



Facilitator Guide



Sector
Tourism and Hospitality

Sub-Sector
Restaurant

Occupation
Customer Service

Reference ID: THC/Q2903, Version-3.0
NSQF Level: 4

Counter Sales Executive
(Tourism and Hospitality)



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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”

Acknowledgments

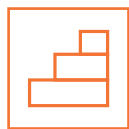
Tourism & Hospitality Skill Council would like to express its gratitude to all the individuals and institutions who contributed in different ways towards the preparation of this “Facilitator Guide”. Without their contribution it could not have been completed. Special thanks are extended to those who collaborated in the preparation of its different modules. Sincere appreciation is also extended to all who provided peer review for these modules. The preparation of this manual would not have been possible without the Tourism and Hospitality Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry. This facilitator guide is dedicated to the aspiring trainers who desire to achieve special skills which will be a lifelong asset for their future endeavors.

About this Guide

This Counter Sales Executive FG is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s. Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

The individual at work receives guests, answers their queries, takes down their orders, handle online food and beverage orders, transfers orders to the kitchen, instructs the kitchen staff, serves guests, ensures timely delivery of the order to the customer and maintains the QSR as per organizational policy. The job requires the individual to be mentally alert, energetic, target-oriented, and have excellent communication skills. The individual should have a pleasing personality and the ability to work calmly for long hours.

Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



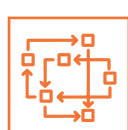
Summary



Role Play



Example



Methodology

Table of Contents

S.No	Modules and Units	Page No
1.	Introduction to Customer Service and Counter Sales Executive (Bridge Module)	1
	Unit 1.1 - Introduction of food and beverage	5
	Unit 1.2 - Counter sales duties & responsibilities	8
	Unit 1.3 - Types & menus served	10
2.	Set up & Maintain Sales Counter and Assist Guests (THC/N2911)	16
	Unit 2.1 - Organize the Sales Counter for Daily Activities	18
	Unit: 2.2 - Provide Assistance with Guest's Order	21
3.	Process Guest's Order and Serve the Guest (THC/N2908)	28
	Unit.3.1 - Carry-out the Activities to Process Guest's Orders	30
	Unit 3.2 - Serve the Guests	33
4.	Take Customer's Orders for Home Delivery (THC/N2901)	41
	Unit 4.1: Receive Customer Calls and Take Orders	43
	Unit 4.2: Handle Online Orders and Communicate to Kitchen Staff	46
	Unit 4.3: Facilitate Standard Delivery of the Order	49
5.	Manage Administrative Work (THC/N2913)	56
	Unit 5.1 Perform Administrative Work	58
6.	Maintain Effective Communication and Service Standard (THC/N9901)	65
	Unit 6.1 - Communicate effectively with guests, colleagues, and superiors	67
	Unit 6.2 - Ways to show sensitisation towards different age groups,gender and persons with disabilities	70
7.	Organisational Confidentiality and Guest's Privacy (THC/N9903)	79
	Unit 7.1 – Maintain the confidentiality of the organisation	81
	Unit 7.2 – Maintain the privacy of guest information	84
8.	Basic Health and Safety Standard (THC/N9906)	91
	Unit 8.1 - Maintain health, hygiene, and safety practices at the workplace	93
	Unit 8.2 - Apply precautionary health measures	97
	Unit 8.3 - Employ effective waste management	104
9.	DGT/VSQ/N0101: Employability Skills (60 Hours)	110
	https://eskillindia.org/NewEmployability	
		
10.	Annexure	114
	Annexure - I	126
	Annexure - II	134



Guidelines for the Trainer

As a Trainer, follow the below guidelines:

- Understand your job thoroughly
 - Reach the venue 15 minutes before the training session.
 - Please ensure you have all the necessary training tools and materials for the training session (learning cards, sketch pens, raw materials, etc.).
 - Check the condition of your training equipment, such as a laptop, projector and, camera, relevant tools (depending on the training site).

Before starting any training program, the trainer should concentrate on the below crucial pointers,

- Use best practices and methods of training.
- Create awareness of the quality of work done.
- Explain how to minimise waste.
- Ensure that the participants practice safety measures and use proper PPE.
- Make sure the participant adopts the basic ergonomic principles.
- Create awareness of housekeeping at regular intervals.
- Explain the influence of productivity as a whole.
- Make the class as interactive as possible by adopting activity-based or scenario-based training methodology.

Understand your participants

You will conduct the training program for a certain period as a trainer. To improve the program's effectiveness, you should understand the mindset of the participants and create a good rapport with them. Maintaining a good working relationship with the participants is always essential to achieve better results from the training program.

Adopt the basic etiquette during training

- Greet the participant and introduce yourself.
- Use a gentle pace of voice/ tone while speaking with the participant.
- Explain the need and use of the training program.
- Ask the participants to introduce themselves to the group and help them with communication difficulties.
- Clarify their doubts patiently, and do not get irritated if a participant asks the same question repeatedly.
- Understand the level of participants and train them accordingly.
- Watch the participants at work, and note some pointers of performance.
- Give some hints and easy thumb rules which can be easily understood and remembered.
- Always use the three golden words, "Please", "Thank You", and "Sorry".
- Be positive and professional while giving participants feedback; do not criticize or make fun of their performance.
- Identify the faulty practices of the participants and rectify them as soon as possible.
- Always be a good mentor and observer.
- Do not forget to introduce the topic to be covered in the next class.
- Do not forget to recapitulate the topic covered in the last class.

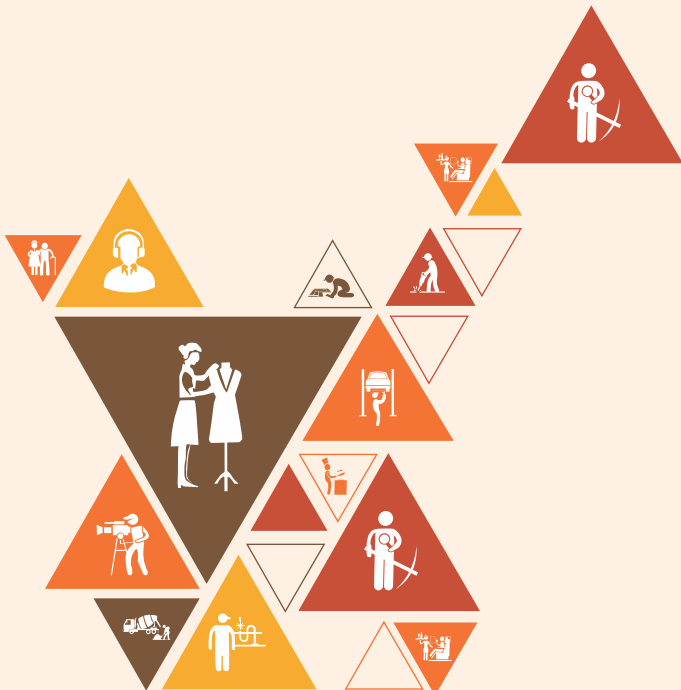


1. Introduction to Customer Service and Counter Sales Executive

Unit 1.1 - An Overview of Skill India Mission

Unit 1.2 - Counter sales duties & responsibilities

Unit 1.3 - Types & menus served



(Bridge Module)

Key Learning Outcomes



At the end of this module, the participant will be able to

1. Discuss the objectives and benefits of the Skill India Mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate on the hierarchy of small, medium, and large Restaurants
4. Discuss the roles and responsibilities of a Counter Sales Executive
5. Describe the attributes required for a Counter Sales Executive
6. Elaborate on the scope for the Counter Sales Executive in the Tourism and Hospitality Industry

Icebreaker

Say

- My name is _____, and I will be the trainer for this session.
- Thank you all for your participation.
- Please take your respective seats.

Notes for Facilitation

- Add more details when introducing yourself, such as experience, native place, learning, likings, etc.

Resources to be used

- Use of any prop example flower, water bottle, or pencil (optional)

Activity

- All participants were standing in a semi-circle.
- Ask the participant to introduce themselves one by one with actions.
- Participants may use any prop possible for their actions while announcing names.
- While the participant announces the name, the others will try to memorize the name and action.
- Then all participant with the trainer repeats the participant's name and copy the action too.
- Once all participants are done. The trainer shall call any random participant to name the other, with the actions done by the fellow participant.
- Encourage participants to provide general information about themselves and briefly introduce them.

Notes for Facilitation

- Optionally, start the above activity by demonstrating with the example. Hello, I am Amber with raised or waving hands or any action (as an action sign).
- Encourage shy students to act along by introducing themselves.

UNIT 1.1: Introduction of Food and Beverage

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the objective and benefits of the skill India mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate on the hierarchy of small, medium, and large Restaurants

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

Do

- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas, etc
- Capture their responses on board and share them wherever necessary

Say

- The Skill India Mission is an initiative the government started in 2015.
- It functions as an overarching scheme, beneath which many more specific skilling schemes are active.
- The primary intention behind introducing this program is to equip the country's young people with valuable skill sets that will increase their chances of finding employment in various fields across the economy

Notes for Facilitation

- Tell the student about the main objectives of Skill India
- Tell them about the skill India mission

Explain



- Benefits & Objectives of Skill India
- What are Food and Beverage Services
- The cycle of Food and Beverage Services
- Importance of Food and Beverage
- Attitudes and Competencies of F&B Employees
- Tourism & Hospitality Industry and its Subsectors
- Hierarchy of F&B Service at a Large Restaurant

Elaborate



- Elucidate the Benefits & Objectives of Skill India with the help of(Fig: 1.1.1 On-Premises service), given in the Participant Handbook.
- Describe the What are Food and Beverage Services with the help of(Fig: 1.1.2 Off Premises service), given in the Participant Handbook.
- Elucidate the Cycle of Food and Beverage Services with the help of(Fig: 1.1.3 Catering), given in the Participant Handbook.
- Illustrate the Importance of Food and Beverage with the help of(Fig: 1.1.4 Example of Quick Service), given in the Participant Handbook.
- Describe the Attitudes and Competencies of F&B Employees with the help of(Restaurants), given in the Participant Handbook.
- Clarify the Tourism & Hospitality Industry and its Subsectors with the help of(Fig: 1.1.5 Example of Full-Service), given in the Participant Handbook.
- Illustrate the Food & Beverages with the help of(Fig: 1.1.6 Food and Beverage Services – Cycle), given in the Participant Handbook.
- Illustrate the Food & Beverages with the help of(Fig: 1.1.7 Food & Beverages), given in the Participant Handbook.
- Define the Hierarchy of F&B service at a large restaurant with the help of(Fig 1.1.8 Hierarchy of F&B service at a large restaurant), given in the Participant Handbook.
- Illustrate the Organizational Chart with the help of(Fig 1.1.9 Organizational Chart – Restaurant Team), given in the Participant Handbook.
- Elucidate the Food & Beverage division with the help of(Fig 1.1.10 Food & Beverage division), given in the Participant Handbook.
- Illustrate the Food & Beverage division with the help of(Fig 1.1.11 Food & Beverage division), given in the Participant Handbook.

Ask



- What is Skill India's Mission?
- What are the main Skill India objectives?

Activity

Play the video of any skilled program from the internet and let students watch the video. Ask them to point down two observations from the video.

Brief them on the topics given in the participant handbook.

- Skill India Mission
- The main Skill India objectives
- Features of the Skill India Mission
- Sub-schemes that are part of the Skill India Mission
- The list of Skill India sources
- Explain The Skill India Mission and its features Sub-schemes that are part of the Skill India Mission
- The observation that is part of the video

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Summarize

- Summarize the session.
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 1.2: Counter Sales Duties & Responsibilities

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the roles and responsibilities of a Counter Sales Executive
2. Describe the attributes required for a Counter Sales Executive
3. Elaborate on the scope for the Counter Sales Executive in the Tourism and Hospitality Industry

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector, and Laptop
- Charts / PPE, if required

Say

- In counter-sales restaurants, executives are expected to carry out certain duties and responsibilities.
- They require a variety of skills and knowledge in order to operate effectively and efficiently for the smooth operation of counter sales restaurants.

Explain

- Duties & Responsibilities
- Characteristics Needed
- Scope

Elaborate

- What is the type of employment
- Recognizing the needs and demands of the customer.
- Processing the payment

Ask

- What are the roles and responsibilities of a Counter Sales Executive?
- What is Salaried/ Permanent employment?

Unit 1.3: Types & Menus Served

Unit Objectives

At the end of this module, the candidate will be able to:

1. Explain different types of Counter Sales Establishments
2. Elaborate on different kinds of menus served in Counter Sales Restaurants

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector, and Laptop
- Charts / PPE, if required

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas, etc.
- Capture their responses on board and share them wherever necessary

Say

- To increase tourism in India, the Hindi proverb "Atithi Devo Bhavah" (which translates as "guests are equal to God") was first used.
- Since then, it has become a significant part of Indian culture and daily life for all people and communities.
- Hotels in India allegedly offer the best customer service, which tries to give tourists and visitors a greater sense of welcome.

Explain

- Counter Sales Establishments in a variety of forms
- Menu Options Offered at Counter-Service Restaurants

Elaborate

- Counter in various types of establishments
- The different types of menu

Ask

- How many types of menu options do you know about?
- What do you understand by Counter Sales Establishments? State some examples

Activity

- Divide the class into groups of 5. Distribute Blank sheets to the students in each group of one type of menu
- Ask the students to design a menu of the type they have been given

Practical

- Ask the candidates to prepare a group of 5 student
- Ask about the types of menu

Summarize

- Summarize the Types of menus served
- Various Outlets of counter sales

Notes

Exercise



- Question 1.** What was the year when skill India was launched?
- (A). 2014
 - (B). 2015**
 - (C). 2016
 - (D). 2017
- Question 2.** Menu planning is done by
- (A). Captain
 - (B). Restaurant manager**
 - (C). F&B manager
 - (D). General Manager
- Question 3.** Part of promoting the superior value of services compared to the competitors
- (A). Communication
 - (B). Influence and persuasion**
 - (C). Negotiation
 - (D). Prioritizing and goal setting
- Question 4.** Stores like department stores are?
- (A). Wholesaling
 - (B). Retailing**
 - (C). Franchising
 - (D). Buying organizations
- Question 5.** When should pre-dinner drink glasses be removed throughout the food service process?
- (A). After having eaten the bread**
 - (B). Just before serving the main course
 - (C). Following the purchase of wine for the table
 - (D). Once the beverage is finished
- Question 6.** Performance standards are established for each store employee, and they all agree to targets.
- (A). Daily
 - (B). Weekly**
 - (C). Monthly
 - (D). Yearly
- Question 7.** On which side of the guest is the menu displayed?
- (A). Right Side
 - (B). On face
 - (C). In front
 - (D). Left side**

Question 8. What eateries are typically referred to as coffee shops or hotel cafes?

- (A). Fine Dining Restaurants
- (B). Specialty Restaurants
- (C). All Day Dining Restaurants
- (D). None of these**

Question 9. Because of the complexity and individualism of travellers and the activities they choose to engage in, tourism is a phenomenon that lacks a generally agreed description. Does the above definition qualify which of the following?

