



Facilitator Guide



Sector
Tourism and Hospitality

Sub-Sector
Hotel/Restaurant

Occupation
Customer Service

Reference ID: THC/Q2902, Version-2.0
NSQF Level: 3

Food Delivery Associate



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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 FG for Food Delivery Associate 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 delivers food and beverage orders to customers at their place, on time, and as per the organization's policy. The job requires the individual to be energetic, punctual, smart and courteous with a pleasant personality. The individual must be willing to work outdoors for long hours, and sometimes in adverse situations.

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



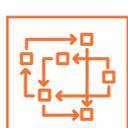
Summary



Role Play



Example



Methodology

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 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, and 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 minimize 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.
 - Motivate the participants in engagement plans.
- Understand your participants
 - You will conduct the training program for a certain period as a trainer. Therefore, to improve the program's effectiveness, you should understand the mindset of the participants and create a good rapport with them. Therefore, it is always essential to maintain a good working relationship with the participants to achieve better results from the training program.
- Adopt the basic etiquette during training
 - Greet the participant and introduce yourself.
 - Understand the concept of being soft-spoken and working alone.
 - Introduce the importance of training.
 - Involve the participants for a brief introduction with all.
 - Clarify their doubts patiently, and do not get irritated if a party asks the same question doubt repeatedly.
 - Understand and observe the participant's level for better training.
 - Watch each participant's effort and keep note of their 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".
 - Encouragement is an exercise for productivity, being positive and professional while giving feedback to the participants, and do not criticize making fun of their performance.
 - Identify the faulty practices of the participants, brief practice of funless, rning and guide them to relearn.
 - Be observant and friendly as a mentor.
 - In the session introduce briefly and share the topic in the next session.
 - Recapitulate the topic covered in the last session.

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 hotels, small, medium and large establishments
4. Discuss the roles and responsibilities of a Food Delivery Associate
5. Describe the attributes required for a Food Delivery Associate
6. Elaborate on the scope for the Food Delivery Associate 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, likeNGStc.

Resources to be used

- Use of any prop example flower, water bottle,e 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: An Overview of Skill India Mission

Unit Objectives

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

1. Explain the objectives and benefits of the Skill India Mission.

Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector, speakers, and Laptop
- Pencil and paper (optional)

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

Say

- The Skill India Program enables the development by the ability to bring confidence, provides the scope of growth, and gives advanced training structure, Knowledge as it builds the concept
- With this, one can get core strategies of competent
- The importance of skills in the growth of an individual can be evaluated after understanding the techniques required
- The youth are educated, and the technical scope can be identified if close access to segments is explained with features that are pointed out in Skill India Mission

Unit 1.2: An Overview Hospitality Industry

Unit Objectives

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

1. Describe the Tourism and Hospitality Industry and its sub-sectors
2. Elaborate on the hierarchy of hotels/Restaurants small, medium and large establishments
3. Discuss various service departments in the hotel, like Food & Beverage, Housekeeping, etc.

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, and explore ideas, etc etc
- Capture their responses on board and share them wherever necessary

Say

- The role and importance of tourism and tourism are vital for the success of many economies around the world
- Tourism can be defined as traveling to a place different from the home city or country for various leisure or business purposes and staying there for some considerable period.
- The tourism industry is a large group of these industries that provide a range of products and services to serve tourism and the needs of travelers. Therefore, this group or chain also indicates and brings us to the value chain of the tourism industry
- Describe the Features of the Recreation Industry

- Define the Travel and Tourism Industry.
- Enlist the types of Meetings and Industries Industry.
- Enlighten the Responsibilities of Members and emphasize the food and beverage outlets and their layout
- Recalling the discussion on Hotel Star Ratings.
- Explain the Five Different Sectors of the Hospitality Industry.
- Discuss the restaurant as a commercial establishment and its types.

Explain



- Tourism and hospitality industry and its sub-sectors
- Types of hotel
- Hierarchy of small, medium, and large F&B restaurants

Elaborate



- Elucidate the top hotel brands in India with the help of (Fig 1.2.1 Top hotel brands in India), given in the Participant Handbook.
- Describe the constituents of hotel types with the help of (Fig 1.2.2: Constituents of hotel types), given in the Participant Handbook.
- Elucidate the hierarchy of F&B service at a large restaurant with the help of (Fig 1.2.3: Hierarchy of F&B service at a large restaurant), given in the Participant Handbook.
- Illustrate the organisational Chart of Restaurant Team with the help of (Fig 1.2.4 Organisational Chart of Restaurant Team), given in the Participant Handbook.
- Describe the F&B division with the help of (Fig 1.2.5 F&B division), given in the Participant Handbook.
- Describe the Hierarchy of F&B service at small hotel with the help of (Fig 1.2.6 Hierarchy of F&B service at small hotel), given in the Participant Handbook.

Ask



- Ask the candidates about different departments of the hotel
- What do you think a food delivery associate would dream of becoming?

Notes for Facilitation



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

UNIT 1.3: Food Delivery Associate - The Trending Career Options In India

Unit Objectives

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

1. Discuss the roles and responsibilities of a Food Delivery Associate
2. Describe the attributes required for a Food Delivery Associate
3. Elaborate the scope for the Food Delivery Associate in the Tourism and Hospitality Industry

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.

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 today's world, people have grown accustomed to food being delivered right to their front door. Food delivery drivers make this possible, keeping the public well-fed on days they don't have the time, energy, or ability to cook or pick up food themselves.
- The candidate must be enthusiastic, reliable, intelligent, polite, and have a pleasant personality to succeed in the position.

- As your career develops, you might find that you're assuming greater responsibility or a leadership position. A delivery associate can choose their professional objectives by following the career progression on our career map. For instance, they might begin in a position like delivery driver, advance to a title like technician, and then end up with the title operations manager.

