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कौशल गुणवत्ता प्रगति

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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National
Skill Development
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Transforming the skill landscape

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

Facilitator Guide

Sector
Tourism and Hospitality

Pastry/Bakery Commis

Sub-Sector
Hotels/Restaurant

Occupation
Food Production and Kitchen

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NSQF Level: 4

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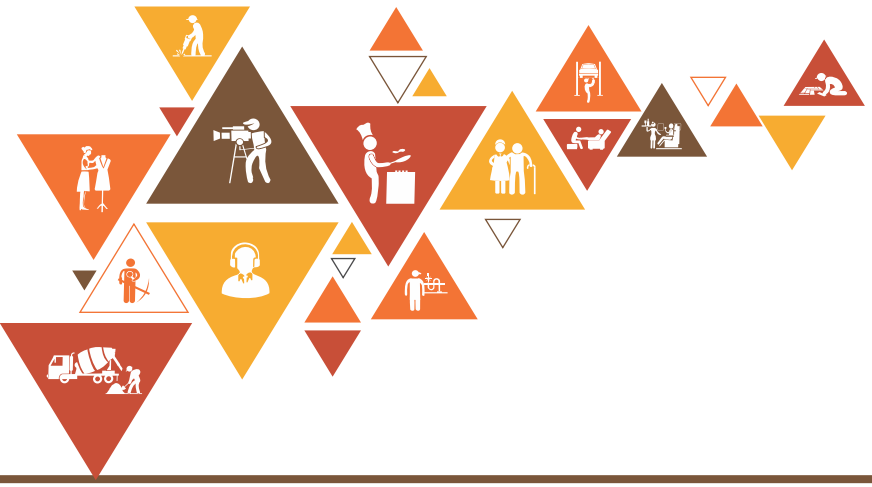

> Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
Prime Minister of India

Acknowledgments

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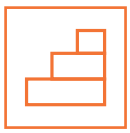
About this Guide

This FG for Pastry/Bakery Commis 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 is responsible for ensuring cleanliness at all stations and assisting the CDP (Chef De' Partie) and Sous Chef in preparing and presenting pastry/bakery products. The job requires the individual to have good eyesight, patience, attention to detail, good communication skills, and physical strength to work long hours.

Symbols Used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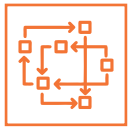
Methodology

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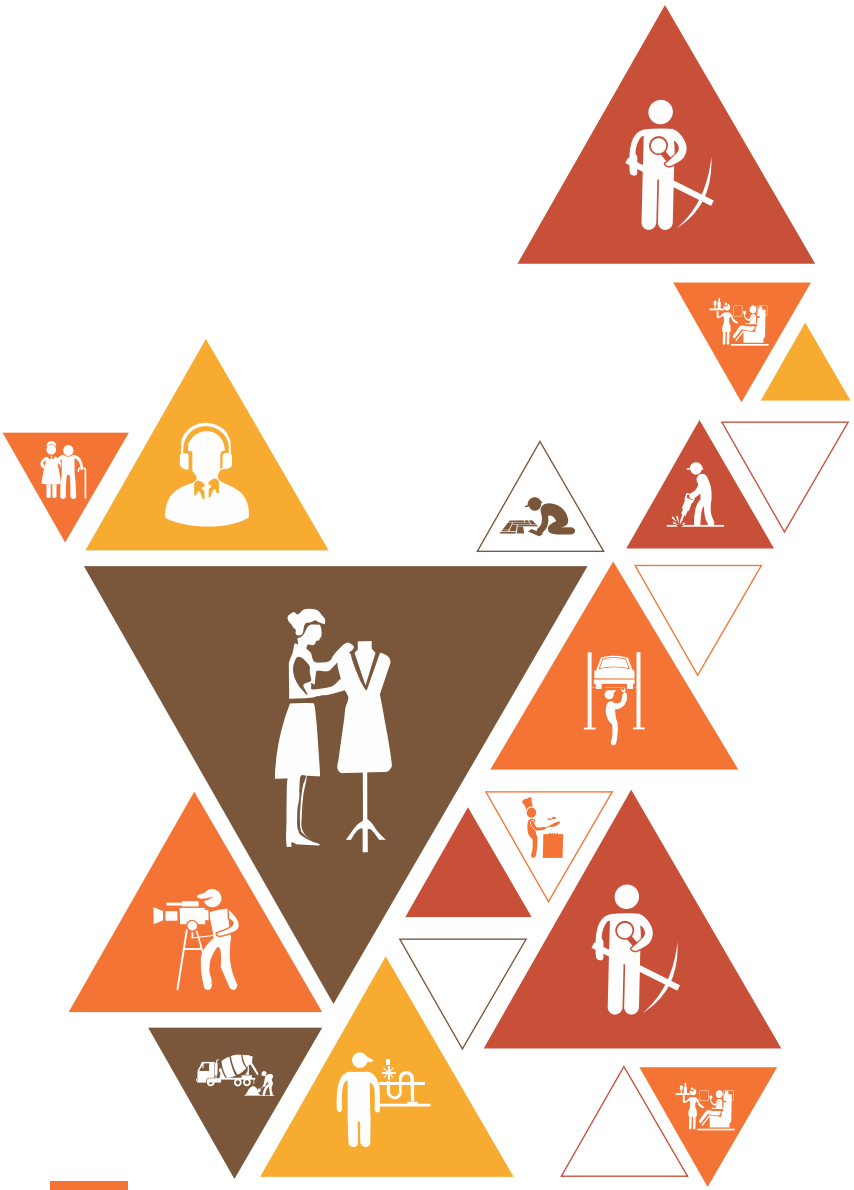