- (A). International travel**
- (B). Health and Wellness Tourism
- (C). Dark tourism
- (D). Business tourism

Question 10. A menu that changes daily is known as which of the following?

- (A). Static menu
- (B). A La Carte
- (C). Du Jour**
- (D). Cycle Menu

Notes



Scan the QR codes to watch the related videos



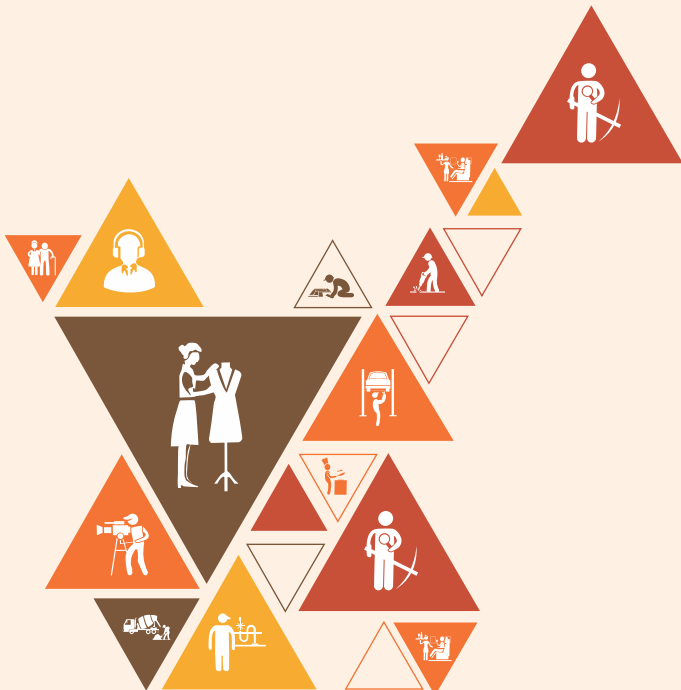
[Role of Government in Skill development](#)



2. Set up & Maintain the Sales Counter and Assist Guests

Unit 2.1 - Organize the Sales Counter for Daily Activities

Unit: 2.2 - Provide Assistance with Guest's Order



(THC/N2911)

Key Learning Outcomes



At the end of this module, the Candidate will be able to:

1. Explain the importance of organizing the sales counter and maintaining its cleanliness and hygiene
2. Elaborate on various tools, equipment, food items, and other supplies required at the workstation
3. Demonstrate how to arrange and operate various tools and equipment in the counter and workstation
4. Elaborate counter sales inventory management procedures
5. Explain FSSAI and HACCP standard protocols related to Food Production, Food safety, and quality standards
6. Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal, and proper labelling.
7. Discuss the importance of communication etiquette and body language while assisting guests with their orders
8. Explain the procedure for handling guest's order
9. Employ appropriate techniques to check the quality of food
10. Describe the factors that affect the shelf-life of foods available in the QSR and the precautionary measures to ensure food quality
11. Discuss different types of sauces, accompaniments, and tableware used in the restaurant

Unit 2.1 Prepare the Table for Service

Unit Objective



At the end of this unit, the participant will be able to -

1. Explain the importance of organizing the sales counter and maintaining its cleanliness and hygiene
2. Elaborate on various tools, equipment, food items, and other supplies required at the workstation
3. Demonstrate how to arrange and operate various tools and equipment in the counter and workstation
4. Explain the procedure to set up the sales counter
5. Apply appropriate techniques to maintain the cleanliness and hygiene of the sales counter
6. Describe effective ways to display food and beverage items at the sales counter and elaborate counter sales inventory management procedures
7. Elaborate counter sales inventory management procedures
8. Explain FSSAI and HACCP standard protocols related to Food Production, Food safety, and quality standards
9. Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal, and proper labelling

Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do



- Start the class with a pictorial quiz with the help of PPT and a projector
- Show the various equipment's uses for food services

Say



- Every F&B service has a huge obligation to give its customers clean meals and drinks.
- The main functions of counter sales include:
 - Identification of the sales taker (worker)
 - Log in on a register.
 - Sign out from a register
 - End worker session
 - Clean up worker log
 - Change the current user store
 - Store and register overview

Explain



- Significance of keeping the sales counter organised
- And clean & hygienic
- Different supplies are needed at the workstation,
- Including meals, equipment, and tools
- Different tools and equipment on the counter and
- The workstation.
- Set up the sales counter
- Proper methods to keep the sales counter clean and
- Hygienic
- Counter displays for food and drink
- Inventory management methods
- Associated with food production, food safety, and
- Quality requirements

Elaborate



- Elucidate the Significance of Keeping the Sales Counter Organised with the help of(Fig 2.1.1 Counter Clean and Hygienic), given in the Participant Handbook.
- Describe the Clean & Hygienic with the help of(Table 2.1.1 Food service equipment), given in the Participant Handbook.
- Elucidate the Different Supplies Needed at the Workstation with the help of(Table 2.1.2, The operation and maintenance of various tools), given in the Participant Handbook.
- Illustrate the Including Meals, Equipment, and Tools with the help of(Fig 2.1.2 Food and beverage display), given in the Participant Handbook.
- Describe the Different Tools and Equipment on the Counter with the help of(Fig 2.1.3 HACCP), given in the Participant Handbook.
- Clarify the Workstation with the help of(Fig:2.1.9 Key Elements of Food Label), given in the Participant Handbook.

Ask

- What is the importance of organizing the sales counter and maintaining its cleanliness and hygiene?
- What tools, equipment, food items, and other supplies are required at the workstation?
- How to arrange and operate various tools and equipment on the counter and workstation?
- What is the procedure for setting up the sales counter?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Ask candidates to make a group and give a show counter set-up

Summarize

- Summarize “prepare the table for service.”
- Prepare a list of participants’ doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 2.2 Provide Assistance with Guest's Order

Unit Objective

At the end of this module, the participant will be able to

1. Discuss the importance of communication etiquette and body language while assisting guests with their orders
2. Explain the procedure for handling a guest's order
3. Employ appropriate techniques to check the quality of food
4. Describe the factors that affect the shelf-life of foods available in the QSR and the precautionary measures to ensure food quality
5. Discuss different types of sauces, accompaniments, and tableware used in the restaurants
6. Describe the process of handling online orders

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Say

- A careful approach to how you notify clients and solicit their input will provide better outcomes than a flashy new logo or a coupon for a 20% discount. However, when speaking to a consumer, the foundation of providing first-rate customer service is treating people fairly.
 - Visualize a spectrum of tones
 - Speak in an upbeat manner
 - Be succinct yet not abrupt
 - Provide a prompt response
 - Consistently utilize your client's name
 - Walk the talk
 - Use humour with caution
 - Establish a support style manual
 - Clarity, clarity, and more clarity

Explain



- Introduction
- Significance of Good Body Language and Communication
- Method for Handling a Guest's Order
- Methods to Evaluate the Food's Quality
- Food Shelf-Life
- Tableware, Accompaniments, and Sauces Used in Restaurants Vary Widely
- The Procedure for Processing Internet Orders

Elaborate



- Elucidate the Introduction with the help of(Fig:2.2.1 Verbal communication skill), given in the Participant Handbook.
- Describe the Significance of Good Body Language with the help of(Fig:2.2.3 Managing the queue), given in the Participant Handbook.
- Elucidate the Communication with the help of(Fig:2.2.4 Quick Service Restaurant (QSR)), given in the Participant Handbook.
- Illustrate the Method for Handling a Guest's Order with the help of(Fig:2.2.5 Safety precau_ons), given in the Participant Handbook.
- Describe the Methods to Evaluate the Food's Quality with the help of(Fig 2.2.6 Tableware), given in the Participant Handbook.
- Clarify the Food Shelf-Life with the help of(Fig 2.2.6 Accompaniments), given in the Participant Handbook.
- Clarify the Tableware, Accompaniments, and Sauces Used with the help of(Table 2.2.1 Accompaniment menu), given in the Participant Handbook.
- Illustrate the Restaurants Vary Widely with the help of(Fig:2.2.5 Types of sauces), given in the Participant Handbook.
- Illustrate The endure for Processing Internet Orders with the help of(Fig:2.2.7 Food order and delivery system), given in the Participant Handbook.

Ask



- What is verbal communication?
- What do you understand by Provide Assistance with a Guest's Order?
- Do you know about the process of internet orders?

Exercise



- Question 1.** Mayonnaise is a type of which of the following?
- (A). Sauce
 - (B). Garnish
 - (C). Spice
 - (D). Condiment**
- Question 2.** Dressing goes with which of the following items
- (A). Pickles
 - (B). Bread
 - (C). Gravies
 - (D). Wedges and chips**
- Question 3.** Which of the following is not a benefit of HACCP (Hazard Analysis Critical Control Point)?
- (A). Boost consumer and customer trust
 - (B). Reduce or shrink market access
 - (C). Boost production process management
 - (D). Reduce expenses by cutting back on product waste and reworking**
- Question 4.** The Food Safety and Standards Act was enforced in which of the following years?
- (A). 2006**
 - (B). 2007
 - (C). 2008
 - (D). 2009
- Question 5.** This technique collects comparable items to keep track of expiration dates and locate faulty products. Identify the technique from the given options.
- (A). ABC Analysis
 - (B). Batch tracking**
 - (C). Bulk Shipments
 - (D). Cross-Docking
- Question 6.** Why display counters are important
- (A). Attract customers and Influence them to purchase more
 - (B). Keeping the food fresh
 - (C). Giving a sense of hygiene
 - (D). All of the above**

Question 7. Which of the following is also known as a B&B plate?

(A). Quarter Plate

(B). Relish Plate

(C). Half Plate

(D). Dinner Plate

Question 8. Which of the following defines low cholesterol?

(A). 2 grams or less of saturated fat and 20 mg or less of cholesterol per serving

(B). 3 grams or less of saturated fat and 30 mg or less of cholesterol per serving

(C). 4 grams or less of saturated fat and 40 mg or less of cholesterol per serving

(D). 5 grams or less of saturated fat and 50 mg or less of cholesterol per serving

Question 9. Which of the following defines low sodium?

(A). Serving has no more than 140 mg of sodium

(B). Serving has no more than 160 mg of sodium

(C). Serving has no more than 180 mg of sodium

(D). Serving has no more than 200 mg of sodium

Question 10. Always acknowledge the approaching customer. This makes the customer feel important and assures them they have been _____ and will be served.

(A). noticed

(B). identified

(C). familiarised

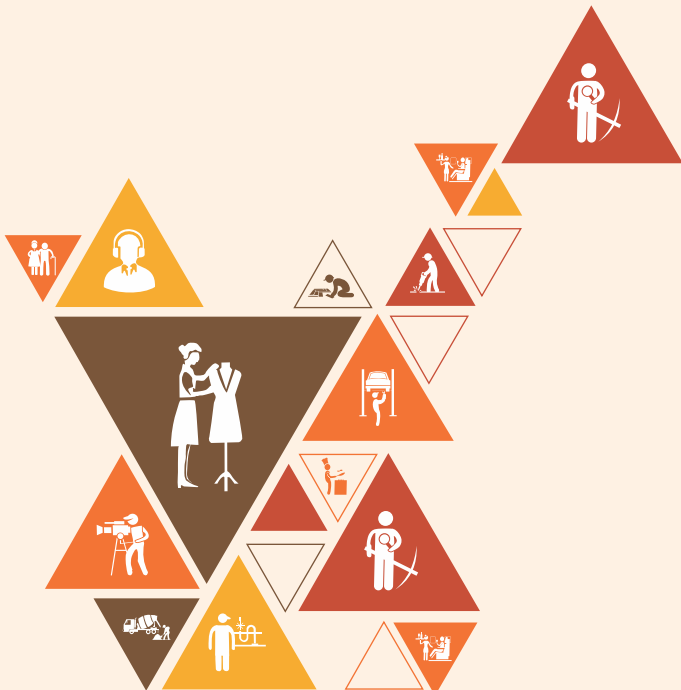
(D). acknowledged



3. Process Guest's Order and Serve the Guest

Unit.3.1 – Carry out the activities to process guest orders

Unit 3.2 - Serve the guests



THC/N2908

Key Learning Outcomes



At the end of this unit, the candidate will be able to

1. Describe the steps of generating the Kitchen Order Ticket (KOT) manually and electronically
2. Explain communication etiquette and other protocols to be followed while interacting with kitchen staff
3. Discuss the importance of communicating the special requirements of the guests to the kitchen staff
4. Elaborate on the procedure to prepare final products from partially cooked food items
5. Elaborate on various techniques of portioning and garnishing ng variety of foods
6. Describe the operation and maintenance procedures of various tools and equipment like microwaves, ovens, vending machines, etc.
7. Elaborate on the steps of live baking
8. Explain the different temperatures required for serving different varieties of food and drinks
9. Discuss different types of condiments and wrappings used in the restaurants
10. Discuss the importance of following communication etiquette and other protocols to be followed during the serving of food and beverages
11. State the importance of disposing of expired food, beverages, and wastes

Unit 3.1 – Carry out the Activities to Process Guest's Orders

Unit Objectives

At the end of this module, the participant will be able to

1. Describe the steps of generating the Kitchen Order Ticket (KOT) manually and electronically
2. Explain communication etiquette and other protocols to be followed while interacting with kitchen staff
3. Dramatize how to converse with kitchen staff while submitting Kitchen Order Ticket
4. Discuss the importance of communicating the special requirements of the guests to the kitchen staff
5. Elaborate on the procedure to prepare the final food product from partially cooked food items
6. Elaborate on various techniques of portioning and garnishing a variety of foods
7. Demonstrate how to garnish food products before serving them to the guests
8. Describe the operation and maintenance procedures of various tools and equipment like microwaves, ovens, vending machines, etc.
9. Demonstrate various baking methods
10. Elaborate on the steps of live baking

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do

- Start the class with a pictorial quiz with the help of PPT and a projector
- Show the different type of videos that speaks about communication & behavioural etiquette and welcoming & greeting the guest.

Say

- Following is the process for taking orders from guests
 1. Date list all the details on the order pad
 2. Establishing the order pad
 3. Recording food order details
 4. Ordering drinks and recording them
 5. Order check
 6. Additional considerations while taking orders

- The clearing procedure and the method of clearing a table coffee cups, centrepieces, glassware, and ashtrays should be taken out.
- Guest appreciation first impressions are always lasting.