Explain



- Roles and responsibilities of a food delivery associate
- Role of a food delivery associate
- Responsibilities of a food delivery associate
- Attributes of food delivery associate
- Skills and qualifications
- Career scope in food delivery associate

Elaborate



- Scope of career progression in the tourism industry – From a Delivery Boy to a senior level Food & Beverage Associate.
- Career progression path

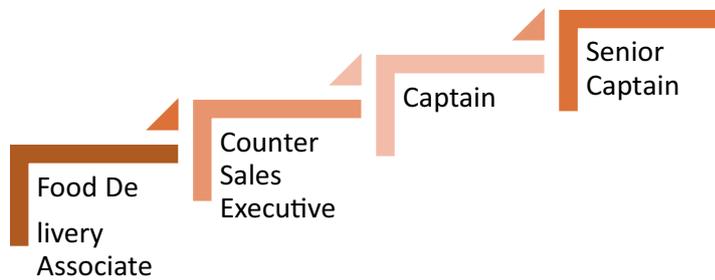


Fig 1.2.1 Career path Food Delivery Associate

Ask



- What are the skills required for a food delivery associate?
- What are the roles and responsibilities of food delivery associate?
- What are the attributes of a food delivery associate?

Notes



Exercise



Choose the correct alternative from the given options

- Question 1.** Which of the following justifications is NOT acceptable for food packaging?
- (A). Protection and portion management
 - (B). Convenience and marketing
 - (C). Information transfer and protection
 - (D). None of the previously listed**
- Question 2.** Which of the following should a competent Food Delivery Associate be aware of?
- (A). Company's targets
 - (B). Importance of punctuality
 - (C). Work output requirements
 - (D). All of the above**
- Question 3.** Which of the following is crucial for effectworkflow?
- (A). Coworkers' mutual respect
 - (B). Treating your coworkers with respect
 - (C). Being there for your coworkers
 - (D). All of the above**
- Question 4.** How can we be more disciplined?
- (A). Be punctual
 - (B). Be neat and clean
 - (C). Respecting each person
 - (D). All the above**
- Question 5.** When a client complains about subpar service, the best course of action is to:
- (A). Apologise**
 - (B). Give him a free beverage
 - (C). Alert the head server.
 - (D). Try to find an explanation

Key Learning Outcomes



1. Apply appropriate practices to Maintain cleanliness of the vehicle
2. Perform preventive and corrective maintenance of the vehicle
3. Perform the tasks of maintaining reports and other documents
4. Apply appropriate skills to use appropriate tools and equipment
5. Prepare the order for delivery
6. Describe the handling and storing process in transit.

Unit 2.1: Prepare the Vehicle Before Delivery

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

1. Explain how to check relevant documents and vehicles as well
2. Apply appropriate practices to maintain the cleanliness of the vehicle
3. Perform preventive and corrective maintenance of the vehicle
4. Perform the tasks of maintaining reports and other documents

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.

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



- Your job is incomplete without a vehicle
- If the vehicle is not maintained, you will not be able to deliver on time.
- Food safety is the responsibility of every FBO (Food Business Operator) for its consumer under FSS Regulations.
- Under the Licensing Act, it is mandatory to ensure the safety of the food product being offered to the customer.
- There are many Standards for food safety like the Regulations and international standards like HACCP and ISO 22000.
- The vehicle must be maintained regularly to get good service and smooth, hassle-free rides.

Explain



- Documents to be carried while driving
- Food safety and hygiene standards as stipulated by
- Fssai, haccp and iso 22000
- Vehicle checks and maintenance
- Importance and method of cleaning and sanitizing
- Delivery vehicle and food delivery box
- Sample sheet to report issues

Elaborate



- Elucidate the documents for driving with the help of(Fig 2.1.1 Documents for driving), given in the Participant Handbook.
- Describe the principles of HACCP with the help of(Fig 2.1.2 Principles of HACCP), given in the Participant Handbook.
- Elucidate the cracked tyre with the help of(Fig 2.1.3 Cracked tyre), given in the Participant Handbook.
- Illustrate the cleaning motorcycle with the help of(Fig 2.1.4 Cleaning motorcycle), given in the Participant Handbook.
- Describe the filling fuel with the help of(Fig 2.1.5 Filling fuel), given in the Participant Handbook.
- Clarify the checking tyre pressure with the help of(Fig 2.1.6 Checking tyre pressure), given in the Participant Handbook.
- Clarify the oil changing with the help of(Fig 2.1.7 Changing the oil), given in the Participant Handbook.
- Illustrate the bike maintenance with the help of(Fig 2.1.8 Bike maintenance), given in the Participant Handbook.
- Illustrate the steps for cleaning a motorcycle with the help of(Fig 2.1.9 Steps for cleaning motorcycle), given in the Participant Handbook.
- Define the issue-reporting sheet with the help of(Table 2.1.1 Issue reporting sheet), given in the Participant Handbook.

Do



- Show the documents to participants and ask them to talk about each one.
- Talk to students about the responsibilities of FBO (Food Business Operators) while serving food to consumers.
- Share the FSSAI website link www.fssai.gov.in with them and encourage them to read about the Food Safety Act of India.
- Start the class by discussing vehicle performance and the servicing procedures normally followed by vehicle owners in India.
- Give examples of what happens if the vehicle is not maintained.

Practical

- Ask the candidates to perform the cleaning of their 2-wheelers.

Activity

- Prepare a sample sheet to report issues with the bike. Take the reference from Table 2.1 Issue report in the Participant Handbook.

Ask

- Do you drive any vehicles?
- What are the documents required when you are driving a vehicle
- How to change a punctured tyre?
- What is covered in servicing?
- Do you know how vehicle servicing is done?
- Why is regular maintenance required for a vehicle?

Notes for Facilitation

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

Summarise

- How to check the relevant documents and the vehicle as well
- Appropriate practices to maintain the cleanliness of the vehicle
- Preventive and corrective maintenance of the vehicle
- The tasks of maintaining reports and another document

Notes

Unit 2.2: Perform the Activities to Prepare for the Food Delivery

Unit objectives

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

1. Apply appropriate skills to use appropriate tools and equipment
2. Prepare the order for delivery
3. Describe the handling and storing process in transit

Resources to be Used

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

Do

- Recap the previous session and clarify the doubts, if any.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary.
- Download a food delivery App on your mobile.
- Explain the App by using it on your mobile.
- On the computer, show participants an App.
- Ask them to understand each step in the App menu

Say

- Safety comes first in anything and everything a person is doing. When handling a customer, you must understand all applicable safety rules.
- You should not leave any space for mistakes. It is impossible to find the destination unless you possess the correct details of the customer. There is the possibility of delay in delivery if you waste time searching for the destination because of incorrect or half information.
- A delivery boy/associate job is very challenging and requires working fast. Handling smartphone skills are required in this work. One must be quick in operating the App while delivering.
- Remember, customer can always track their order delivery status on their mobile App.