Guidelines for the Trainer

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 how to 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 participant asks the same question 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, be positive and professional while giving feedback to the participants, and do not criticize or make fun of their performance.
  - Identify the faulty practices of the participants, brief practice of unlearning and guide them to relearn.
  - Be observant and friendly as a mentor.
  - Each session should introduce briefly and share the topic in the next session.
  - Recapitulate the topic covered in the last session.

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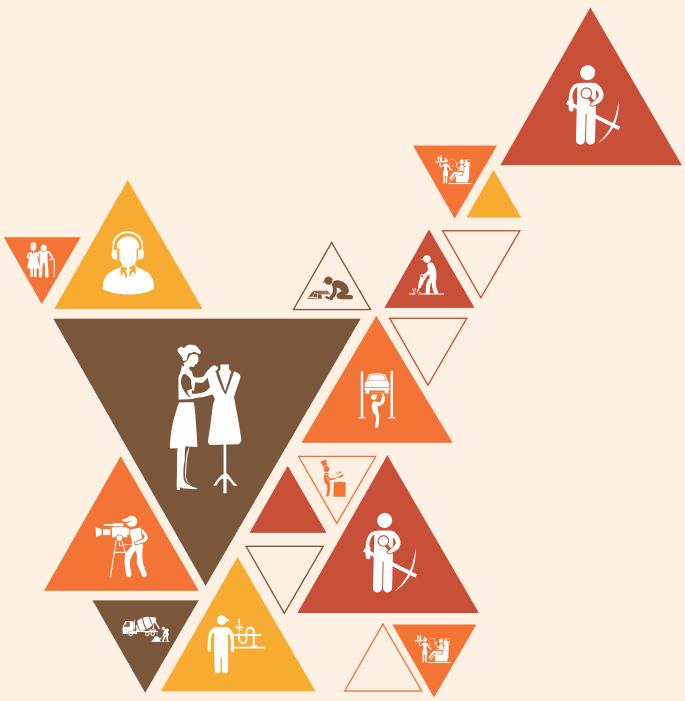
1. Introduction to Hotel Industry and Pastry/Bakery Commis

Unit 1.1 - An Overview of Skill India Mission

Unit 1.2 - An Overview of the Hospitality Industry

Unit 1.3 - Pastry/Bakery Commis- The Trending Career Options in India



(Bridge Module)

Key Learning Outcome

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 Hotel of small, medium and large establishments
4. Discuss the roles and responsibilities of a Pastry/ Bakery Commis
5. Describe the attributes required for a Pastry/Bakery Commis
6. Elaborate on the scope of the Pastry/Bakery Commis in the Tourism and Hospitality Industry
7. Elaborate on the basic terms used in the kitchen department

Icebreaker

Say

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

Notes for Facilitation

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

Resources to be used

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

Activity

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

Notes for Facilitation

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

Say

- Now that we all are familiar with actions and names. Each one of you will introduce us to you in brief.
- Example. I am _____, came here from _____, like to _____, love _____ and _____.
- Now that we know something about each other. We will try to take only firs t names while speaking to each other for the rest of our sessions.
- Let us see how interactive we can make this discussion by working together.
- Now trainer will explain the objective of this module.

Ask

- Welcome the participants and ask them if they know about each other.
- If not, then let them introduce themselves to each other.
- Ask the participant if they have undergone any training.
- Ask the participant to outline the benefits one would derive from training.

Notes

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
- 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

Notes for Facilitation

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

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

Explain

- 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

Ask

- What is Skill India's mission?
- What are the Skill India sources?