Explain



- Introduction
- Welcoming the Guest
- Procedures for Producing a Kitchen Order Ticket (KOT)
- Protocol to follow while Interacting with the Kitchen Staff
- Talk to the Kitchen Staff in a Polite Manner When Submit the Kitchen Order Ticket
- Unique Needs of the Guests
- Separating the Partially Cooked Food
- Diverse Methods for Garnishing and Portioning a Range of Foods
- How to Garnish Food Before Serving q
- Operating and Maintenance of various Instruments and Equipment
- Baking Techniques
- Stages of Live Baking

Elaborate



- Elucidate the Welcoming the Guest with the help of(Fig 3.1.1 Customer Arrive with a Smile), given in the Participant Handbook.
- Describe the Procedures for Producing a Kitchen Order Ticket (KOT) with the help of(Fig: 3.1.2 Manually Kitchen Order Ticket (KOT)), given in the Participant Handbook.
- Elucidate the Protocol to be Followed while Interacting with the help of(Fig. 3.1.3: Electrically Kitchen Order), given in the Participant Handbook.
- Illustrate the Kitchen Staff with the help of(Ticket (KOT)), given in the Participant Handbook.
- Describe the Talk to the Kitchen Staff in a Polite Manner When with the help of(Fig 3.1.4: Kitchen Worker Submit (KOT)), given in the Participant Handbook.
- Clarify the Submit the Kitchen Order Ticket with the help of(Fig 3.1.5 Par_ally cooked food safety), given in the Participant Handbook.
- Clarify the Unique Needs of the Guests with the help of(Fig 3.1.6: Garnishing food), given in the Participant Handbook.
- Illustrate the Separating the Partially Cooked Food with the help of(Fig: 3.1.7 Cocktail umbrella garnish), given in the Participant Handbook.
- Illustrate the Diverse Methods for Garnishing and Portioning with the help of(Fig 3.1.8 Herbs and Spices Garnish (Subtle), given in the Participant Handbook.
- Define the Range of Foods with the help of(flavours)), given in the Participant Handbook.
- Illustrate the How to Garnish Food Before Serving q with the help of(Fig 3.1.9 Texture and colour garnish), given in the Participant Handbook.

- Elucidate the Operating and Maintenance of various Instruments and Equipment with the help of(Fig 3.1.10 Strong bland flavour), given in the Participant Handbook.
- Illustrate the Baking Techniques with the help of(Fig 3.1.11. Arrange food garnish), given in the Participant Handbook.
- Describe the Stages of Live Baking with the help of(Fig 3.1.12 Fruit garnishing), given in the Participant Handbook.
- Describe the Vegetable, Fruit, and herbs garnish with the help of(Fig 3.1.13 Vegetable, Fruit, and herbs garnish), given in the Participant Handbook.
- Define the Plate presentation before serving the guest with the help of(Fig 3.1.14 presentationsentaon before serving guest), given in the Participant Handbook.
- Elucidate the Uses garnishing white and curves plate with the help of(Fig 3.1.15 Uses garnishing white and curves plate), given in the Participant Handbook.
- Elucidate the Chocolate garnishing with the help of(Fig 3.1.16 Chocolate garnishing), given in the Participant Handbook.
- Define the Bell pepper garnishing with the help of(Fig 3.1.17 Bell pepper garnishing), given in the Participant Handbook.
- Elucidate the Baking Technique with the help of(Fig 3.1.20: Creaming method), given in the Participant Handbook.
- Elucidate the Baking Technique with the help of(Fig 3.1.20: Mix all Together), given in the Participant Handbook
- Elucidate the Baking Technique with the help of(Fig 3.1.21: Melt, mix and bake), given in the Participant Handbook
- Elucidate the Baking Technique with the help of(Fig 3.1.22: Whisking method), given in the Participant Handbook.
- Elucidate the Baking Technique with the help of(Fig 3.1.22: Rubbing in method), given in the Participant Handbook.
- Illustrate the Stages of Live Baking with the help of(Fig 3.1.23: Live baking), given in the Participant Handbook.

ASK

- How to greet customers? ASK candidates what are the basic communication & behavioural etiquettes.
- What do you understand by KOT?
- What do you understand by the word protocol?
- What do you understand by partially cooked food safety?
- Why garnishing food is important
- What do customers in India particularly assess?
- What is the large equipment used in the kitchen?
- How will you do preventative maintenance for kitchen appliances?
- What you understand by love baking. Give examples of the baking products which you use in your daily life.

Unit 3.2: Serve the Guests

Unit Objectives

At the end of this unit, the participant will be able to

1. Explain the different temperatures required for serving different varieties of food and drinks
2. Discuss different types of condiments and wrappings used in the restaurants
3. Discuss the importance of following communication etiquette and other protocols to be followed during the serving of food and beverages
4. State the importance of disposing of off expired food, beverages, and wastes

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do

- Start the class with a pictorial quiz with the help of PPT and a projector
- Show the different type of videos that speaks about communication & behavioural etiquette and welcoming & greeting the guest.

Say

- Generally speaking, people should always use their left hand when serving someone.
- The best etiquette is to take the plate from the nearest point; neither folks nor other staff should ever stretch across a customer to reach the table.
- Many people enjoy laughing. An enjoyable method to bond with co-workers and foster a sense of teamwork is to share harmless jokes. On the other hand, jokes that are offensive or make fun of others are more likely to have the opposite effect. Even if the subject of their joke laughs, it does not necessarily follow that he or she finds the situation amusing. Everyone should be aware that jokes of this sort can be threatening and cause people to feel uneasy. The person may feel awkward about saying anything.
- Even small contributions will have a significant impact. For illustration, consider the children going to bed without eating. That makes it tough for many people to get a good night's sleep. While imagining a situation can be challenging, many hungry youngsters sleep in the real world. A child's opportunity for a successful tomorrow begins with providing adequate wholesome meals today.

Explain

- Introduction
- Various Temperatures are Needed to Serve Various Types of Food and Beverages.
- Examine Various Condiments and Packaging used in Eateries
- Adhering to Protocol While Serving
- Importance of Disposing of Expired Food, Beverages, and Wastes
- Process for Handling Orders for Home Delivery

Elaborate

- Elucidate the Introduction with the help of(Fig 3.2.1 Serve the guest), given in the Participant Handbook.
- Describe the Various Temperatures Needed to Serve Various Types of Food and Beverages. with the help of(Fig 3.2.2 Food Temperature maintained using chafing fuels), given in the Participant Handbook.
- Elucidate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.3 Salt), given in the Participant Handbook.
- Illustrate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.3 Sugar), given in the Participant Handbook.
- Describe the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.4 Vinegar of balsam), given in the Participant Handbook.
- Clarify the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.5 Vinegar of balsam 76), given in the Participant Handbook.
- Clarify the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.6 Spices), given in the Participant Handbook.
- Illustrate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.7 Spices), given in the Participant Handbook.
- Illustrate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.8 Celery seed), given in the Participant Handbook.
- Define the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.9 Chilies), given in the Participant Handbook.
- Illustrate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.10 Cinnamon), given in the Participant Handbook.
- Elucidate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.11 CorianderPar_ci), given in the Participant Handbook.
- Illustrate the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.12 Ginger), given in the Participant Handbook.
- Describe the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.13 Turmeric), given in the Participant Handbook.
- Describe the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.14 Black pepper), given in the Participant Handbook.
- Define the Examine Various Condiments and Packaging used in Eateries with the help of(3.2.15 Garlicpan), given in the Participant Handbook.
- Elucidate the Importance of Disposing of Expired Food, Beverages, and Wastes with the help of(Fig 3.2.16 Control food wastage), given in the Participant Handbook.
- Elucidate the Importance of Disposing of Expired Food, Beverages, and Wastes with the help of(Fig 3.2.17 Check Expire Date), given in the Participant Handbook.
- Define the Importance of Disposing of Expired Food, Beverages, and Wastes with the help of(Fig 3.2.18 FIFO Stock Rotation), given in the Participant Handbook.
- Importance of Disposing of Expired Food, Beverages, and Wastes (Fig: 3.2.19 Donate food

ASK

- How will you serve the guest? What etiquette should you follow while serving?
- What is the appropriate temperature for hot and cold foods?
- Tell me which all kinds of spices you use.
- What is the importance of turmeric?
- How will they reduce wastage? What will you do with leftover food
- Tell any 2 online food delivery platforms.

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Ask candidates to show the demo by using the required steps for handling orders for home delivery

Summarize

- Summarize the session.
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Exercise



- Question 1.** Which of the following things should make guests comfortable?
- (A). Asking personal questions
 - (B). Laughing at Guest
 - (C). Staring at guest
 - (D). Talking with a smile**
- Question 2.** What is the full form of FSSAI?
- (A). Food Security and Safety Association India
 - (B). Food Security System Authority of India
 - (C). Food Security and Standard Authority of India**
 - (D). Food Safety System Association of India
- Question 3.** Which of the following is the main responsibility when serving people?
- (A). To give food and drinks to the guests.
 - (B). Talk in a polite manner
 - (C). Serve with a smile
 - (D). All of the above
- Question 4.** The basic operational and environmental conditions applied to produce safe food are called:
- (A). HACCP
 - (B). FSSA
 - (C). FSSAI
 - (D). Good Manufacturing Practices**
- Question 5.** Which of the following is NOT a purpose of a garnish?
- (A). Accentuates the main flavour
 - (B). Increases overall profit margin
 - (C). Complements primary dish colour, flavour, texture
 - (D). Visual appeal
- Question 6.** Sauces should be.....
- (A). Thick and pasty**
 - (B). Light and natural
 - (C). Dark and smooth
 - (D). Creamy and buttery

Question 7. Maintenance consists of the following action:

- (A). Replace of component
- (B). Repair of component
- (C). Service of component
- (D). All of the above**

Question 8. This ingredient provides protein, flavour, and extra liquid in baked items.

- (A). Flour
- (B). Sweeteners
- (C). Fats
- (D). Eggs**

Question 9. The Queen of spices is:

- (A). Cardamom**
- (B). Pepper
- (C). Ginger
- (D). Chilly

Question 10. Which of the following is one of the best solutions to eliminate non-biodegradable waste?

- (A). Recycling**
- (B). Burying waste
- (C). Burning waste
- (D). All of the above

Key Learning Outcomes



At the end of this module, the participant will be able to -

1. Discuss the standard policy and work instructions on receiving calls, sale promotion offers, regulations, standard procedures, and code of conduct followed in the organization
2. State the significance of being available at the home-delivery counter at all times and answering phone calls promptly
3. Elaborate on the professional and communication etiquette to be followed
4. Outline the importance of establishing customer's food and beverage requirements quickly
5. List the frequently asked questions by the customers regarding food delivery
6. Discuss suggestive and up-selling techniques for food items, new beverages, and high-selling products
7. Discuss the details of the various menu items and standard food and beverage combinations
8. State the significance of repeating and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable
9. Discuss effective and professional ways to collect all relevant customer details, such as name, address, phone number, etc.
10. Describe usages of third-party applications for online food and beverage orders
11. Explain the procedure to update the online menu, and adjust delivery and pickup timelines, set ordering hours, close dates, and delivery zones on the restaurant's website
12. Describe the process of generating KOT through the computerized system and manually as per the eatery's standard procedure for received orders
13. Explain the procedure to communicate order details, including any specific requirement of the customer, to the kitchen staff
14. State the significance of coordinating with kitchen staff to expedite orders, ensuring that they are prepared timely
15. Discuss food hygiene, quality, and safety standards as per standard policy and FSSAI
16. Outline occupational health and safety requirements as per HACCP
17. Discuss the delivery time estimation techniques based on preparation time and distance of the delivery location
18. State the significance of attaching the copy of the bill with the delivery package
19. Outline the importance of informing the delivery associate about the mode of payment and ensuring that he/she carries the digital payment equipment or changes money
20. Discuss the method to ensure proper packing of the food and beverage items as per standards
21. State the significance of monitoring the delivery orders to ensure quick and timely delivery
22. Elaborate on the operating procedure of tools like calculators, telephonic equipment, electronic promotional materials, etc., for food and beverage services

Unit 4.1: Receive Customer Calls and Take Orders

Unit Objectives

At the end of this unit, the participant will be able to

1. Describe the standard policy and work instructions on receiving calls, sale promotion offers, regulations, standard procedures, and code of conduct followed in the organization
2. State the significance of being available at the home-delivery counter at all times and answering phone calls promptly
3. Explain the professional and communication etiquette to be followed
4. Describe the importance of quickly determining customers' food and beverage needs.
5. List the frequently asked questions by the customers regarding food delivery
6. Describe suggestive and up-selling techniques for food items, new beverages, and high-selling products
7. Explain the details of the various menu items and standard food and beverage combinations
8. Elaborate on the significance of repeating and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable
9. Describe effective and professional ways to collect all relevant customer details, such as name, address, phone number, etc.

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas, etc.
- Capture their responses on board and share them wherever necessary

Say

- When presenting the self, use clear, calm, and somewhat loud speech.
- Always smile while speaking.
- Acknowledges that an order has been placed. This communication is from the company to verify that the information is current and accurate. The majority of changes in order take place at this point. A new acknowledgement should be provided to the consumer after each change.

This would eliminate any potential misunderstandings. The procedure should not be advanced until the customer confirms the order.

- Some pointers for maintaining appropriate communication standards in the workplace. Identify the appropriate medium. Employees can choose from a variety of communication channels in the workplace, including:
 - Telephone calls
 - Texting immediately
 - Sending texts
- Food delivery services are somewhat akin to courier services. The consumer receives the ordered meal from the restaurant by delivery personnel working for the restaurant or a third-party food ordering service. Obviously, this depends on the method a consumer uses to place their order.

Explain



- Introduction
- Best Practices for Customer Service Order Taking
- Significance of Being Available at the Home-Delivery Counter at All Times
- Code of Conduct
- Importance of Answering Phone Calls Quickly
- Communication Etiquette
- Frequently Asked Questions by the Customers Regarding Food Delivery
- Standard Food and Beverage Combinations
- Suggestions for Selling in Restaurants
- Suggestive Selling Advantages for Restaurants
- Order Processing
- Workflow for Online Order Processing
- Workflow for Telephonic Order Processing
- Collecting and Storing Customer information

Elaborate



- Elucidate the Introduction with the help of (Fig: 4.1.1 Managing the counter), given in the Participant Handbook.
- Clarify the Frequently Asked Questions by the Customers Regarding Food Delivery with the help of (Fig: 4.1.3 Food delivery service), given in the Participant Handbook.
- Illustrate the 8 Suggestions for Selling in Restaurants with the help of (Fig: 4.1.4 Taking orders from customers), given in the Participant Handbook.
- Elucidate the Workflow for Online Order Processing with the help of (Fig: 4.1.5 Online food order process), given in the Participant Handbook.
- Illustrate the Workflow for Telephonic Order Processing with the help of (Fig: 4.1.5 Food order processing for telephonic orders), given in the Participant Handbook.

Ask

- How will they reduce wastage? What will you do with leftover food
- Why would you answer phone calls quickly?
- Food delivery service they know
- Name of fast food
- How to make online orders

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Divide the class into 2 teams. Give them situations from the hotel industry related to online order processing. Ask them to perform role play

Summarize

- Summarize the session.
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 4.2: Handle Online Orders and Communicate to Kitchen Staff

Unit Objectives

At the end of this unit, the participant will be able to

1. Describe the usages of third-party applications for online food and beverage orders
2. Demonstrate how to monitor orders via third-party applications and accept or decline the order as per the availability of F&B items
3. Show how to add orders to the POS manually
4. Explain the procedure to update the online menu, and adjust delivery and pickup timelines, set ordering hours, close dates, and delivery zones on the restaurant website
5. Prepare a sample manual as well as a computerized Kitchen Order Ticket [KOT] for the received order from customers
6. Describe the process of generating KOT through the computerized system and manually as per the eatery's standard procedure for received orders
7. Explain the procedure to communicate order details, including any specific requirement of the customer, to the kitchen staff
8. State the significance of coordinating with kitchen staff to expedite orders, ensuring that they are prepared timely

Resources to be Used

- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas, etc.
- Capture their responses on board and share them wherever necessary

Say

- It is what can improve kitchen teams because everyone is in sync and working toward the same objective.
- People can achieve these objectives and foster team togetherness by using the following kitchen communication advice.