- Correct use of Applications and tools is very important for smooth delivery activity. A small mistake in the App and order might go wrong. A delivery job is a skilled job with little scope for mistakes.
- You will instantly be out of a job if you deliver the wrong order.

Explain



- Delivery gear
- Importance of uniform and personal protective gear
- Customer detail and order information
- How to operate a food delivery application
- Steps to prepare food and beverages for delivery
- Preparing for transit by utilising applications, tools and
- Equipment used for food delivery
- Deliver packages while in transit

Elaborate



- Elucidate the delivery gears with the help of(Fig 2.1.11 Delivery gears), given in the Participant Handbook.
- Describe the importance of uniform with the help of(Fig 2.1.12 Importance of uniform), given in the Participant Handbook.
- Elucidate the application log-in page with the help of(Fig 2.1.13 Log-in page of the application), given in the Participant Handbook.
- Illustrate the customer details page with the help of(Fig 2.1.14 Customer details page), given in the Participant Handbook.
- Describe the application log-in page with the help of(Fig 2.1.15 Log-in page of the application), given in the Participant Handbook.
- Clarify the active orders with the help of(Fig 2.1.16 Active orders), given in the Participant Handbook.
- Clarify the waiting orders with the help of(Fig 2.1.17 Waiting orders), given in the Participant Handbook.
- Illustrate the order history with the help of(Fig 2.1.18 Order History), given in the Participant Handbook.
- Illustrate the delivery details with the help of(Fig 2.1.19 Delivery details), given in the Participant Handbook.
- Define the standard accompaniments with common food orders (napkins, disposable cutlery and condiments) with the help of(Fig 2.1.21 Standard accompaniments with common food orders (Napkins, Disposable cutlery and condiments)), given in the Participant Handbook.
- Illustrate the importance of labelling with the help of(Fig 2.1.22 Importance of labelling), given in the Participant Handbook.
- Elucidate the points to remember before leaving for deliveries with the help of(Fig 2.1.23 Points to remember before leaving for deliveries), given in the Participant Handbook.

- Illustrate the actions to be performed after getting the lists and deliveries with the help of(Fig 2.1. 25 Actions to be performed a er getting the lists and deliveries), given in the Participant Handbook.
- Describe the planning of a route with the help of(Fig 2.1.26 Planning a route), given in the Participant Handbook.
- Describe the loading process with the help of(Fig 2.1.27 loading process), given in the Participant Handbook.
- Define the aspects of actual delivery with the help of(Fig 2.1.31 Aspects of actual delivery), given in the Participant Handbook.
- Elucidate the expectations of customers with the help of(Fig 2.1.32 Expectations of customers), given in the Participant Handbook.
- Elucidate the delivery person with the help of(Fig 2.1.33 Delivery person with food items), given in the Participant Handbook.
- Define the delivery details with the help of(Fig 2.1.35 Delivery details), given in the Participant Handbook.

Ask

- How will you check order history?
- Where can you find waiting for orders?
- Where in the App are the delivery details listed?
- How will you check the active orders?

Notes for Facilitation

- Use brochures and pamphlets.
- Use samples of the delivery memo, order note
- Collect video on delivery boys
- Encourage participants to observe delivery boys and take notes.

Activity

- Let participants try to look into App and operate as dummy users.
- Ask them to interact with any delivery person and try to learn from his smartphone.
- Ask participants to prepare a small report and presentation on the interaction.

Summarise

- Documents to be carried while driving
- Vehicle check and maintenance
- Delivery gears
- Preparation for delivery
- Tips for disciplined working

Key Learning Outcomes



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

1. Explain the knowledge about local and State specific traffic rules & regulations
2. Describe the road safety standards
3. Describe the standard protocol to report mishaps
4. Explain professional etiquette to be maintained while delivering order
5. Describe safe delivery of food items
6. Explain the procedure of collecting payment
7. Perform the task of maintaining various reports

Unit 3.1 : Adhere to traffic Rules & Regulations

Unit objectives

At the end of this module participants will be able to:

- Explain the knowledge about local and State specific traffic rules & regulations
- Describe the road safety standards
- Describe the standard protocol to report mishaps

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.
- Allow one or two students to answer the questions.
- Write down the correct answer on the whiteboard.
- Allow maximum participation to answer the questions.
- Explain the correct answers one by one
- Give various destinations to participants.
- Ask them to start GPS App on their mobile and explain

Do

- Recap the previous session and clarify the doubts, if any.
- Encourage the participants to ask questions, explore ideas, etc.
- Capture their responses on board and share them wherever necessary
- Bring a chart or poster prepared on traffic signs. This can be downloaded from the government website.
- At the beginning of the class put the chart somewhere visible. Now ask participants about each sign on the chart.
- Check how much knowledge they have.
- Discuss and start teaching.
- Start the class by showing videos of people changing lanes without following traffic rules.

Say

- Do you have a motorbike?
- Do you possess all documents required under regulations?
- Do you know that your vehicle has a manual in its drawer?
- Understand each indicator on your scooter/vehicle.
- Know the use of each piece of equipment or two pieces of I on your vehicle.
- Have you observed traffic police in the square controlling traffic when there are no traffic signals working?
- Do you know what is the meaning of his hand signals?
- Do you know the meaning of each sign on the board given for traffic?
- The food delivery boy must know the procedure for reporting accident.

