available in the department
- PC15.** estimate the requirements of supplies for customer service
- PC16.** keep track for the quantities of cutlery, crockery, and glassware, etc., used on a day-to-day basis
- PC17.** prepare requisition sheet to obtain appropriate amounts of food and beverage service items from the store
- PC18.** coordinate with Food Outlet Manager/Storekeeper for deliveries of materials
- PC19.** ensure proper storage of the received materials

- PC20.** manage levels and usage of stock
- PC21.** conduct monthly inventory checks of all operating equipment and supplies
- PC22.** maintain inventory records as per organizational standards

Ensure effective guest service

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

- PC23.** brief the staff before the operation
- PC24.** make sure the guests are greeted and attended as per the standards
- PC25.** ensure that the F&B team delivers effective guest service at all times
- PC26.** coordinate with kitchen for quick food and beverage delivery operation
- PC27.** liaise effectively with kitchen management to ensure an efficient flow of the service between the teams
- PC28.** monitor the quality of food and beverage service through regular observation
- PC29.** ensure food and beverage service meets the guests' needs at all times
- PC30.** check with guests to ensure satisfaction with each food course and beverages
- PC31.** identify and resolve problems with food and beverage service, if any
- PC32.** collect and record feedback on the effectiveness of guest service
- PC33.** analyze and interpret feedback and share findings on the effectiveness of guest service with the manager
- PC34.** identify and share opportunities for further improvement with the manager

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislative and regulatory requirements relating to food and beverage service
- KU2.** standard industry practices which help to ensure smooth running of service
- KU3.** organizational guest service policy
- KU4.** organisational quality standards for all food and beverage menu items
- KU5.** cost control methods
- KU6.** methods to assess the stock like a physical check, checking records, etc.
- KU7.** stock control methods
- KU8.** par levels for different food and other items
- KU9.** impact of ambient factors (sound, music, light, heating, etc.) on the guest experience
- KU10.** maintenance schedules for equipment used in F&B service
- KU11.** inspection procedures for various areas and equipment related to F&B services
- KU12.** safe and hygienic working practices for preparing dining areas for service
- KU13.** dining area and furniture layouts
- KU14.** menus, drinks list, and other promotional materials
- KU15.** guest complaint handling procedure
- KU16.** types of guest profiles and their requirements
- KU17.** ways to get quality guest feedback
- KU18.** techniques to analyze and interpret feedback

KU19. methods to monitor service performance

Generic Skills (GS)

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

- GS1.** communicate effectively and cordially with guests, team members, and Food Outlet Manager/Storekeeper
- GS2.** prepare inventory record and other relevant documents for the F&B service department
- GS3.** manage time for undertaking multiple activities simultaneously
- GS4.** take decisions in a time-bound manner
- GS5.** solve problems arising among internal staff and with guests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise food and beverage services</i>	15	15	-	10
PC1. monitor the cleaning schedule	-	-	-	-
PC2. monitor hygiene, inside the restaurant, and back area	-	-	-	-
PC3. supervise the preparation of the area for food and beverage service	-	-	-	-
PC4. inspect all F & B equipment for proper functioning	-	-	-	-
PC5. check dining room to ensure that dining furniture, table coverings, and table items are clean, undamaged, and ready for use	-	-	-	-
PC6. check that condiments and the appropriate accompaniments are filled, clean, and ready for guests' use	-	-	-	-
PC7. ensure sufficient supply of service items like paper napkins, tooth pick, etc.	-	-	-	-
PC8. inspect the cleanliness and presentation of all china, glass and silver wares prior to use	-	-	-	-
PC9. make sure that the F&B service area's ambience meets the guest's needs and expectations	-	-	-	-
PC10. ensure the service area is clean and ready for the continuing service throughout the shift	-	-	-	-
PC11. ensure maintenance of the food and beverage service log on a daily basis	-	-	-	-
PC12. ensure mis-en-place and mis-en-scene	-	-	-	-
PC13. ensure minimum breakage spoilage & wastage	-	-	-	-
<i>Maintain food and beverage inventory</i>	10	15	-	5
PC14. check current stock of various items available in the department	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. estimate the requirements of supplies for customer service	-	-	-	-
PC16. keep track for the quantities of cutlery, crockery, and glassware, etc., used on a day-to-day basis	-	-	-	-
PC17. prepare requisition sheet to obtain appropriate amounts of food and beverage service items from the store	-	-	-	-
PC18. check the deliveries of materials from Food Outlet Manager/Storekeeper	-	-	-	-
PC19. ensure proper storage of the received materials	-	-	-	-
PC20. manage levels and usage of stock	-	-	-	-
PC21. conduct monthly inventory checks of all operating equipment and supplies	-	-	-	-
PC22. maintain inventory records as per organizational standards	-	-	-	-
<i>Ensure effective guest service</i>	10	15	-	5
PC23. brief the staff before the operation	-	-	-	-
PC24. make sure the guests are greeted and attended as per the standards	-	-	-	-
PC25. ensure that the F&B team delivers effective guest service at all times	-	-	-	-
PC26. coordinate with kitchen for quick food and beverage delivery operation	-	-	-	-
PC27. liaise effectively with kitchen management to ensure an efficient flow of the service between the teams	-	-	-	-
PC28. monitor the quality of food and beverage service through regular observation	-	-	-	-
PC29. ensure food and beverage service meets the guests' needs at all times	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. check with guests to ensure satisfaction with each food course and beverages	-	-	-	-
PC31. identify and resolve problems with food and beverage service, if any	-	-	-	-
PC32. collect and record feedback on the effectiveness of guest service	-	-	-	-
PC33. analyze and interpret feedback and share findings on the effectiveness of guest service with the manager	-	-	-	-
PC34. identify and share opportunities for further improvement with the manager	-	-	-	-
NOS Total	35	45	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0324
NOS Name	Manage operation of food and beverage service area
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food and Beverage Service
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

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	27/05/2021
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

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	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

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	27/05/2021
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

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.)

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0324.Manage operation of food and beverage service area	35	45	0	20	100	35
THC/N9902.Ensure effective communication and service standards at workplace	40	40	0	20	100	35
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	0	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	0	15	80	20
Total	115	125	0	60	300	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
F&B	Food & Beverage
SOP	Standard Operating Procedure
PwD	Persons with Disability
IPR	Intellectual Property Rights
PPE	Personal Protective Equipment

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.