- Online food ordering and restaurant delivery have increased by nearly 20% in the last five years.
- By 2025, it is predicted that the market for online food delivery will surpass \$220 billion, or nearly 40% of all restaurant sales.
- It gets simpler to keep consumers. The obtained client data from the website/mobile app is immediately updated in the central CRM. The restaurant owners can design personalized deals and even send direct push notifications via the app based on patron consumption patterns. Even for customers, tracking their order history is now easier.
- Kitchen Order Tickets are referred to as KOT. One copy of the note is kept in the system for future use and is forwarded to the kitchen and billing division. The KOT application mostly includes information on the table number, the products ordered, and the quantity of each.
- An example of a KOT is as follows
 1. Instead of going up or down, the order is written along the lines.
 2. There is a sign between each course.
 3. In KOT, that space is struck off if a few lines remain.
 4. Rather than using numbers, the serving sizes for each dish are listed in words.

Explain



- Usages of Third-Party Applications
- Utilizing Third-Party Services: Pros and Cons
- Order Processing and Management
- Overview of the Order Management Steps
- POS (Point of Sale) System
- Kitchen Order Ticket (KOT)
- Procedure to Communicate Order Details and Specific Requirements to the Kitchen Staff
- Coordinating with Kitchen Staff to Expedite Orders

Elaborate



- Describe the Overview of the Order Management Steps with the help of(Fig 4.2.1 Order Processing Steps), given in the Participant Handbook.
- Clarify the Kitchen Order Ticket (KOT) with the help of(Fig 4.2.2 Diagram of the triplicate checking process), given in the Participant Handbook.
- Illustrate the Coordinating with Kitchen Staff to Expedite Orders with the help of(Fig 4.2.5 features of a POS), given in the Participant Handbook.

Ask

- What are third-party services?
- What is the procedure for communicating order details?
- What are order management steps?
- What is the full form of POS?
- What is the full form of KOT?
- How will you coordinate with the kitchen staff?

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Ask candidates to draw the Order Management Cycle's
- Divide the class into 2 groups. Give them situations from the hotel industry related to communicating order details and specific requirements to the kitchen staff. Ask them to perform role play

Summarize

- Summarize the session.
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Unit 4.3: Facilitate Standard Delivery of the Order

Unit Objectives

At the end of this unit, the participant will be able to

1. How to brief the packaging team about any special request from the customer related to the Packaging?
2. Discuss food hygiene, quality, and safety standards as per standard policy and FSSAI
3. Outline occupational health and safety requirements as per HACCP
4. Discuss the delivery time estimation techniques based on preparation time and distance of the delivery location
5. State the significance of attaching a copy of the bill with the delivery package
6. Outline the importance of informing the delivery associate about the mode of payment and ensuring that he/she carries the digital payment equipment or changes money
7. Discuss the method to ensure proper packing of the food and beverage items as per standards
8. Prepare a sample bill for food and beverage orders
9. State the significance of monitoring the delivery orders to ensure quick and timely delivery
10. Show how to update the computerized system when the food is out for delivery and track the status of the order till it is delivered
11. Elaborate on the operating procedure of tools like calculators, telephonic equipment, electronic promotional materials, etc., for food and beverage services
12. Employ the appropriate method to match total sales and the cash received at the end of the day

Resources to be Used

- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas, etc.
- Capture their responses on board and share them wherever necessary

Say

- Businesses nowadays must contend with extremely high expectations for quick, affordable, and convenient delivery in the highly competitive marketplace. Customers can readily discover quick fulfillment and delivery from rival businesses. Businesses struggle to choose the best strategy since many technology solutions are accessible. Software that tracks deliveries in real-time and reports on the order status can give customers and businesses valuable insight.
- The Food Safety and Standards Authority of India (FSSAI) is a statutory organization created by the Indian Government's Ministry of Health & Family Welfare. The Food Safety and Standards Act, 2006, a consolidated statute about food safety and regulation in India, gave rise to the establishment of the FSSAI. By regulating and monitoring food safety, FSSAI is in charge of preserving and advancing public health.
- Everything digital, including marketing materials, is precisely what you think it is. You can view these objects on your desktop, tablet, or mobile device, from arranging sites and emails to social network adverts and website banners.

Explain

- Essentials of Packaging
- Food Safety and Standard Authority of India (FSSAI)
- Hazard Analysis Critical Control Point (HACCP)
- Delivery Time Estimation
- Attaching is the Copy of the Bill
- Importance of Informing the Mode of Payment
- Monitoring the Delivery Orders to Ensure Timely Delivery
- Case Study
- The procedure of Tools like Calculators, Telephonic Equipment & Electronic Promotional Materials

Elaborate

- Elucidate the Hazard Analysis Critical Control Point (HACCP) with the help of(Fig 4.3.1 Preliminary Tasks Involved in Creating the HACCP Plan.), given in the Participant Handbook.
- Illustrate the procedure of Tools like Calculators, Telephonic Equipment & Electronic Promotional Materials with the help of(Fig 4. Functionscons Functionslculator), given in the Participant Handbook.
- Illustrate The procedure of Tools like Calculators, Telephonic Equipment & Electronic Promotional Materials with the help of(Fig 4.2.4 Functions telephone), given in the Participant Handbook.

Ask

- Examples of food packaging
- What is the full form of FSSAI? Elaborate on the function of FSSAI.
- What is the function of HACCP?
- What is the importance of delivery time?
- How will you monitor the order?
- Give a creative way to deliver food
- Problems to try:

(A). $6 \times 5 + 3 \div 2 - 6 =$

(B). $4 \div 3(4 \times 1015) =$

(C). $3[4 + 6(8 + 2)] =$

Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity

- Divide the class into 2 groups.
- Give them situations from the hotel industry related to bills for food and beverage orders.
- Ask them to perform role play

Summarize

- Summarize the session.
- Prepare a list of participants' doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Notes

Exercise



Multiple choice questions

Question 1. What does FSSAI's full name mean?

- (A). Food Safety Standards Authority of India**
- (B). Food Standards Safety Authority of India
- (C). Food Standards and Safety Authority of India
- (D). Food Safety and Standards Authority of India

Question 2. Does POS stand for _____?

- (A). Point of Structure.
- (B). Point of Sale.**
- (C). Product of Structure.
- (D). Product of Sale.

Question 3. In which form of food service does the customer help himself from the dish held by a waiter?

- (A). A la carte
- (B). Family**
- (C). Ala Russe
- (D). Banquet

Question 4. What is the definition of H.A.C.C.P?

- (A). Hazard Analysis COUNNG Control Preserves
- (B). Hazard Analysis Critical Control Point**
- (C). History Analysis Critical Control Point
- (D). Hazard Anastasia Critical Control Power

Question 5. Food and beverage is a general term used in?

- (A). Serving
- (B). Catering
- (C). Hospitality**
- (D). None of the above

True/False

Question 6. Days Sales Outstanding (DSO) is a metric that describes how long it typically takes a business to collect payment for a transaction.

- (A). True**
- (B). False

Question 7. A business may have numerous brands. Indicate the actual brand name for the project. Once more, this will aid in organizing a variety of events.

- (A). True**
- (B). False

Question 8. Most calculators today are solar powered, so simply opening them and pung them where they have light shining on them (the light in the room is enough) will turn them on.

- (A). True**
- (B). False

Question 9. In the commercial sector, shipping is the only way for items to travel from origin to tension.

- (A). True**
- (B). False

Question 10. Packaging design briefs produce well-organized documentation that eases misunderstanding and boosts productivity, especially when several projects are underway in a busy setting.

- (A). True**
- (B). False

Notes



Scan the QR codes to watch the related videos

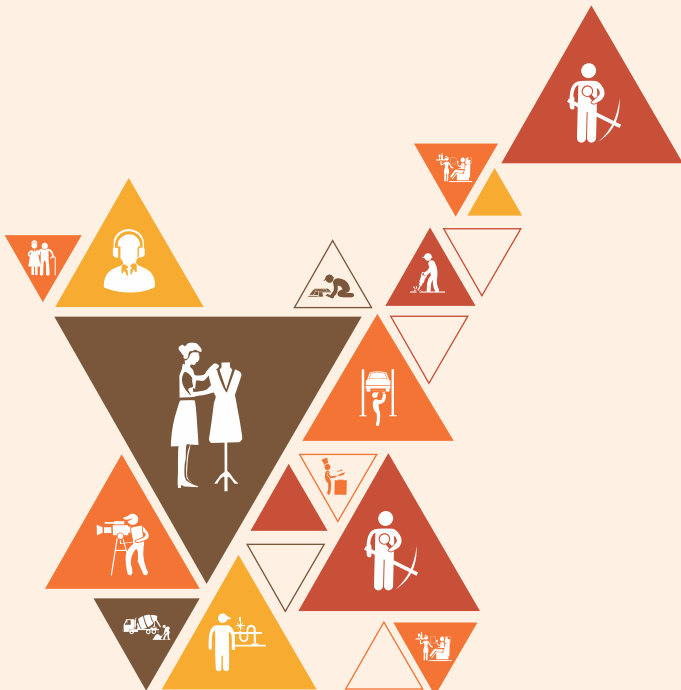


[Food Safety](#)



5. Manage Administrative Work

Unit 5.1 – Perform Administrative Work



THC/N2913

Key Learning Outcomes



At the end of this module, participants will be able to understand/know:

1. Explain the importance of proper display of food and beverages at the counter
2. Elaborate on various sales concepts like advertising, merchandising, sales promotion, and public relations to be used to enhance sales at the counter
3. Discuss electronic and manual procedures for generating bills
4. Explain various modes of payment
5. Outline the overview of the cash management process
6. Discuss the components of a ledger account
7. Explain different kinds of reports to be prepared and maintained by the Counter Sales Executive

Unit 5.1:-Perform Administrative Work

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the significance of adequately displaying food and beverages at the counter.
2. Develop numerous sales concepts such as advertising, merchandising, sales promotion, and public relations that will be used to increase sales at the counter.
3. Discuss electronic and manual bill generation techniques.
4. Describe various payment methods
5. Provide an overview of the cash management process.
6. Examine the elements of a ledger account.
7. Describe the many types of reports that the Counter Sales Executive must prepare and manage.

Resources to be Used

- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- The nature of the catering operation, whether it is the commercial or non-commercial sector.
- The size of the operation. Generally speaking, the larger the commercial process, the larger the advertising budget available.
- The ownership of the catering facility. In a small, privately owned hotel or restaurant, the responsibility for advertising may be in the hands of the owner or manager. In a large multi-organization, the responsibility for advertising is either assigned to a specialist department within the organization or given to a professional outside advertising agency.
- The number and nature of the market segments being aimed at.
- The amount of advertising each market segment requires to be adequately covered.
- The type of advertising to be used. Peak-time national television coverage will cost considerably more than a local radio broadcast.

- The choice of public relations tools to be used depends mainly on the target audience, the suitability of one media over another and the budget available. They would include the following:
- Press media: Newspapers, magazines, trade journals, brochures, leaflets, guides, press conferences, and press releases.
- Broadcasting media: Television, radio, cinema, promotional video and cassettes.
- Community media: Sponsorship of local events, individuals, companies, exhibitions, gifts, and samples.
- Electronic billing has been in the public eye for several decades, invented alongside emails, internet banking, and accounting software in the aftermath of the Information Age.

Explain



- Explain the Importance of Proper Display of Food and Beverages at the Counter
- Advertising & Merchandising
- Miscellaneous Advertising Media
- Electronic and Manual Procedures for Generating Bills
- Steps for Manual Billing Procedure
- Various Modes of Payment
- Overview of the Cash Management Process
- Discuss the Components of a Ledger Account
- Components of the General Ledger
- Explain Different Kinds of Reports to be Prepared and Maintained by the Counter Sales Executive
- Appropriate Techniques to Display the Food Items at the counter
- Demonstrate the Procedure of Digital Payment

Elaborate



- Elucidate the Importance of Proper Display of Food and Beverages at the Counter with the help of(Fig 5.1.1 Display Counter), given in the Participant Handbook.
- Elucidate the Importance of Proper Display of Food and Beverages at the Counter with the help of(Fig 5.1.2 Freshness of the product), given in the Participant Handbook.
- Elucidate the Importance of Proper Display of Food and Beverages at the Counter with the help of(Fig 5.1.1 Display Counter), given in the Participant Handbook.

Ask



- Why are display counters important?
- Importance of advertising
- What is press media? Write the importance of media
- How are bills generated
- What is UPI? How to make digital payment

Exercise



- Question 1.** Why is displaying food important?
- (A). To increase business
 - (B). To display the food
 - (C). To attract the customer
 - (D). All of the above**
- Question 2.** What are different means of advertising?
- (A). Newspaper**
 - (B). Posters
 - (C). Pamphlets
 - (D). None of the above
- Question 3.** What is public relation?
- (A). Communicaon and informaon process**
 - (B). Posters
 - (C). Letter
 - (D). Radio Media
- Question 4.** Mode used to pay electronic bill payment
- (A). Digital wallet**
 - (B). Cash
 - (C). Cheque
 - (D). None of the above
- Question 5.** Cash management is used for
- (A). Manage the cash flow of the company**
 - (B). Spending more
 - (C). Self-sasfacon
 - (D). All of the above
- Question 6.** Merchandising is part of the business that helps to
- (A). Promote sales**
 - (B). Drop sales
 - (C). All the above
 - (D). Enjoy the sales period

True false questions

Question 1. Accepting different modes of payment is a must in every business setup

(A). True

(B). False

Question 2. Displaying food is a waste of management resources

(A). True

(B). False

Question 3. Digital payment is an essential part of the business.

(A). True

(B). False

Question 4. Promotion of sales is an essential part of the business.