Explain

- Safe driving and its significance
- Road safety rules and regulations
- Traffic signs
- Road markings
- Lane system
- Traffic police hand signals
- Road safety precautions
- Use of controlling and signalling equipment
- How to avoid tailgating
- How to drive a two-wheeler safely
- Application of GPS
- Accident reporting procedure and its importance

Elaborate

- Elucidate the safe driving and its significance with the help of (Fig 3.1.1 Significance of safe driving), given in the Participant Handbook.
- Describe the road safety rules and regulations with the help of (Table 3.1.1 Road safety rules), given in the Participant Handbook.
- Elucidate the traffic signs with the help of (Fig 3.1.2 Different types of traffic signs), given in the Participant Handbook.
- Illustrate the road markings with the help of (Fig 3.1.3 Regulatory or mandatory signs), given in the Participant Handbook.
- Describe the lane system with the help of (Fig 3.1.4 Cautionary Signs), given in the Participant Handbook.
- Clarify the traffic police hand signals with the help of (Fig 3.1.5 Informatory signs), given in the Participant Handbook.

- Clarify the road safety precautions with the help of(Fig 3.1.6 Broken white line), given in the Participant Handbook.
- Illustrate the use of controlling and signaling equipment with the help of(Fig 3.1.7 Continuous white line), given in the Participant Handbook.
- Illustrate thw to avoid tailgating with the help of(Fig 3.1.8 Continuous yellow line), given in the Participant Handbook.
- Define the how to drive a two-wheeler safely with the help of(Fig 3.1.9 Double continuous Yellow line), given in the Participant Handbook.
- Illustrate the application of GPS with the help of(Fig 3.1.10 Broken yellow line), given in the Participant Handbook.
- Elucidate the accident reporting procedure and its importance with the help of(Fig 3.1.11 Lane system), given in the Participant Handbook.
- Illustrate the with the help of(Fig 3.1.12 Traffic police hand signals), given in the Participant Handbook.
- Describe the with the help of(Fig 3.1.13 Helmet), given in the Participant Handbook.
- Describe the with the help of(Fig 3.1.14 Traffic safety tips), given in the Participant Handbook.
- Define the with the help of(Fig 3.1.15 Signalling equipment), given in the Participant Handbook.
- Elucidate the with the help of(Fig 3.1.16 Two-second rule), given in the Participant Handbook.
- Elucidate the with the help of(Fig 3.1.17 GPS navigation), given in the Participant Handbook.
- Define the with the help of(Fig 3.1.18 Accident on the road), given in the Participant Handbook.

Ask

- What is traffic signal in the square?
- What is zebra crossing and it is for whom?
- What is the requirement of mirror on your vehicle?
- What is a double yellow line?
- What is a dotted white line?
- What is a double solid yellow line?
- Have you ever helped any person who met with an accident and lying on the road?
- What is the duty of the people around?

Unit 3.2 : Perform Food Delivery Activities

Unit objectives

1. Explain professional etiquette to be maintained while delivering order
2. Describe safe delivery of food items
3. Explain the procedure of collecting payment
4. Perform the task of maintaining various reports

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

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

Say

- Will you take from any delivery boy if he is rude and handed over a torn packet?
- Maintain social distancing we followed during pandemic
- Delivering parcels correctly is very important from customer point of view
- Understand the procedure and follow it while delivering food parcels
- Happy customer is the key to branding and popularity amongst customers. Quick service and correct complaint handling is what every customer expects
- Never break traffic rules while parking vehicle.
- Delivery is completed only when post-delivery steps are completed. Use allotted space for delivery persons especially in residential complex.
- Complete the procedure as per instructions of company
- Reporting is an important part of delivery. It is important to file correct and timely report.

Explain



- Etiquettes to be maintained during food item delivery
- Importance of contact less delivery
- How to brief customer about delivered orders
- Modes of payment
- Customer complaints handling procedure
- Vehicle parking
- Post delivery actions
- Reporting activities

Elaborate



- Elucidate the etiquettes to be maintained during food item delivery with the help of(Fig 3.1.20 Guidelines for providing outstanding customer service), given in the Participant Handbook.
- Describe the Importance of Contact less Delivery with the help of(Table 3.1.2 Conversa_on between customer and delivery person), given in the Participant Handbook.
- Elucidate how to brief customer about delivered orders with the help of(Fig 3.1.21 Contact less delivery), given in the Participant Handbook.
- Illustrate the modes of payment with the help of(Fig 3.1.22 Modes of payment), given in the Participant Handbook.
- Describe the customer complaints handling procedure with the help of(Fig 3.1.23 Complaints handling steps), given in the Participant Handbook.
- Clarify the vehicle parking with the help of(), given in the Participant Handbook.
- Clarify the post delivery actions with the help of(Fig 3.1.24 Different kinds of parking), given in the Participant Handbook.
- Illustrate the reporting activities with the help of(Table 3.1.3 Log sheet), given in the Participant Handbook.
- Illustrate the with the help of(Table 3.1.4 Vehicle logsTable), given in the Participant Handbook.
- Define the with the help of(3.1.5 Customer feedback form), given in the Participant Handbook.

Role Play - 1



- Make 2 participants as delivery boy and customer.
- Give them a situation where the food parcel was handed over upside down and the food was scattered all over the box. Customer is hungry and annoyed.
- Instruct participants to perform a role play.
- Instruct others to observe and comment and discuss.

Role Play - 2

- Ask 2 participants to conduct role play on a conversation between delivery boy and customer. Situation is delivery boy is not able to find the exact location, so asking for help from customer.

Do

- Collect information on latest government policies on billing, GST, taxes etc
- Collect samples of various invoices of different types, cash memos
- Collect samples of all types of cards
- Demonstrate use of swiping machine
- Download APPs used for payment.