(A). True

(B). False

Notes



Scan the QR codes to watch the related videos



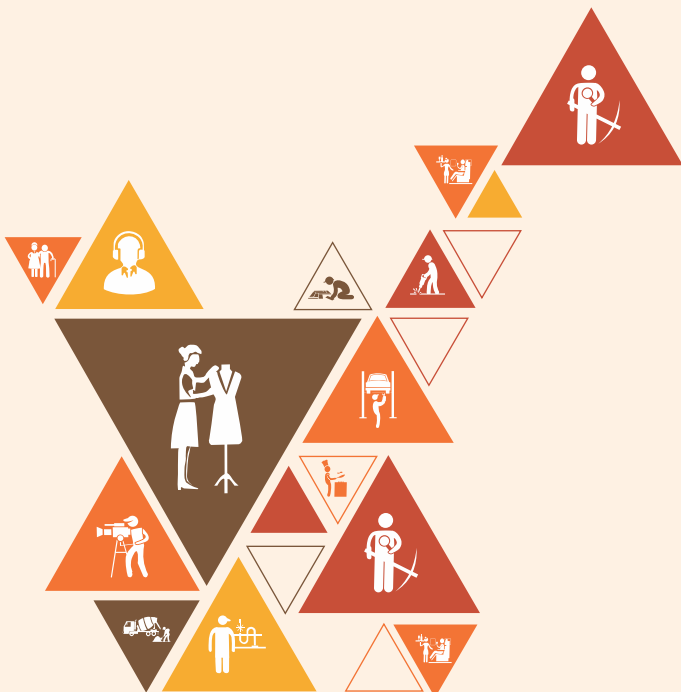
[Order Taking and Billing Methods](#)



6. Communicate Effectively and maintain Service Standards

Unit 6.1 – Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors

Unit 6.2 -- Describe the ways to show sensitisation towards different age groups, gender and persons with disabilities



THC/N9901

Key Learning Outcomes



At the end of this module, the participant will be able to:

1. State the importance of workplace professionalism, decorum, and ethical behaviour.
2. Illustrate the significance of keeping good hygiene and wearing the proper attire.
3. Describe the significance of good communication.
4. Illustrate why guest satisfaction and feedback are so important.
5. Outline the procedure and policy for constructively managing complaints and feedback.
6. List several methods for improving the guest experience.
7. Describe various methods for dealing with team members.
8. Discuss several methods for providing feedback to team members.
9. Explain why gender and age sensitivity are essential.
10. Discuss the guests' exact gender and age requirements.
11. Disseminate information on the unique requirements of people with disabilities.
12. Discuss the standard workplace policy for preventing sexual harassment.
13. Discuss how essential guests' comments are to be submitted on time.

Unit 6.1: Communicate Effectively with Guests, Colleagues, and Superiors

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the importance and use of effective communication
2. Explain the importance of guest satisfaction and guest feedback
3. Outline the procedure of receiving feedback and complaints constructively
4. Describe various ways to handle guest complaints
5. Discuss different ways to improve the guest experience

Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Say

- Etiquette are important. For a hotel to be successful, proper behaviour is required
- Ethics is important because, without ethics, appropriate behaviour is incomplete
- Any communication cannot be complete without the sender, message, medium and receiver
- Guest feedback is a marketing term that describes obtaining a guest's opinion about a business, product or service.
- Everyone in the hospitality industry will have to deal with guest complaints at some point in their career.
- Even though problems with the guest experience are unavoidable, one should respond to complaints promptly, appropriately, and transparently to guarantee complete guest satisfaction.

Explain



- Professionalism is how an individual acts in a work environment or any other.
- Components of effective communication
- The candidate the meaning of effective communication with some examples
- The communication cycle or process of communication
- How to handle the guest complaint handling When handling complaints.
- Basic etiquette to be followed:
- How to get feedback from the guests

Elaborate



- The main functions of management (planning, organising, staffing, directing and controlling) cannot be performed well without effective communication.
- The process of the communication with the help of fig 6.1.1 communication process in the participant handbook
- With the help of Fig 6.1.2, Apologising to a guest for service issues in the participant handbook explains the logical sequence of apologising to a guest.
- With the help of fig 6.1.3, the guest feedback form explains the process of taking feedback in the printed feedback form.
- How to spot guest service issues and apologising to a guest
- 5 elements of communication
- Various guest complaints

Do



- Give some examples of guest complaints due to service
- Quote some instances of guest complaints due to attitudes
- Share some suggestions for effectively addressing the concerns raised by the guests, such as:
- Emphasise the process of spotting customer service issues and apologising to a customer.
- Explain the process of resolving customer issues.
- Reiterate how to handle customer complaints in the food service industry.
- Define the process of measuring customer satisfaction by their feedback

Ask



- What are the basic etiquettes?
- Why is proper behaviour required to be successful?
- What is the importance of effective communication
- What is professional behaviour?

Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity



- Have two participants sit back-to-back. One student has an object, and the other has coloured pencils and paper. The participant with the object must describe it in as much detail as possible without directly saying what it is. The second participant must draw the object as best as possible based on the student's communication with the object.
- Repeat the same for other participants in the batch and announce the winners at the end of the activity
- Ask the participants asked how easy or difficult it was to process the information shared by the teammate
- Did they understand the purpose of the activity?

Summarise



- The importance of professionalism
- The importance of effective communication
- The importance of guest satisfaction and guest feedback
- The procedure of receiving feedback and complaints constructively
- The various ways to handle guest complaints
- The different ways to improve the guest experience
- The elements of communication
- The process of communication and its components, as discussed above, and how to apologise to a guest

Notes



Unit 6.2: Sensitisation Toward Different Age Groups, Genders and Persons With Disabilities

Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the importance of gender and age sensitivity
2. Discuss gender and age-specific requirements of the guests
3. Discuss the specific needs of People with Disabilities
4. Discuss the importance of reporting Sexual harassment at the workplace
5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.
- Maintain the record of assessment scores.

Say

- Discrimination is unfair treatment based on race, gender, age, or sexual orientation.
- Humans classify objects to make sense of the world. Kids quickly distinguish boys from girls. Mistrust and misunderstanding cause discrimination.
- Race and nationality: India is multiethnic. This beautiful nation has 100 different nationalities. Even though most people in a multicultural society are tolerant and accepting, intentional and unintentional, racial discrimination still occurs.
- Since the dawn of time, people have recognised and felt the necessity for this sensitivity in virtually every aspect of human existence worldwide.
- Sex or gender discrimination treats individuals differently in their employment because they are women or men.
- One of the examples; is suppose you have been rejected for employment, fired, or otherwise harmed in employment because of your sex or gender. In that case, you may have suffered sex or gender discrimination.

Explain



- Disability and special needs
- Specific needs of people with disabilities:
 - Sexual orientation
 - Homosexuality
 - LGBTIQA+
 - PRIDE month
 - Targeted attacks, bullying or harassment
 - Physical threats
 - Teasing someone about their gender, sexual preferences or partner (even if it seems playful)
 - Excluding someone because of their gender or sexual identity
 - Asking inappropriate or overly personal questions
 - Any action or behaviour that is intended to hurt or upset people.
- The importance of effectively handling problems and issues reported by the subordinates.
- The process of handling conflicts and issues

Elaborate



- With the help of Fig 6.3.1, Disability and special needs elaborate the candidates how to help people who are in a wheelchair
- How to effectively escalate a problem at work
- Receiving feedback from superiors and its importance
- Sexual orientation and homosexuality with the help of Fig 6.3.3 Importance of gender sensitisation in the participant handbook
- PRIDE month with the help of Fig 6.3.4 PRIDE month in the participant handbook
- LGBTIQA+ with the help of Fig 6.3.5 Say no to discrimination in the participant handbook

Summarise



- The terminologies used in the gender discrimination domain
- Sexual orientation and discrimination

Say



- People of all genders should have equal opportunities, rights, and responsibilities.
- Violence against women and girls is avoided through gender equality
- It is necessary for the health of the economy.
- Women and men are valued correspondingly in societies which are safer and healthier.

Do



- Start the session by asking questions like:
 - Do you know about gender equality?
 - What do you understand by LGBTIQ+?
- Explain the discrimination (the unfair or prejudicial treatment).
- Discuss the significant part of sex or gender discrimination.
- Describe the examples of potentially unlawful sex/gender discrimination.
- Define the characteristics of Sexual orientation discrimination.
- Emphasise Speaking up about mistreatment.
- Enlist the Obvious types of discrimination.
- Emphasising the equitable distribution of power, influence and resources in society.

Ask



- What is the relationship between gender and disability?
- How is Constitution ensuring developing sensitivity towards differently-abled?
- Which gender is more likely to have a disability?
- What is gender-sensitive social protection?
- The candidates, why do you think discrimination needs to be needed, and everyone deserves to be treated equally?
- What are the requirements of different genders of customers?
- What is the process of creating awareness related to gender equality inequality?
- What does gender sensitivity mean?
- Why accelerate progress and opportunities across India for every girl and every boy?
- Why are all forms of prejudice against women and girls over the world?
- Why are all types of violence against women and girls, including exploitation?
- What is needed to be done to put an end to all practices and traditions that may harm women's and girls' physical, mental, and sexual health?

Demonstration



- Demonstrate gender equality at the workplace with the help of a YouTube link <https://www.youtube.com/watch?v=zAnOC7cfrUw> (Copy and paste the link on the browser)

Exercise

True False question.

Question 1. A good listener deliberately tries to give other speakers a chance and express their thoughts and views.

- (A). True**
- (B). False

Select the best alternative from the given options (MCQs)

Question 1. Which among the given option is not a part of active listening?

- (A). Focus
- (B). Respect
- (C). Acknowledge
- (D). Sympathy**

Question 2. Does utilitarianism come under which of the following?

- (A). Ethical decision**
- (B). Listening skills
- (C). Effective communication
- (D). None of the above

Question 3. Focus complete attention on the unhappy guest and allow the guest to express his complaint without which of the following?

- (A). Interruption**
- (B). Focus
- (C). Attention
- (D). Empathy

Question 4. How many Ps are there in the "service marketing mix"?

- (A). 4
- (B). 5
- (C). 6
- (D). 7**

Question 5. A process of being fair to men and women is

- (A). Gender Integration
- (B). Gender Equity**
- (C). Gender Stereotypes
- (D). Gender discrimination

Question 6. International Women's Day is celebrated on

- (A). February 14
- (B). March 8**
- (C). May 12
- (D). October 24

Question 7. Which of the following is the cause of gender inequality?

- (A). Poverty**
- (B). Illiteracy
- (C). Patriarchy
- (D). All of the above

Fill in the blank's questions

Question 1. Gender equality is achieved when _____ has equal rights, conditions and opportunities.

- (A). women, men, girls and boys**
- (B). women and boys
- (C). men and girls
- (D). girls and boys

Question 2. Homophobia encompasses negative attitudes and feelings toward _____.

- (A). homosexuality**
- (B). women
- (C). humans
- (D). girls and boys

Question 3. Sexual orientation discrimination is also known as _____orientation or sexual behaviour. is based on sexual

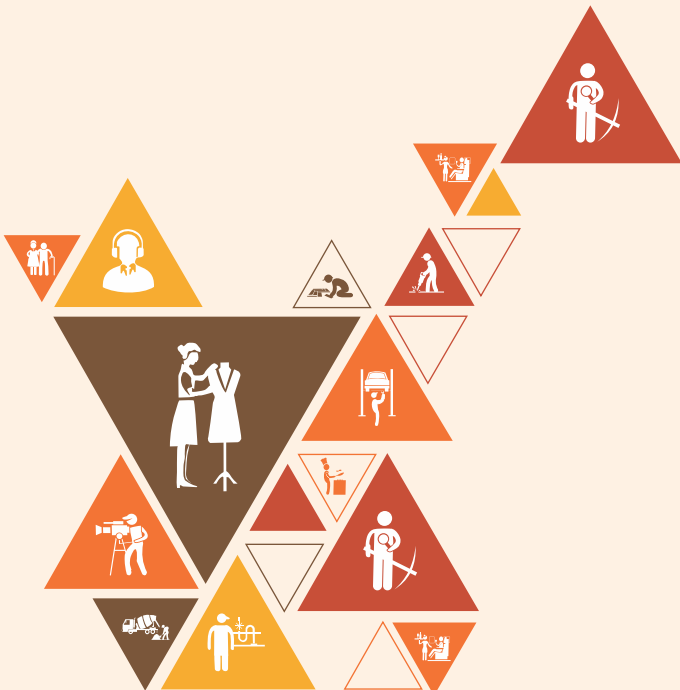
- (A). sexualism**
- (B). homophobia
- (C). LGBTIQ±
- (D). None of the above



7. Organisational Confidentiality and Guest's Privacy

Unit 7.1 – Maintain the confidentiality of the organisation

Unit 7.2 – Maintain the privacy of guest information



THC/N9903

Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Maintaining the confidentiality of the organisation
2. Describe the privacy of guest information
3. Discuss Intellectual Property Rights (IPR) and Its Importance

Unit 7.1: Confidentiality Of The Organisation

Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the procedures to report the infringement of IPR to the concerned person

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary
- Start the session by asking questions like:
 - Do you remember the logos of the 5 hotels?
 - What do you understand by the tagline of 5 hotels?

Explain

- Intellectual Property Rights (IPR) and its Importance
- Why are intellectual property rights important?
- Copyright infringement and its repercussions.
- Patents
- Copyright
- Industrial Design Rights
- Plant varieties

- Trade dress
- Trade secrets
- Trademarks

Elaborate



- Elucidate the IPR with the help of(Fig 7.1.1 IPR), given in the Participant Handbook.
- Describe the IPR Types with the help of(Fig 7.1.2 IPR Types), given in the Participant Handbook.
- Elucidate the copyright Infringement with the help of(Fig 7.1.3 Copyright Infringement), given in the Participant Handbook.

Ask



- Why is IPR essential in the tourism and hospitality industry?
- How do you ensure the confidentiality of information of your guests in a hotel?
- Why is guest privacy confidential in a particular hotel?
- What is a breach of patent, trademark, or copyright rights?
- What is the copying of copyrights or trademarks
- What is misappropriating trade secrets

Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Summarise



- Summarise the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry
- Summarise the Intellectual Property issues and policies affecting the organisation and guest privacy
- Summarise the procedures to report the infringement of IPR to the concerned person

Unit 7.2: Maintain the Privacy of Guest Information

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the usage, storage and disposal procedures of confidential information as per the specification
2. Explain the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry
3. Discuss the Intellectual Property issues and policies affecting the organisation and guest privacy

Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Say

- Imagine that someone owns a small hotel or motel. One weekend, a group booking arrives and checks-in. While taking their IDs and license-plate information, they discover they are visiting town to attend a political conference the following day.
- Now imagine that an hour, a day, or two weeks later, a police officer shows up demanding to see all
- the information one collected from those guests. He has neither a warrant nor evidence that the guests committed a crime. Should one be compelled to turn over their information as a hotel or motel owner?

Explain

- Respect the guest's copyright

Elaborate



- Strategies to keep the hotel and the guests safe from a data breach
- Usage, storage and disposal procedures of confidential information
- Protecting confidential company information
- Disposing of confidential information
- Significance of maintaining organisational confidentiality and guest privacy

Do



- Start the session by asking questions like:
 - Do you remember any IPR Infringement Cases?
 - What do you understand by respecting the Customer's Copyright?
- Reiterate the Intellectual Property Rights.
- Enlist the records management for a hotel or Restaurant regarding HKS Service.
- Reiterate the Copyright infringement and its repercussions.
- Share the need to maintain the confidentiality of guests.
- Enlist Restaurant Management Tips to Improve the Way of Working.

Ask



- How do you dispose of confidential information in the workplace?
- What are the measures followed to handle and dispose of confidential information?
- What are the procedures of record-keeping?
- What is Disposal records management?
- What are the basic rules for a waiter?
- What are some of the basic rules of service that you should know in a restaurant?

Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Summarise



- Summarise the usage, storage and disposal procedures of confidential information as per specification

Exercise



Question 1. The hotelkeeper will violate the guest's privacy if he allows the entrance of any person without the guest's explicit permission into his room.