Summarise

- Etiquettes to be maintained at the time of delivery
- Importance of contactless delivery
- How to brief customer about delivery orders
- Modes of payment
- Customer handling procedure
- Vehicle parking
- Post-delivery actions
- Reporting activities

Notes

Exercise



- Question 1.** When accident occurs, whom should an employee report:
- (A). Colleague
 - (B). Family
 - (C). Supervisor
 - (D). Director
- Question 2.** Which among the following is an example of effective customer Communication:
- (A). Greet politely with smile
 - (B). Give delivery
 - (C). Ask personal questions
 - (D). Return p
- Question 3.** Which among the following is not online payment mode:
- (A). UPI
 - (B). E Wallet
 - (C). Cards
 - (D). Cash on E-Wallet
- Question 4.** Which among the following is not talking about car parking
- (A). Slow down the speed to have control on car
 - (B). Wear the uniform cap ghtly while riding the two-wheeler so that it doesn't fly off during delivery
 - (C). Call the customer for directions in case the address is difficult to find
 - (D). Inform the customers that no service tax is collected as part of the invoice so they may
- Question 5.** Which among the following represents Two Second Rule
- (A). Maintain a full two seconds' distance from the vehicle in front
 - (B). Maintain a full two plus two seconds' distance from the vehicle in front
 - (C). Maintain a half two seconds' distance from the vehicle in front
 - (D). Maintain a two first and two seconds'

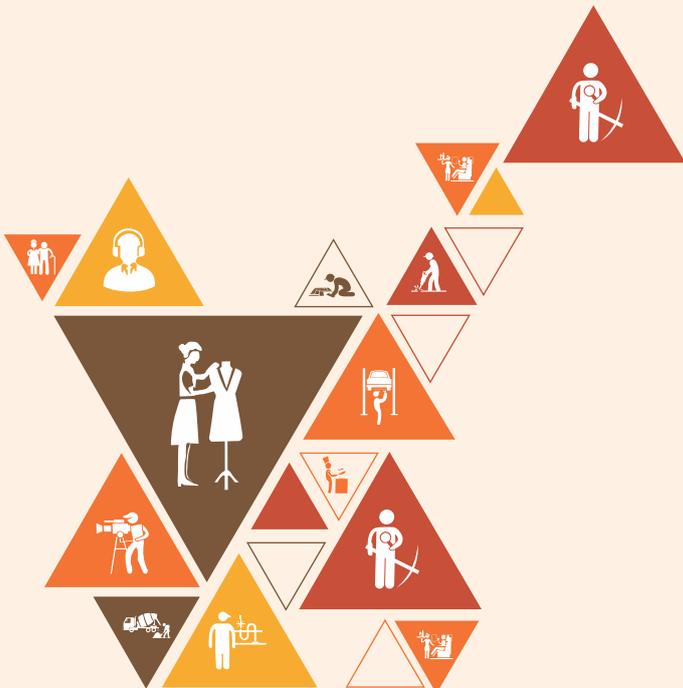




4. Communicate Effectively and maintain Service Standards

Unit 4.1 – Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors

Unit 4.2 -- 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 4.1: 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 the without ethics an appropriate behaviour is incomplete
- Any communication cannot be complete without 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 5.1.1 communication process in the participant handbook
- With the help of Fig 5.1.2, 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 5.1.3 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 4.2: 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 for assessment scores.

Say

- Discrimination is an 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 5.3.1, 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 5.3.3 Importance of gender sensitisation in the participant handbook
- PRIDE month with the help of Fig 5.3.4 PRIDE month in the participant handbook
- LGBTIQA+ with the help of Fig 5.3.5 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 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 accelerating 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, including exploitation, against women and girls?
- 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

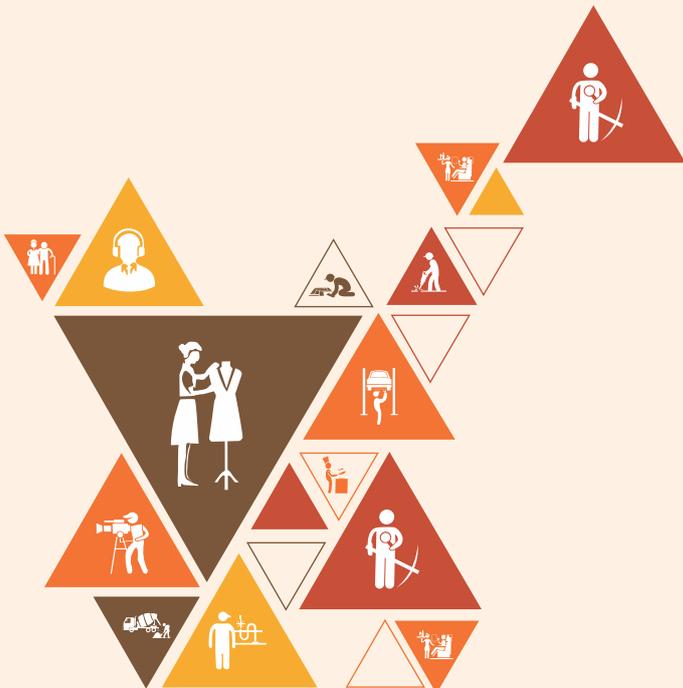
- (A). sexualism**
- (B). homophobia
- (C). LGBTIQ+±
- (D). None of the above



5. Organisational Confidentiality and Guest's Privacy

Unit 5.1 – Maintain the confidentiality of the organisation

Unit 5.2 – 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 5.1: 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?
- The 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 5.1.1 IPR), given in the Participant Handbook.
- Describe the IPR Types with the help of(Fig 5.1.2 IPR Types), given in the Participant Handbook.
- Elucidate the copyright Infringement with the help of(Fig 5.1.3 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 breach of patent, trademark, or copyright rights?
- What is 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 5.2: 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 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 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's 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

Notes



A large rectangular area containing 30 horizontal lines for writing notes.

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 6.1: 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 to be followed.
- The few procedures followed during the trimming of nails recommended by dermatologists.
- The procedure to maintain 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 civility is?
- 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 7.1.1 Personal Hygiene, Fig 7.1.2 Hygiene-1, Fig 7.1.3 Hygiene-2 Fig 7.1.4 Various kinds of mat and Fig 7.1.5 Ways of hygiene in the Participant handbook.
- Hand washing and its steps with the help of Fig 7.1.7 Hand washing Steps in the Participant handbook.
- Shower hygiene and its steps with the help of (Fig.6.6) in the Participant handbook.
- Nail hygiene and its steps with the help of (Fig.6.7) in the Participant handbook.
- Oral hygiene and its steps with the help of Fig 7.1.6 Oral Hygiene 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 6.2: 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 7.2.8 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.