(A). True

(B). False

Question 2. An industrial design right is called a "design right" or design patent. It protects the visual design of objects that are not purely utilitarian.

(A). True

(B). False

Question 3. A trademark is a recognisable sign, design or expression that distinguishes the products or services of a particular trader from the similar products or services of other traders.

(A). True

(B). False

Question 4. Enforcers of safety Rules are ineffective if they are not followed or enforced.

(A). True

(B). False

Select the best alternative from the given options (MCQs)

Question 1. What should you do with guests during check-in?

(A). Ask personal questions

(B). Tell them the story

(C). Ask for tip

(D). Ask for any requirement

Question 2. Which of the following things will ensure that guests are always satisfied?

(A). Guest should be attended to at every instance of their request.

(B). Guests should be assisted with their every query.

(C). Guest should be ignored when you are not in the mood to interact.

(D). Both A & B

Question 3. What must be insured in all of the invoices?

(A). Everything is priced heavily

(B). No discount is provided

(C). Guest signature is present

(D). All of the above

Question 4. HRACC stand for

- (A). Hostel & Reservation Association Classification Counter
- (B). Hotel & Reservation Association Classification Counter
- (C). Hostel & Restaurant Association Classification Committee
- (D). Hotel & Restaurant Approval Classification Committee**

Fill in the blank's questions

Question 1. A computer-savvy network user can access another user's data even without a— — —

- (A). Password**
- (B). Code
- (C). Knowledge of technology
- (D). All of the above

Question 2. _____ is the use of works protected by copyright law without permission, infringing certain exclusive rights granted to the copyright holder, such as the right to reproduce, distribute, display, or perform the protected work or do derivative works.

- (A). Trademarks
- (B). Trade secrets
- (C). Knowledge
- (D). Copyright infringement**

Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Maintain health, hygiene, and safety practices at the workplace
2. Apply precautionary health measures
3. Employ effective waste management

Unit 8.1: Maintain Health, Hygiene, and Safety Practices at the Workplace

Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the concept and importance of personal and workplace hygiene
2. Discuss best practices for maintaining personal hygiene
3. Explain the ways to clean and sanitise the workplace and related equipment

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Activity Sheets
- Images
- Wash Basin
- Hand wash liquid
- Clean towel

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- In the last unit, we have covered the Intellectual Property issues and policies affecting the organisation and customer privacy, the significance of maintaining organisational confidentiality and customer privacy in the hospitality industry
- Now, we will try to understand the concept and importance of personal and workplace hygiene
- Several behaviours are called hygiene and are done to maintain health
- Good cleanliness is crucial for reducing the spread of infectious diseases and assisting people in living long, healthy lives.
- The workstation fulfilling the demands with proper cleanliness does play a vital part in guest satisfaction. For example, the hotel's housekeeping and food and service section.
- Hygiene is not all for guest satisfaction; it is for one working in the service departments of hotels. For example, the COVID pandemic taught everyone the awareness and importance of hygiene for all.
- Hair should be neat and clean for both men and women.

Explain

- The importance of personal hygiene for oneself and the workplace.
- The concept and importance of personal and workplace hygiene.
- The steps to bathe correctly with hygiene standards are to be followed.
- The few procedures followed during the trimming of nails are recommended by dermatologists.
- The procedure for main oral hygiene
- The importance of washing hands
- The importance of personal grooming habits guidelines on attire in the hospitality industry
- What should be the appropriate corporate attire for men?
- What should be the corporate attire for women?
- What is civility?
- The importance of etiquette and good manners to the hotel industry
- Types of etiquette
- What is appropriate behaviour
- Why being willing to be of genuine service is crucial for success in the industry
- The essential aspects of time management and punctuality
- Why keeping calm under pressure/stress helps in your professional and personal life
- Why looking good is essential in the hotel industry
- The importance of punctuality, having a positive attitude, taking care of mental health and focusing on fitness.

Elaborate



- Personal hygiene and its do's and don'ts with the help of Fig 8.1.1 Personal Hygiene, Fig 8.1.2 Hygiene-1, Fig 8.1.3 Hygiene-2 Fig 8.1.4 Various kinds of mat and Fig 8.1.5 Ways of hygiene in the Participant handbook.
- Oral hygiene and its steps with the help of Fig 8.1.6 Oral Hygiene in the Participant handbook.
- Hand washing and its steps with the help of Fig 8.1.7 Hand washing Steps in the Participant handbook.
- Best Practices for maintaining personal hygiene

Do



- Invite 3-4 participants to initiate the session by answering the question below.
- Start the session by asking questions like:
 - Do you know the difference between hygiene and grooming?
- Mention all points they answered on the whiteboard.
- To understand the difference, follow the activity.

Ask



- How do you maintain personal hygiene?
- What are the safety and hygienic practices while being at the workplace?
- How do you ensure that individuals follow workplace food health and safety regulations?
- Why is it important to practice safety and hygiene while working in the various service department?
- How personal and workplace hygiene adds up to productivity
- What are the best practices for maintaining personal hygiene
- What is a crucial habit that everyone should develop?
- What is an essential element of maintaining personal hygiene?
- What is the utmost importance of hand washing?
- What contributes to a healthy workforce and is essential in the workplace?

Notes for Facilitation



- Allow one or two students to answer the questions.
- Write down the correct answer on the whiteboard.

Do



- Show the images featuring the basic practices of hygiene followed in public areas of the hotel, how to wash hand – step procedure followed to reduce accidents like slip and fall- mats used.

Activity - 1



- Ask participants to discuss potential hazards they have encountered recently in a group. How were they managed? Could they have been managed more efficiently?
- In a group, ask participants to think of five permanent slip, trip or fall hazards at your establishment. Are there any ledges, stairs, etc.? How can accidents be avoided in each instance?

Activity - 2



- The participants will be taken to the hand wash area by the teacher.
- Then demonstrate the procedure of hand washing at the workplace by using liquid hand wash and a clean towel.

Practical



- Ask the candidates to knot a tie appropriately
- Ask about the basic etiquette to be followed while greeting guests with proper body language.
- Ask about the basic rules of telephone etiquette.
- Ask the candidates to prepare a list of Dos and Don'ts at the front office.

Summarise



- Summarise the session.
- Prepare a list of participants' doubts if they have any. Could you encourage them to ask questions?
- Answer their queries.

Notes



Unit 8.2.: Apply Precautionary Health Measures

Unit Objectives

At the end of this module, the participant will be able to:

1. Describe the standard operating procedure to be followed while handling tools, materials, and equipment
2. State the importance of safety management programs
3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace
4. Explain the importance of preventive health check-ups organised by the company
5. Describe the causes of risks and potential hazards in the workplace and ways to prevent the
6. Identify different safety warning signs and labels at the workplace
7. Discuss ways to identify hazards at the workplace
8. List the components of the first-aid kit
9. Explain the procedure to report accidents and other health-related issues as per SOP

Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- PPEs
- Table prints for activity

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

Say

- PPEs are guards to protect against the harm that may be caused at any given point. It reduces the chance of exposure to hazards that could lead to serious industrial injuries and illness.
- To have safety during operations, safety equipment is used as a Safety helmet, Safety goggles, Noise protection, respiratory mask, safety boots, and visibility jacket.
- Each piece of equipment is essential as safety measures at work.
- A safety management program aims to reduce dangers before they cause catastrophic incidents.
- Accidents can be avoided by following the principles listed below
- Prevention is easy if the awareness is broadened. Have use of height safety ladders and equipment.

Explain

- The 3Es of safety: Safety Education, Engineering, and Safety Enforcement.
- The occupational safety and hazards standards
- The ergonomics injuries and other safety awareness.
- Prohibitory signs
- Warning signs
- The safety warning labels at the workplace to the participants.
- The elementary procedures for the prevention of accidents.
- The measures to be taken in case of an accident.
- Measures to be taken in case of an accident
- The practices that could result from fire and how to identify the type of fire.
- Fire warning systems like fire alarms, Sprinklers, Fire Pillar hydrants, Fire hose cabinets, Water fire extinguishers, Beam detectors, and Smoke detectors.
- The importance of preventive health check-ups
- Explain the basic tests like CBC, X-ray chest, ECG, Stress test, Height Weight, BMI, Kidney profile, liver profile, and vitamin D.
- Brief how to prevent health problems in day-to-day life.
- The measures to be followed after medical advice and recommendations.
- The common workplace hazards.
- The confined spaces and prevention of injuries.
- The emergency measures
- The evacuation protocol
- How to contact the emergency services.
- The components of the First-aid Kit and how and when to use them.
- The fire triangle and all types of fire.

Elaborate



- Different safety warning signs and labels at the workplace with the help of Fig 8.2.8 Safety Warning Labels in Premises in the participant handbook
 - Danger Signs
 - Warning Signs
 - Caution Signs
 - Notice Signs
 - General Safety Signs
 - Fire Safety Signs
 - Admittance Signs
 - Safety Symbols
 - Surround shapes
- The handling of situations due to fire, like

Ask



- What is the full form of PPE?
- What are the examples of some equipment?
- What are the elementary procedures for the prevention of accidents?
- What are the measures that have to be taken in case of an accident?
- What are the different types of signs used on the premises and otherwise?
- What are the basic components of fire?
- What are some extinguishers they know?
- Why is fire safety important at any given point and state?
- What are the common workplace hazards and their prevention

Notes for Facilitation



- These flames are fueled by rubbish, wood, paper, or other common flammable materials
- Class A - Trash, wood, paper, and other common combustible materials fuel these fires
- Class B - These are fires with flammable or combustible liquids as their cause
- Class C - These are fires concerning electrical apparatus
- Class D - These are fires with certain flammable metals as the fuel source

Activity - 1

- Provide the sheets to identify the types of safety warning signs.
- Ask participants to fill in the blanks as per their awareness of signs.








Image To Identify	Answer
	
	
	
	
	
	
	

Table.8.2.1 Safety warning signs



Image To Identify	Answer
	<p>DANGER SIGNS Indicate immediate hazards that will result in injury or death if not avoided.</p>
	<p>WARNING SIGNS Indicate a hazard level that falls somewhere between caution and danger.</p>
	<p>CAUTION SIGNS, Represent the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.</p>
	<p>BIOLOGICAL HAZARD SIGNS indicate either the actual presence of a biohazard.</p>
	<p>NOTICE SIGNS, Used to convey general information as warning indicators are linked to activities not directly related to personal injury.</p>
	<p>GENERAL SAFETY SIGNS, Important safety instructions and procedures, for example- such as regulations and practices for first signs, cleanliness, and housekeeping.</p>
	<p>FIRE SAFETY SIGNS are frequently used to mark the location of emergency equipment, such as fire extinguishers. These signs do not provide instructions for using safety equipment.</p>
	

Table.8.2.2 Safety warning signs answers

Activity - 2

- Ask the participant to write the correct possible answer they know in the activity sheet.

Tests Conducted	Screening For
ECG- Electrocardiogram	
LIPID PROFILE	
ESR	
USG	
URINE ROUTINE	
CHEST X-RAY	

Table.8.2.3 Guess the must (Activity sheet)

Tests Conducted	Screening For
ECG- Electrocardiogram	Check the heart's rhythm and electrical activity.
Lipid Profile	Blood test to measure the amount of cholesterol.
ESR	Measures how quickly erythrocytes (RBC) settle at the bottom of the test tube. Test to determine if one has a condition that causes inflammation.
USG	Ultrasound or sonogram
Urine Routine	Detects the number of germs present in the urine.
Chest X-RAY	Helps to diagnose conditions affecting the chest.

Table.8.2.4 Answers guess the must (Activity sheet)

Activity - 3

- Ask participants to increase the music volume on laptops or any audio device.
- Now ask all the participants to speak loudly and talk over the phone. Also, play a maximum device at one given point.
- Now let everyone settle down for 3 mins with pin-drop silence.
- Observe both the timings and the change you may feel now.
- Write the changes in blank sheets given to you by the trainer/teacher.
- Also, ask them to write the prevention they suggest for such disturbance caused by noise.

Unit 8.3: Employ Effective Waste Management

Unit Objectives

At the end of this module, the participant will be able to:

1. Employ effective waste management

Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

Do

- Start the session by asking questions like:
- Explain identifying and segregating recyclable, non-recyclable and hazardous waste at the workplace.
- Discuss the process of Segregating waste into different coloured dustbins
- Describe the different ways of handling waste and how to recycle waste
- Define the procedure for disposing of waste.

Say

- Throughout the past few years, different definitions of trash have been presented.
- The idea that waste is any substance deemed undesirable by the entity that produced it is a theme that runs across these definitions.
- For instance, the undesired elements could be by-products of a production process, such as fly ash from a furnace.
- Similarly, unwanted materials could also be wasted. Alternately, they could be products whose value has been depleted from the point of view of the current holder.

- For instance, a newspaper that has been read, a package that has been opened and emptied of its contents, or an apple that has been eaten to the core are all comparable in the sense that they have lost their original, inherent value from the point of view of the consumer.
- Did you know that there are five types of waste? We hardly give what we throw away a second thought

Explain



- What is waste management
- The waste generation
- The process of onsite handling, storage and processing
- The process of collection of waste
- The process of waste transfer and transport
- The process of waste processing and recovery
- The process of waste disposal
- The liquid waste
- The solid waste
- The organic waste
- The recyclable waste
- The hazardous waste
- The four ways of disposing of hazardous waste
- The biodegradable waste
- The non-biodegradable waste
- The recycling of waste

Elaborate



- Collecting, sorting, recycling, and monitoring garbage is all part of waste management, characterised as "waste management" or "waste management activities."
- The term "waste" in the context of waste management refers to unwanted or useless material produced due to human activity and can take various forms.
- In addition, every type of trash—liquid, solid, or gas—requires a different approach to disposal and managing the waste it generates.

Demonstrate



- Show the image to explain the waste cycle and brief the structure as per the 6Rs.