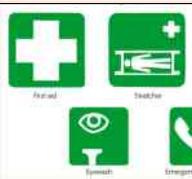
Image To Identify	Answer	
		
		
		
		
		
		
		

Table.6.2.1 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.6.2.2 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.7.2.3 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.7.2.4 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 the such disturbance caused by noise.

Unit 6.3 – 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



- The process of collecting, sorting, recycling, and monitoring garbage is all part of waste management, which can be 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 cycle of waste and brief the structure as per 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 that 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

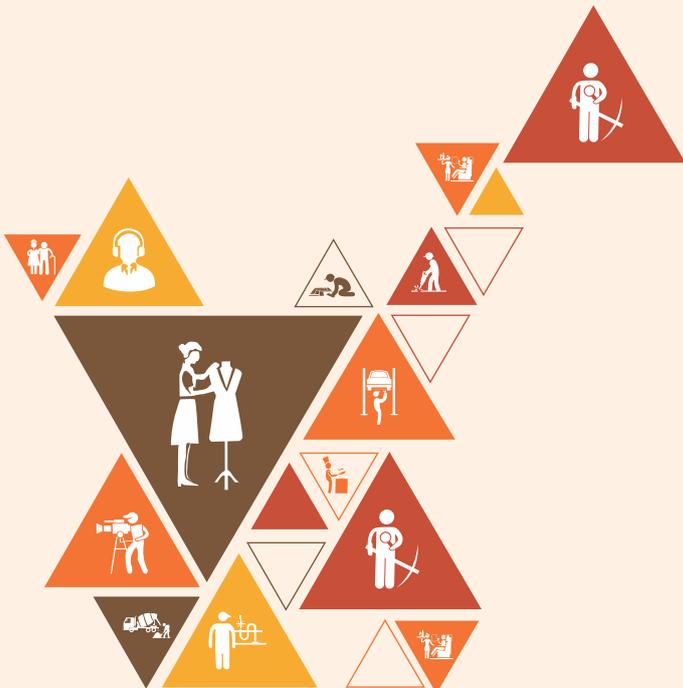
Select the best alternative from the given up on (MCQs)

- 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**



6. Employability Skills



DGT/VSQ/N0101

Scan/Click this QR code to access eBook



<https://eskillindia.org/NewEmployability>

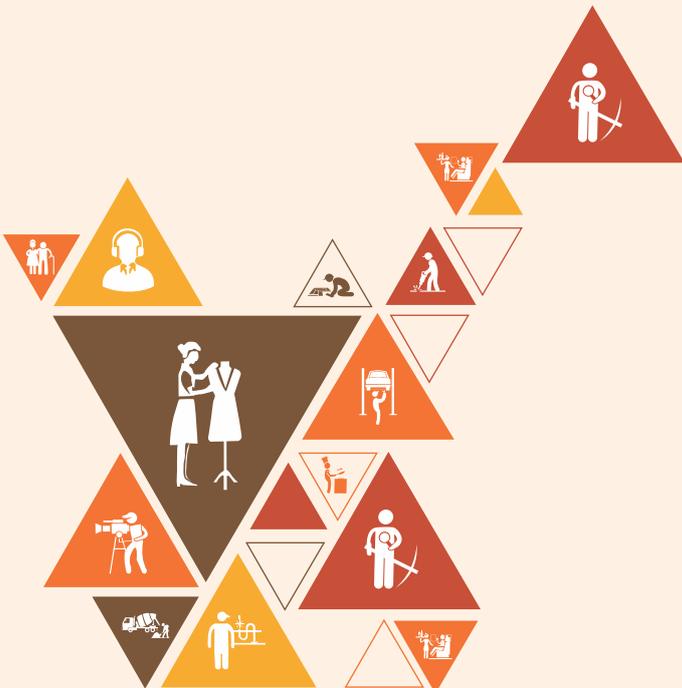


7. Annexures

Annexure - I

Annexure - II

Annexure - III



THC/N9906

Annexure 1

Training Delivery Plan

Program Name:	Food Delivery Associate		
Qualification Pack and reference ID	Food Delivery Associate - THC/Q2902		
Version No.	2	Version Update Date	29/01/2021
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"> • Assess the road worthiness of the vehicle • Prepare for the delivery • Describe local/state-oriented guidelines for safe driving • Perform the activities to deliver the order • Apply professional skills to maintain relevant reports and records • 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 Food & Beverage Industry and Food Delivery Associate	An Overview of Skill India Mission	1.Explain the objectives and benefits of the Skill India Mission	THC/N2904	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
		An Overview of the Hospitality Industry	1. Describe the tourism and hospitality industry and its sub-sectors 2. Elaborate on the hierarchy of hotels of small, medium and large establishments		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
		Food Delivery Associate - The Trending Career Options In India	1. Discuss the roles and responsibilities of a Food Delivery Associate 2. Describe the attributes required for a Food Delivery Associate 3. Elaborate the scope for the Food Delivery Associate in the Tourism and Hospitality Industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
2	Prepare for Home Delivery	Prepare the Vehicle Before delivery	1.Explain how to check the relevant documents and the vehicle as well	THC/N2904 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, 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
		Prepare the Vehicle Before delivery (Contd...)	2.Apply appropriate practices to Maintain cleanliness of the vehicle		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Prepare the Vehicle Before delivery (Contd...)	3.Perform preventive and corrective maintenance of the vehicle		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Prepare the Vehicle Before delivery (Contd...)	4.Perform the tasks of maintaining reports and other documents		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 1
3	Prepare for Home Delivery	Perform the Activities to Prepare for the Food Delivery	1.Apply appropriate skills to use appropriate tools and equipment	THC/N2904	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 2 P : 2

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
				PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, KU11, KU12, KU13, KU14, KU15, KU16, KU17, KU18, KU19, KU20, KU21, GS4, GS5, GS6		Marker, and Duster	
		Perform the Activities to Prepare for the Food Delivery (Contd...)	2.Prepare the order for delivery		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Perform the Activities to Prepare for the Food Delivery (Contd...)	3.Describe the handling and storing process in transit		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
4	Deliver Orders to Customers	Adhere to Traffic Rules and Regulations	1.Explain the knowledge about local and state specific traffic rules and regulation	THC/N2905 PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU4, KU5, KU6, KU7, GS1, GS2,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Adhere to Traffic Rules and Regulations (Contd...)	2.Describe the road safety standard		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Adhere to Traffic Rules and Regulations (Contd...)	3.Describe the standard protocols to report the mishaps		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
5	Deliver Orders to Customers	Perform Food Delivery Activities	1.Explain professional etiquette to be maintained while delivering the food order	THC/N2905 PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, KU9, KU10, KU11, KU12, KU13, KU14, KU15, KU16, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Perform Food Delivery Activities (Contd...)	2.Describe safe delivery of food items		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 1
		Perform Food Delivery Activities (Contd...)	3.Explain the procedure of collecting payment		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Perform Food Delivery Activities (Contd...)	4.Perform the tasks of maintaining various relevant reports		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 3 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
						Marker, and Duster	
6	Communicate Effectively and Maintain Service Standards	Maintain Effective Communication and Service Standard	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, 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 : 1 P : 1
		Maintain Effective Communication and Service Standard (Contd...)	2. Explain the importance of customer satisfaction and customer feedback		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Maintain Effective Communication and Service Standard (Contd...)	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
		Maintain Effective Communication and Service Standard (Contd...)	4. Describe various ways to handle customer complaints		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Maintain Effective Communication and Service Standard (Contd...)	5. Discuss different ways to improve the customer experience		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities	1. Explain the importance of gender and age sensitivity		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	2. Discuss gender and age-specific requirements of the customers		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	3. Discuss the specific needs of People with Disabilities		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
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	4. Discuss the importance of reporting Sexual harassment at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
7	5. Organisational Confidentiality and Guest's Privacy	Maintain the Confidentiality of the Organization	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	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
		Maintain the Privacy of Customer's Information (Contd...)	1. Explain the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
		Maintain the Privacy of Customer's Information (Contd...)	2. 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 : 5 P : 5
8	6. Basic Health and Safety Standard	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 : 1 P : 1
		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 : 1 P : 1
		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

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Apply Precautionary Health Measures	4. 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...)	5. 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...)	6. 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...)	7. 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...)	8. 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
		Apply Precautionary Health Measures (Contd...)	9. 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...)	10. 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...)	11. 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...)	12. 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

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Employ Effective Waste Management	13. Employ effective waste management techniques.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 3
9	Employability Skills			DGT/VSQ/N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	T : 30 P : 0
10	On-the-Job Training						90 Hours

Annexure-II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Food Delivery Associate
Qualification Pack	THC/Q2902
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
	<i>Examine the vehicle before undertaking daily trips/starting the shift</i>	15	15	-	5
	PC1. inspect the vehicle as per the organization's work instructions/health and safety guidelines before leaving for delivery of orders	-	-	-	-
	PC2. clean the vehicle as per organization's SOPs or vehicle user manual	-	-	-	-
	PC3. check the food delivery box for proper placement on the vehicle, any damage, and leftover food items/crumbs/liquid	-	-	-	-
	PC4. sanitize the food delivery box, delivery equipment and the vehicle as per health and hygiene standards	-	-	-	-
	PC5. perform routine maintenance checks on the vehicle like fuel level, working condition of horn, head lights and tyre pressure	-	-	-	-
	PC6. confirm availability and validity of all the vehicle related documents as per the standards	-	-	-	-
	PC7. record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip	-	-	-	-
	PC8. report actual or potential defects to the senior driver/supervisor in detail to determine road worthiness of the vehicle	-	-	-	-
	PC9. inform superior about any requirements such as fuel refill or repair	-	-	-	-
	<i>Collect order details, packages and other pre-requisites to deliver the order</i>	10	15	-	5
	PC10. wear proper uniform and PPE like mask, gloves etc. as per organizational policy	-	-	-	-
	PC11. obtain details of customers and food and beverage orders to be delivered like customer name, delivery location, invoice, mode of payment, delivery instructions, special requests, etc.	-	-	-	-
	PC12. update the details on the application/software, if applicable	-	-	-	-
	PC13. collect the card swipe/digital payment machine and details of digital wallet, if required	-	-	-	-
	PC14. collect the ordered packages carefully from the kitchen/dispatch window	-	-	-	-
	PC15. plan travel routes based on location and estimated travel time	-	-	-	-
	PC16. ensure sufficient amount of change money based on the purchase amount and if not ask for same from the account's division	-	-	-	-
	PC17. count and verify all food and beverage products individually as per the bill before leaving the kitchen	-	-	-	-
	PC18. ensure the package contains disposable cutlery, tissue papers, appropriate condiments etc.	-	-	-	-
	PC19. ensure that food and beverages are packed properly (not open, leaking, and are sturdy in case of fragile items like glass)	-	-	-	-
	<i>Load food and beverage packages on the vehicle</i>	10	15	-	-
	PC20. organize the order packages as per delivery location and priority	-	-	-	-
	PC21. store the delivery packages safely in the boot of the two-wheeler and with proper cover to prevent damage during transit	-	-	-	-
NOS THC/N2904	PC22. use insulated hot and cold bags to keep food at the appropriate temperature	-	-	-	-