Exercise



- Question 1.** A warm smile always helps the guest to open up. It makes the guest feel important. Moreover, they are comfortable knowing th at someone genuinely cares about their needs.
- (A). True
(B). False
- Question 2.** Employees and clients may connect and contact one another swiftly and efficiently using telegram.
- (A). True
(B). False
- Question 3.** Enforcers of safety Rules are ineffective if they are not followed or enforced.
- (A). True
(B). False
- Question 4.** A visible instruction from a safety sign lessens the likelihood of accidents for employees and non-employees, creating a safer working environment.
- (A). True
(B). False
- Question 5.** All Windows should be closed, and all electrical appliances, including fans and lights, should be turned Off.
- (A). True
(B). False
- Question 6.** Employee safety can be ensured by adhering to the three Es of safety: safety education, engineering, and safety programs.
- (A). True
(B). False

Select the best alternative from the given up on (MCQs)

- Question 1.** Among the given choices are basic rules that will assure health and hygiene at the workplace.
- (A) Regularly empty the trash cans
(B) Clean washrooms regularly
(C) Go for movies
(D) Take leaves regularly

- Question 2.** Which will you use to reduce the quantity of dust outdoors?
- (A). Wet area mats
 - (B). Dust control mats**
 - (C). Curtains
 - (D). Vacuum cleaner
- Question 3.** What should be avoided to reduce the chances of Ingrowing Toenails?
- (A). Trim Straight**
 - (B). Trim diagonally
 - (C). Do not trim
 - (D). Do not use a nail filer
- Question 4.** When should one wash their hands to keep them clean?
- (A). Before you leave the house
 - (B). When you arrive at your destination
 - (C). Before and after consuming or preparing food
 - (D). All of the above**
- Question 5.** Why are etiquettes needed?
- (A). It makes you a cultured individual
 - (B). It teaches you how to talk, walk, and behave in society.
 - (C). It teaches you to use the mobile
 - (D). A and B**

Notes



Scan the QR codes to watch the related videos



[Waste- Types and Classification](#)



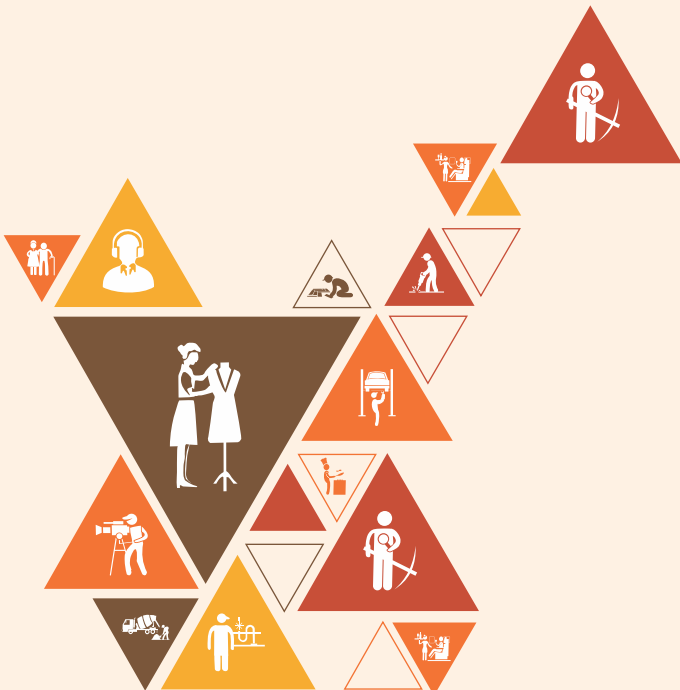
[Importance and Methods of Protecting People and Assets](#)



[Introduction to Fundamental Concepts of Fire Safety](#)



8. Employability Skills



DGT/VSQ/N0102

Scan/Click this QR code to access eBook

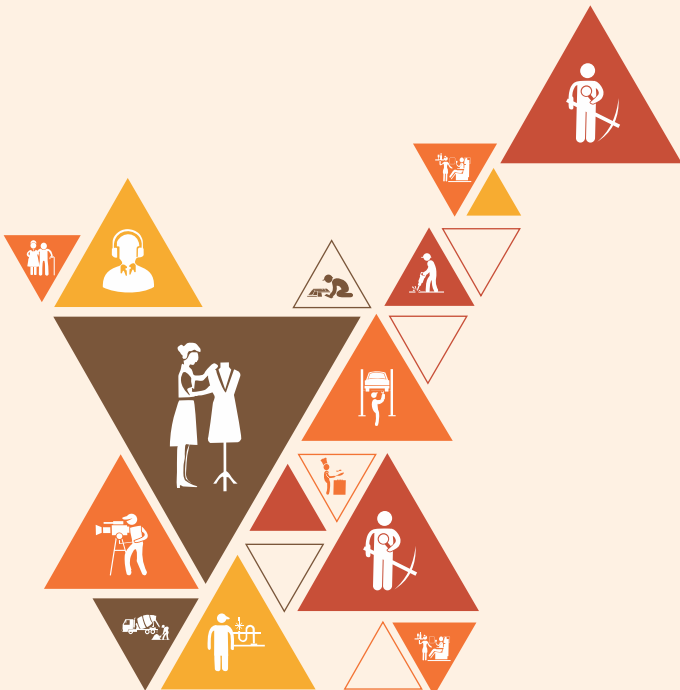


<https://eskillindia.org/NewEmployability>



10. Annexures

- Annexure -I
- Annexure -II
- Annexure -III



Annexure - I Training Delivery Plan

Program Name:	Counter Sales Executive		
Qualification Pack and reference ID	Counter Sales Executive - THC/Q2903		
Version No.	3.0	Version Update Date	24/02/2022
Pre-Requisite License or Training	NA		
Training Outcomes	<p>At the end of the program, the learner will be able to:</p> <ul style="list-style-type: none"> • Perform the tasks to maintain cleanliness of the sales counter • Perform the activities to set up the sales counter at the start of the day • Explain how to manage the inventory and sales improvement activities • Describe the procedure of processing the guest's order • Perform the activities to serve various food items and beverages to the guests • Apply appropriate practices to receive customer calls and take orders for home delivery • Role play on how to handle online orders and communicate to kitchen staff • Prepare a sample kitchen order ticket (KOT) and bill for customer's orders • Apply appropriate procedures to facilitate appropriate delivery of the order • Apply proper practices to maintain the cash flow • Perform the tasks of preparing all the relevant reports • Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow • Apply gender and age-sensitive service practices • Describe the protocols related to confidentiality of the organizational information and guests' privacy • Apply health, hygiene, and safety practices at the workplace 		

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Introduction to the Customer Service and Counter Sales Executive (Tourism and Hospitality)	Introduction of food and beverage	1. Discuss the objective and benefits of the skill India mission 2. Describe the Tourism and Hospitality Industry and its sub-sectors 3. Elaborate on the hierarchy of small, medium, and large Restaurants	THC/N2911	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
		Counter sales duties & responsibilities	1. Discuss the roles and responsibilities of a Counter Sales Executive 2. Describe the attributes required for a Counter Sales Executive 3. Elaborate on the scope for the Counter Sales Executive in the Tourism and Hospitality Industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
		Interactive Lecture in the Class			Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0	
		Interactive Lecture in the Class			Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0	
		Types & menus served	1. Explain different types of Counter Sales Establishments 2. Elaborate on different kinds of menus served in Counter Sales Restaurants		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
2	Organize the Sales Counter for Daily Activities	Organize the Sales Counter for Daily Activities	1. Explain the importance of organizing the sales counter and maintaining its cleanliness and hygiene	THC/N2911	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
			2. Elaborate on various tools, equipment, food items, and other supplies required at the workstation		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
			3. Demonstrate how to arrange and operate various tools		Interactive Lecture in the Class	Participant handbook, Projector	T : 2 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			and equipment in the counter and workstation			Whiteboard, Marker, and Duster	
			4. Explain the procedure to set up the sales counter	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, KU14, KU15, KU16, GS1, GS2, GS3, GS4, GS5, GS6, GS7, GS8, GS9, GS10	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
			5. Apply appropriate techniques to maintain the cleanliness and hygiene of the sales counter		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
			6. Describe effective ways to display food and beverage items at the sales counter		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
			7. Elaborate counter sales inventory management procedures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
			8. Explain FSSAI and HACCP standard protocols related to Food Production, Food safety and quality standards		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
			9. Employ appropriate inspection procedures to check the displayed food and beverages for cleanliness, freshness, visual appeal and proper labelling		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
3	Provide Assistance with Guest's Orders	Provide Assistance with Guest's Orders	1. Discuss the importance of communication etiquette and body language while assisting guests with their orders 2. Explain the procedure for handling a guest's order 3. Employ appropriate techniques to check the quality of food 4. Describe the factors that affect the shelf-		THC/N2911 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 8
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 2 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			life of foods available in the QSR and the precautionary measures to ensure food quality 5. Discuss different types of sauces, accompaniments, and tableware used in the restaurants 6. Describe the process of handling online orders	PC13, PC14, PC15, PC16, PC17, PC18, PC19, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, GS1, GS2, GS3, GS4, GS5, GS6, Gs7		Marker, and Duster	
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
4	Carry out the Activities to process Guest's Orders	Carry out the Activities to process Guest's Orders	1. Describe the steps of generating the Kitchen Order Ticket (KOT) manually and electronically 2. Explain communication etiquette and other protocols to be followed while interacting with kitchen staff 3. Dramatize how to converse with kitchen staff while submitting Kitchen Order Ticket 4. Discuss the importance of communicating the special requirements of the guests to the kitchen staff 5. Elaborate on the procedure to prepare the final food product from partially cooked food items 6. Elaborate on various techniques of portioning and garnishing a variety of foods 7. Demonstrate how to garnish food products before serving them to the guests 8. Describe the operation and maintenance	THC/N2908 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, Ku10, Gs1, GS2, Gs3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			procedures of various tools and equipment like microwaves, ovens, vending machines, etc. 9. Demonstrate various baking methods 10. Elaborate on the steps of live baking			Marker, and Duster	
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 4
5	Serve the Guests	Serve the Guests	1. Explain different temperatures required for serving different varieties of food and drinks 2. Discuss different types of condiments and wrappings used in the restaurants 3. Discuss the importance of following communication etiquette and other protocols to be followed during serving of food and beverages 4. State the importance of disposing off expired food, beverages and wastes	THC/N2908 PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32, PC33, PC34, PC35, PC36, PC37, PC38, PC39, PC40, PC41, KU11, KU12, KU13, KU14, KU15, KU16, KU17, KU18, KU19, GS1, GS2, Gs3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 8 P : 10
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 8 P : 10
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 7 P : 10
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 7 P : 10
6	Receive Customer Calls and Take Orders	Receive Customer Calls and Take Orders	1. Describe the standard policy and work instructions on receiving calls, sale promotion offers, regulations, standard procedures and code of conduct followed in the organization 2. State the significance of being available at the home-delivery counter at all times and answering the phone calls promptly	THC/N2912 PC1, PC2, PC3, PC4, PC5, PC6, , KU1, KU2, KU3, KU4, GS1, Gs2,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 1 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			3. Explain the professional and communication etiquette to be followed 4. Describe the importance of quickly determining customers' food and beverage needs. 5. List the frequently asked questions by the customers regarding food delivery 6. Describe suggestive and up-selling techniques for food items, new beverages and high selling products 7. Explain the details of the various menu items and standard food and beverage combinations 8. Elaborate the significance of repeating and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable 9. Describe effective and professional ways to collect all relevant customer details, such as name, address, phone number, etc.			Marker, and Duster	
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
7	Handle Online Order and Communicate to Kitchen Staff	Handle Online Order and Communicate to Kitchen Staff	1. Describe usages of third-party applications for online food and beverage orders 2. Demonstrate how to monitor orders via third-party applications and accept or decline the order as per the availability of F&B items 3. Show how to add orders to the POS manually 4. Explain the procedure to update	THC/N2912 PC7, PC8, PC9, KU5, GS3, Gs4,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			the online menu, and adjust delivery and pickup timelines, set ordering hours, close dates, and delivery zones on the restaurant website 5. Prepare a sample manual as well as a computerized Kitchen Order Ticket [KOT] for the received order from customers 6. Describe the process of generating KOT through the computerized system and manually as per the eatery's standard procedure for received orders 7. Explain the procedure to communicate order details, including any specific requirement of the customer, to the kitchen staff 8. State the significance of coordinating with kitchen staff to expedite orders, ensuring that they are prepared timely		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 4
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 3
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
8	Facilitate Standard Delivery of the Order	Facilitate Standard Delivery of the Order	1. How to brief the packaging team about any special request from the customer related to the Packaging? 2. Discuss food hygiene, quality, and safety standards as per standard policy and FSSAI 3. Outline occupational health and safety requirements as per HACCP 4. Discuss the delivery time estimation techniques based on preparation time and distance of the delivery location 5. State the significance of	THC/N2912 PC10, PC11, PC12, KU6, KU7, Gs5, Gs6,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 3
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 2

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			attaching a copy of the bill with the delivery package 6. Outline the importance of informing the delivery associate about the mode of payment and ensuring that he/she carries the digital payment equipment or changes money 7. Discuss the method to ensure proper packing of the food and beverage items as per standards 8. Prepare a sample bill for food and beverage orders 9. State the significance of monitoring the delivery orders to ensure quick and timely delivery 10. Show how to update the computerized system when the food is out for delivery and track the status of the order till it is delivered 11. Elaborate on the operating procedure of tools like calculators, telephonic equipment, electronic promotional materials, etc., for food and beverage services 12. Employ appropriate method to match total sales and the cash received at the end of the day		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
9	Perform Administrative Work	Perform Administrative Work	1. Discuss the significance of adequately displaying food and beverages at the counter. 2. Develop numerous sales concepts such as advertising, merchandising, sales promotion, and public relations that will be used to increase sales	THC/N2913 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, KU1, KU2, KU3, KU4,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			at the counter. 3. Discuss electronic and manual bill generation techniques. 4. Describe various payment methods 5. Provide an overview of the cash management process. 6. Examine the elements of a ledger account. 7. Describe the many types of reports that the Counter Sales Executive must prepare and manage.	KU5, KU6, KU7, GS1, GS2, GS3, GS4, GS5, GS6	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 6
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
10	Maintain Effective Communication and Service Standard	Communicate effectively with guests, colleagues, and superiors	1. Discuss the importance of effective communication	THC/N9901 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, KU1, KU2, KU3, KU4, KU5, KU6,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Communicate effectively with guests, colleagues, and superiors (Contd...)	2. Explain the importance of guest satisfaction and guest feedback	KU7, KU8, KU9, KU10, KU11, KU12, KU13, GS1, GS2, GS3, GS4, GS5,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Communicate effectively with guests, colleagues, and superiors (Contd...)	3. Outline the procedure of receiving feedback and complaints constructively		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Communicate effectively with guests, colleagues, and superiors (Contd...)	4. Describe various ways to handle guest complaints		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Communicate effectively with guests, colleagues, and superiors (Contd...)	5. Discuss different ways to improve the guest experience		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Ways to show sensitization towards different age groups, gender and persons with disabilities	1. Discuss the importance of effective communication		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitization towards different age groups, gender and persons with disabilities(Co ntd...)	2. Explain the importance of guest satisfaction and guest feedback		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitization towards different age groups, gender and persons with disabilities(Co ntd...)	3. Outline the procedure of receiving feedback and complaints constructively		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitization towards different age groups, gender and persons with disabilities(Co ntd...)	4. Describe various ways to handle guest complaints		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitization towards different age groups, gender and persons with disabilities(Co ntd...)	5. Discuss different ways to improve the guest experience		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
11	Organizational Confidentiality and Guest Privacy	Maintain the confidentiality of the organisation	1. Explain the procedures to report the infringement of IPR to the concerned person	THC/N9903 PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS3, Gs4.	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information	1. Discuss the usage, storage and disposal procedures of confidential information as per specification		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information (Contd...)	2. Explain the significance of maintaining organisational confidentiality and		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 3 P : 3