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	NOS Total	35	45	-	10
	<i>Conform to traffic rules and regulations</i>	20	15	-	10
	PC1. adhere to local and state driving laws and road regulations	-	-	-	-
	PC2. follow lane discipline and change lanes safely at appropriate speed as per traffic conditions	-	-	-	-
	PC3. overtake other road users legally, safely and by using correct signalling (e.g. use of indicators while turning left/right)	-	-	-	-
	PC4. control the speed limit and distance in relation to other vehicles ahead, behind and on the sides and maintain a safe distance	-	-	-	-
	PC5. brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle	-	-	-	-
	PC6. report any road accidents and traffic violations to the company promptly	-	-	-	-
	<i>Deliver food packages and collect payment</i>	5	10	-	5
	PC7. drive carefully to avoid damage or spillage of the food packages to be delivered	-	-	-	-
	PC8. greet the customer cordially on reaching the delivery location as per the organizational standards	-	-	-	-
	PC9. sanitize hands and the delivery equipment before handing over the package to the customer	-	-	-	-
	PC10. deliver the packages safely by taking special care of liquid or fragile items, after reaching the destination	-	-	-	-
	PC11. provide instructions to the customers regarding safe handling of the package	-	-	-	-
	PC12. inform the details of the delivery items in the package	-	-	-	-
	PC13. maintain no-contact delivery and place the item in a bag outside customer's door, if required	-	-	-	-
	PC14. handle the payment of the order, as required if the order is not pre-paid	-	-	-	-
	PC15. record all payment information for delivered packages	-	-	-	-
	PC16. update the delivery status after each delivery on the online portal	-	-	-	-
	PC17. answer customers' questions and respond to complaints in a professional manner	-	-	-	-
	PC18. investigate any discrepancies with the delivered packages	-	-	-	-
	PC19. ask for online/offline customer feedback on provided services	-	-	-	-
	<i>Perform post-delivery activities</i>	15	15	-	5
	PC20. submit the day's completely filled log sheet and delivery report of all orders	-	-	-	-
	PC21. report anything specific related to day's work e.g. road conditions, difficult customer, etc.	-	-	-	-
	PC22. report any technical fault/problem faced during delivery to supervisor	-	-	-	-
	PC23. note down the readings in the vehicle log book to calculate the fuel consumption and vehicle's average mileage	-	-	-	-
	PC24. park and cover the vehicle at the designated place in a safe manner as per the organization's SOP	-	-	-	-
THC/N2905	NOS Total	40	40	-	20
THC/N9901	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	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	-	-	-	-
	<i>Maintain professional etiquette</i>	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	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	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				
	<i>Maintain organisational confidentiality</i>	6	6	-	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational 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	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	-	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
THC/N9903	NOS Total	50	50		25
	<i>Maintain personal and workplace hygiene</i>	10	10	-	5

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points 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.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	-	-
	PC9. attend regular health check-ups organized 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	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	-	5
	Qualification Pack				
	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 in time	-	-	-	-
	<i>Follow effective waste management</i>	5	10	-	5
	PC15. identify and segregate recyclable, non- recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
THC/N9906	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 Hotel/Restaurant Industry and Food and Beverage Service Assistant	UNIT 1.1 An overview of Skill India Mission	1.1.1 Skill India Program – Objective	13	https://www.youtube.com/watch?v=y7CxAa7KicM	 Role of Government in skill development
Chapter - 1 Introduction to Hotel/Restaurant Industry and Food and Beverage Service Assistant	UNIT .1.2 An Overview of Hospitality Industry	1.2 An Overview of Hospitality Industry	13	https://www.youtube.com/watch?v=rddPE20dDrs	 Introduction to Hospitality Industry
Chapter - 2 Prepare for Home Delivery	UNIT 2.2 Perform the Activities to Prepare for the Food Delivery	2.1.2 Food safety and Hygiene Standards as Stipulated by FSSAI, HACCP and ISO 22000	24	https://www.youtube.com/watch?v=GS1Bwje2TeE	 General Food Safety Regulations – FSSAI
Chapter - 2 Prepare for Home Delivery	UNIT 2.2 About Different Equipment, Tableware, and Other Essentials	2.2.4 How to Operate Food Delivery Application	24	https://www.youtube.com/watch?v=HfpDI4R-n7g	 How Does the Online Ordering System Work
Chapter - 3 Deliver Orders to Customers	UNIT 3.1 Adhere to Traffic Rules and Regulations	3.1.2 Road Safety Rules and Regulations	36	https://www.youtube.com/watch?v=9qHS8aWisiA	 Traffic Rules Awareness
Chapter - 3 Deliver Orders to Customers	UNIT 3.1 Adhere to Traffic Rules and Regulations	3.1.3 Traffic Signs	36	https://www.youtube.com/watch?v=sThnkMCWbG4	 Indian Traffic Signals & Symbols With Their Meaning

Chapter – 4 Maintain Effective Communication and Service Standard	UNIT 4.1 Communicate Effectively With Guests, Colleagues, and Superiors	4.1.1 Effective Communication	49	https://youtu.be/X3Fz_Gu5WUE?t=112	 Communication Skills
Chapter – 4 Maintain Effective Communication and Service Standard	UNIT 4.3 Sensitization Towards Different Age Groups, Gender and Persons with Disabilities	4.3.1 Discrimination	49	https://www.youtube.com/watch?v=-FCFBe5VNcA	 Gender Sensitization Issues and Challenges
Chapter – 5 Organizational Confidentiality and Guest's Privacy	UNIT 5.1 Maintain the Confidentiality of the Organization	5.1.1 Intellectual Property Rights (IPR) and its Importance	61	https://youtu.be/avSdoMz6OuA?t=85	 Intellectual Property Rights (IPR) - Introduction, Definition, Types, Examples
Chapter – 5 Organizational Confidentiality and Guest's Privacy	UNIT 5.2 Maintain the Privacy of Guest Information	5.2.1 Respect Guest's Copyright	61	https://www.youtube.com/watch?v=1C42q3UL26o	 Copyright infringement
Chapter – 6 Basic Health and Safety Standards	UNIT 6.2 Apply Precautionary Health Measures	6.2 Apply Precautionary Health Measures	81	https://www.youtube.com/watch?v=j2NtUQa_yB4	 Importance and Methods of Protecting People and Assets
Chapter – 6 Basic Health and Safety Standards	UNIT 6.2 Apply Precautionary Health Measures	6.2.4 Firefighting and its prevention	81	https://www.youtube.com/watch?v=sM8yiOzXaNE	 Introduction to Fundamental Concepts of Fire Safety
Chapter – 6 Basic Health and Safety Standards	UNIT 6.3 Employ Effective Waste Management	6.3.3 Types of Waste	81	https://www.youtube.com/watch?v=Plr2jpscZ7w	 Waste-Types and Classification



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