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			guest privacy in the hospitality industry			Marker, and Duster	
		Maintain the privacy of guest information (Contd...)	3. Discuss the Intellectual Property issues and policies affecting the organisation and guest privacy		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
12	Basic Health and Safety Standards	Maintain health, hygiene, and safety practices at the workplace	1. Discuss the concept and importance of personal and workplace hygiene.	THC/N9906 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, GS1, GS2, GS3, Gs4,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Maintain health, hygiene, and safety practices at the workplace (Contd...)	2. Discuss best practices to maintain personal hygiene.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Maintain health, hygiene, and safety practices at the workplace (Contd...)	3. Explain the ways to clean and sanitize the workplace and related equipment.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures	1. Describe the standard operating procedure for handling tools, materials, and equipment.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	2. State the importance of safety management programs.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	4. Explain the importance of preventive health check-ups organized by the facility.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	5. Describe the causes of risks and potential hazards in the workplace and ways to prevent them.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Apply precautionary health measures (Contd...)	6. Identify different safety warning signs and labels at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	7. Discuss ways to identify hazards at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	8. List the components of the first-aid kit.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd...)	9. Explain the procedure to report accidents and other health-related issues as per SOP.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Employ effective waste management	1. Employ effective waste management techniques.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
7	Employability Skills			DGT/VSQ/N 0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	T : 60 P : 0
8	On-the-Job Training						30 HRS

Annexure-II

Assessment Criteria

CRITERIA FOR ASSESSMENT FOR TRAINEES

Job Role	Counter Sales Executive
Qualification Pack	THC/Q2903
Sector Skill Council	Tourism and Hospitality Skill Council

S No.	Assessment Guidelines
1	The Sector Skill Council will create criteria for assessment for each Qualification Pack. 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 centre (as per the assessment criteria below).
5	Based on these criteria, individual assessment agencies will create individual evaluations for skill practicals for every student at each examination/ training centre.
6	To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % the aggregate marks to clear the assessment successfully.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N2911: Set up & maintain sales counter and assist guests	Set up the sales counter for day's work	15	20	-	5
	PC1. prepare and organize the sales counter as per safety norms and organizational standards	-	-	-	-
	PC2. place and organize all the tools and equipment at workstation to ensure safety, hygiene and efficiency	-	-	-	-
	PC3. ensure cleanliness and availability of adequate space at the display area of the sales counter for displaying food products	-	-	-	-
	PC4. display the food and beverage items at the counter to enhance sales	-	-	-	-
	PC5. check the food products for clear and accurate labels as per standards	-	-	-	-
	PC6. inspect all displayed food products for freshness, cleanliness and visual appeal	-	-	-	-
	PC7. ensure that food products are not displayed beyond their expiry date	-	-	-	-
	PC8. confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards	-	-	-	-
	Assist guests with their orders	10	10	-	5
	PC9. receive and greet the guest as per organizational policy	-	-	-	-
	PC10. present the menu to the guest as per standards	-	-	-	-
	PC11. establish guest's food and beverage requirements quickly	-	-	-	-
	PC12. respond to guest's queries at the counter	-	-	-	-
	PC13. suggest food products and beverages to the guests as per their requirement	-	-	-	-
	PC14. offer suitable alternatives to the guests for the unavailable items	-	-	-	-
	PC15. take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required	-	-	-	-
PC16. provide estimated delivery time of the order to the guest	-	-	-	-	
PC17. provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any	-	-	-	-	
NOS Total		25	30	-	10
THC/N2908: Process guest's order	Communicate with the kitchen staff	5	10	-	-
	PC1. enter guest's order into the computerized system, if available	-	-	-	-
	PC2. inform kitchen about the guest's order by	-	-	-	-

and serve the guest	generating manual Kitchen Order Ticket [KOT] or generate the Kitchen Order Ticket [KOT] from the computerized system as per organization's SOP				
	PC3. submit Kitchen Order Ticket [KOT] to kitchen in a timely manner	-	-	-	-
	Process the guest orders	15	15	-	5
	PC4. serve ready-to-eat, consumable food and drinks to the guest as per order	-	-	-	-
	PC5. operate vending machines such as coffeemakers, cold drink dispensers	-	-	-	-
	PC6. refill vending machines at self-serving food centers	-	-	-	-
	PC7. heat pre-cooked food items in oven/microwave and serve it hot to the guest	-	-	-	-
	PC8. place the half-cooked food/frozen items into the oven for doing the 'live baking' and serve fully baked product to the guest	-	-	-	-
	PC9. collect the prepared food from kitchen, garnish it and serve to the guest as per organizational SOP	-	-	-	-
	PC10. process and deliver the order within the time frame as per organizational SOP	-	-	-	-
	PC11. pack the food on guest's request as per organizational SOP	-	-	-	-
	PC12. inform the guests and address any unavoidable delay in the order delivery	-	-	-	-
	Serve the guests	15	15	-	5
	PC13. prepare the orders at the counter or receive prepared food and beverages from QSR coordinator as applicable	-	-	-	-
	PC14. serve food and drink items at the recommended temperature using clean, hygienic and appropriate service equipment	-	-	-	-
	PC15. ensure serving of appropriate condiments and accompaniments with ordered food items	-	-	-	-
	PC16. pack the food on guest's request as per organizational SOP	-	-	-	-
	PC17. manage home delivery orders from various online food delivery portals	-	-	-	-
	PC18. clean the counter after serving guests	-	-	-	-
PC19. dispose of expired food & beverage products and other waste generated in day's work as per organizational standards	-	-	-	-	
	NOS Total	35	40	-	10
THC/N2912: Take customer's orders for home delivery	Receive customer calls and take orders	15	15	-	10
	PC1. ensure self-availability at the home delivery order counter at all the times	-	-	-	-
	PC2. answer the phone calls promptly	-	-	-	-
	PC3. introduce self and the organization to the	-	-	-	-

customer				
PC4. inform the customer about available menu items and special dishes available for the day	-	-	-	-
PC5. establish customer's food and beverage requirements quickly	-	-	-	-
PC6. assist the customers in selection of menu items to be ordered	-	-	-	-
PC7. inform the customer about any sale or promotional offers available at that point of time	-	-	-	-
PC8. advise suitable alternatives for the demanded unavailable items	-	-	-	-
PC9. upsell food items and new beverages or high selling products to ensure profitable transactions for the organization	-	-	-	-
PC10. provide suggestions to the customer on beverages that complement the food items they have ordered	-	-	-	-
PC11. ask the customer about any special requirements, if any	-	-	-	-
PC12. repeat and confirm orders with the customer for accuracy before entering them into the Point-of-Sale System or order forms, as applicable	-	-	-	-
PC13. enter the customer's order selections into the system or note manually, as applicable	-	-	-	-
PC14. obtain customer details such as name, address, phone number, etc. to complete the order	-	-	-	-
PC15. inform the customer about the total bill amount and confirm the mode of payment for the placed order	-	-	-	-
PC16. provide an estimated delivery time of the order to the customer	-	-	-	-
PC17. handle customer complaints, if any	-	-	-	-
Handle online food and beverage orders	5	5	-	-
PC18. monitor orders that come in through the third-party applications	-	-	-	-
PC19. accept or decline the order as per availability of F&B items	-	-	-	-
PC20. add order to the restaurant's own POS manually	-	-	-	-
PC21. handle online ordering tool on the restaurant's website to place and pay for takeaway and delivery orders	-	-	-	-
PC22. update the online menu, and adjust delivery and pickup wait times, set ordering hours, close dates, and delivery zones on the restaurant's website	-	-	-	-
Communicate customer order to kitchen staff	10	10	-	5



	PC23. generate the manual or computerized Kitchen Order Ticket [KOT] for the received order, as applicable, as per organizational SOP	-	-	-	-
	PC24. submit Kitchen Order Ticket [KOT] to the kitchen as per SOP	-	-	-	-
	PC25. pass on specific instructions to the kitchen staff to customize the order as per customer's requirement	-	-	-	-
	PC26. confirm the preparation time of the order	-	-	-	-
	PC27. coordinate with kitchen staff to expedite orders, ensuring that they are prepared timely	-	-	-	-
	Facilitate standard delivery of the order	10	10	-	5
	PC28. brief the packaging team about any special request from the customer related to the packaging	-	-	-	-
	PC29. deal with the independent food delivery associate from third party applications and ensure order is handed over to the correct person	-	-	-	-
	PC30. coordinate with the food delivery associate to collect customer's package from the packaging team	-	-	-	-
	PC31. provide customer delivery instructions or special requests, if any to the food delivery associate	-	-	-	-
	PC32. generate a bill for each order	-	-	-	-
	PC33. ensure the copy of the bill is attached on the delivery package	-	-	-	-
	PC34. inform the delivery associate about the mode of payment	-	-	-	-
	PC35. ensure the delivery associate carries the digital payment equipment or change money, as required	-	-	-	-
	PC36. ensure food and beverage items are packed as per organizational standards	-	-	-	-
	PC37. update the computerized system when the food is out for delivery	-	-	-	-
	PC38. track the status of the order till it is delivered	-	-	-	-
	PC39. inform the customer if there is any delay in the delivery of the order	-	-	-	-
	PC40. monitor all orders and ensure they are delivered in a quick and timely manner	-	-	-	-
	PC41. match total sales and cash received at the end of the day	-	-	-	-
	NOS Total	40	40	-	20
THC/N2913:	Manage sales	8	8	-	2
Manage administrative work	PC1. ensure proper display of food and beverage items at the counter	-	-	-	-
	PC2. handle point of sale materials as per	-	-	-	-

	organizational SOP				
	PC3. achieve the sales target by increasing the guest footfall and sales	-	-	-	-
	PC4. enhance cross-selling of related food and beverage items	-	-	-	-
	Manage cash	8	8	-	2
	PC5. generate electronic or manual bill for each order and give it to the guest as per organizational SOP	-	-	-	-
	PC6. process the payment using various modes	-	-	-	-
	PC7. maintain the electronic or cash ledger record of each transaction as per organizational SOP	-	-	-	-
	PC8. match total sales and cash received at the end of the day	-	-	-	-
	PC9. report to the cashier/authorized person at the end of the day regarding cash management	-	-	-	-
	Generate reports	4	4	-	1
	PC10. maintain day-to-day business records as per organizational SOP	-	-	-	-
	PC11. generate reports in the specified format as per organizational SOP for apprising the management about guest footfall, sales conversions, etc.	-	-	-	-
	PC12. report guest enquiries, comments and complaints to the top management	-	-	-	-
	NOS Total	20	20	-	5
THC/N9901: Communicate effectively and maintain service standards	Communicate effectively with guests, colleagues and superiors	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. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to the	-	-	-	-

	colleagues timely				
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	Maintain professional etiquette	10	10	-	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	Provide specific services as per the guests' requirements	10	10	-	5
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC19. follow gender and age sensitive service practices at all times	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
	NOS Total	40	40	-	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	Maintain organisational confidentiality	6	6	-	3
	PC1. ensure not to leave any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply with organisational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	Respect guest's privacy	4	4	-	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	NOS Total	10	10	-	5
THC/N9906: Follow Health, Hygiene and Safety practices	Maintain personal and workplace hygiene	10	10	-	5
	PC1. wash and sanitise hands at regular intervals using hand wash & alcohol-based sanitisers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solutions and disinfectants as recommended	-	-	-	-

PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitise all tools and equipment requiring touchpoints at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. Maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
Take precautionary health measures	5	5	-	-
PC9. attend regular health check-ups organised by the management	-	-	-	-
PC10. Report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. Report to the concerned authority in case any coworker is unwell	-	-	-	-
Follow standard safety procedure	5	10	-	5
PC12. Follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. Follow first aid procedures appropriately	-	-	-	-
PC14. Identify hazards at the workplace and report to the concerned person on time	-	-	-	-
Follow effective waste management	5	10	-	5
PC15. Identify and segregate recyclable, non-recyclable and hazardous waste at the workplace	-	-	-	-
PC16. Segregate waste into different coloured dustbins	-	-	-	-
PC17. Handle the waste as per SOP	-	-	-	-
PC18. Recycle waste wherever applicable	-	-	-	-
PC19. Dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

Annexure-III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.1 An Overview of Skill India Mission	1.1.1 Skill India Program Objectives, Features and Advantages	14	https://www.youtube.com/watch?v=y7CxAa7KicM	 Role of Government in skill development
Chapter -2 Set up & Maintain Sales Counter and Assist Guests	UNIT 2.2 Assist the Client with their Orders	2.1.2 Different Supplies Needed at the Workstation, Including meals, Equipment, and Tools	26	https://www.youtube.com/watch?v=fYVXB55x7zg	 Restaurant Service Equipments
Chapter -3 Process Guest's Order and Serve the Guest	UNIT 3.1 Execute the Tasks Necessary to Fulfill the Orders of the Guest	3.1.7 How to Garnish Food Before Serving	39	https://www.youtube.com/watch?v=HRXeadOxcXk&t=8s	 How to Garnish with Herbs
Chapter - 4 Take Customer's Orders for Home Delivery	UNIT 4.3 Facilitate Standard Delivery of the Order	4.3.4 Food Safety and Standard Authority of India (FSSAI)	54	https://www.youtube.com/watch?v=glX3z7QVPZk	 Food Safety
Chapter - 5 Manage Administrative Work	UNIT 5.1 Perform Administrative Work	5.1.3 Discuss Electronic and Manual Procedures for Generating bills	63	https://www.youtube.com/watch?v=v3QJ4yiN7Vk&t=1s	 Order Taking and Billing Methods
Chapter - 5 Communicate Effectively and Maintain Service Standards	UNIT 5.1 Maintain Effective Communication and Service Standard	Unit 5.1.1 Effective communication	76	https://youtu.be/X3Fz_Gu5WUE?t=112	 Communication Skills

Chapter - 6 Communicate Effectively and Maintain Service Standards	UNIT 6.3 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	6.3.1 Sexual Orientation and Discrimination	76	https://www.youtube.com/watch?v=-FCEBe5VNcA	 Gender Sensitization Issues and Challenges
Chapter- 7 Organizational Confidentiality and Guest's Privacy	UNIT 7.1 Intellectual Property Rights (IPR) and its Importance	7.1.1 Intellectual Property Rights (IPR) and its Importance	88	https://youtu.be/avSdoMz6OuA?t=85	 Intellectual Property Rights (IPR) - Introduction, Definition, Types, Examples
Chapter- 7 Organizational Confidentiality and Guest's Privacy	UNIT 7.2 Privacy of Guest Information	7.2.1 Procedures to Report the Infringement of IPR to the Concerned Person	88	https://www.youtube.com/watch?v=1C42q3UL26o	 Copyright infringement
Chapter - 8 Basic Health and Safety Standard	UNIT 8.2 Apply Precautionary Health Measures	UNIT 8.2 Apply Precautionary Health Measures	108	https://www.youtube.com/watch?v=j2NtUQa_vB4	 Importance and Methods of Protecting People and Assets
Chapter - 8 Basic Health and Safety Standard	UNIT 8.2 Apply Precautionary Health Measures	8.2.4 Firefighting and its Prevention	108	https://www.youtube.com/watch?v=sM8yiOzXaNE	 Introduction to Fundamental Concepts of Fire Safety
Chapter - 8 Basic Health and Safety Standard	UNIT 8.3 Employ Effective Waste Management	8.3.3 Types of Waste	108	https://www.youtube.com/watch?v=Plr2jpscZ7w	 Waste-Types and Classification



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