Notes for Facilitation

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

Summarize

- 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

Notes

Unit 1.2: An Overview of the 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 of small, medium and large establishments

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

- The hospitality industry comprises various sectors that house, feed, transport, and entertain guests. Each sector covers various fields, providing various goods and services.
- It is important to note that while separate, they can often overlap and work together to create one complete and comprehensive hospitality experience

Explain

- Role and importance of tourism
- Industries related to hospitality
  - Accommodation for guests
  - Food and beverage serving activities
  - Railway passenger transport
  - Road passenger transport
  - Water passenger transport
  - Air passenger transport
  - Transport equipment rental
  - Travel agencies and other reservation services activities
  - Cultural activities
  - Sports and recreational activities
  - Retail trade of country-specific tourism characteristic goods
  - Other country-specific tourism characteristic activities
- List of the top hotel brands in India
- Types of hotel

- Departments of a hotel
- Different departments in the kitchen section
- Coordination of kitchen with other departments
- The hierarchy in a hotel

Elaborate

- Describe the organisation chart of a large hotel with the help of Fig 1.2.4 Organisation Chart Large Hotel, given in the Participant Handbook
- Describe the organisation chart of a medium hotel with the help of Fig 1.2.5 Organisation chart medium hotel, given in the Participant Handbook
- Describe the organisation chart of a small hotel with the help of Fig 1.2.6 Organisation chart of a small hotel, given in the Participant Handbook

Do

- Show Video features various hotel brand groups in India.
- Draw a chart showing the segments of the hospitality industry on the whiteboard.
- Show images of various types of accommodation centres in India and worldwide. (Heritage properties, luxury collection, business standard etc.)

Ask

- Ask students the reasons for travelling from one part of the world to another.
- What are the various types of service that one can observe during travelling?
- What are the basic requirements they may have during travel?

Notes for Facilitation

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

Activity

- Prepare some words to describe the elements of travel and hotels, write on some paper and place them in a bowl.
- Create small groups of 5 students each.
- Each group should pick up the chit provided in the bowl.
- Now let students decide the category of the hotel they fall in.
- For example- the chits picked by group A have the words- penthouse and beach; the answer that may be expected is – Resort property of a hotel with an upmarket level of service.
- This activity gives a quick go-through of the entire session.

Components in chit	Expected answers
Airport, layover, business client	Transit hotels
Complimentary newspaper, morning tea/coffee, small conference groups	Business Hotels
Highway, Car park, fuel station	Motels
Hotels on rivers or harbour	Flotels
For long-stay guests, offers kitchen amenities in the suite	Extended stay hotels
Theatres, Zoos, Art Exhibits	Recreation industry
Unit rented by management	Timeshare hotels

Table 1.2.1. Constituents of the hotel categorsation

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 travelling to a place different from the home city or country for various leisure or business purposes and staying there for a 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 travellers or guests. Therefore, this group or chain also indicates and brings us to the value chain of the tourism industry

Explain

- Types of hotel
- Hotel star ratings
- Departments of a hotel
- The hierarchy of large, medium and small hotels

Team Activity

- Divide the students into groups 8-10 and ask them to engage in a group discussion
- Topic - Indian tourism and hospitality sectors' opportunities and challenges.

Summarise

- Role and importance of tourism
- Industries related to hospitality
- List of the top hotel brands in India
- Types of hotel
- Departments of a hotel
- Different departments in the kitchen section
- Coordination of kitchen with other departments
- The hierarchy in a hotel

Note

Unit 1.3: Pastry/Bakery Chef – The Trending Career Options in India

Unit objectives

1. Discuss the roles and responsibilities of a Pastry/ Bakery Commis
2. Describe the attributes required for a Pastry/Bakery Commis
3. Elaborate on the scope of the Pastry/Bakery Commis in the Tourism and Hospitality Industry
4. Elaborate on the basic terms used in the kitchen department

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

Say

- Everyone is fond of cakes and pastries from childhood.
- Baking is an art, and one has to be passionate and creative
- Pastry/Bakery Commis is a highly skilled job. Customer needs variety, which is on the Chef to learn more daily and be creative.
- A person with artistic skills and a love for creative work can become a Pastry/Bakery Commis. There is tremendous scope for various fields to excel.

Elaborate

- Duties and responsibilities of Pastry/Bakery Commis
    - Preparing cakes, breads, pies, bread and more traditional recipes
    - Creating fresh concepts and products for the pastry kitchen.
    - Make sure all of the dessert offerings are of the highest calibre.
    - Monitor correct handling and cooking temperatures for all food products.
    - Coordinates the actions of chefs and other food-related professionals.
    - Ensures hygiene in the bakery
    - Guide bakery staff

Explain

- The role sand responsibilities of the Pastry/Bakery Commis
- Career opportunities
- The attributes required for Pastry/Bakery Commis
    - Good eyesight
    - Patience
    - Attention to details
    - Effective communication skills
    - Physical stamina to put in long hours of labour
- Basic terms used in bakery/pastry kitchen

Ask

- What are the responsibilities and duties?
- What are the attributes of Pastry/Bakery Commis?
- What are the career opportunities?

Summarise

- Duties and responsibilities of a Pastry/ Bakery Commis
- Attributes of Pastry/Bakery Commis
- Career opportunities and move on to the next topic

Notes

Exercise

Question 1. What was the year when skill India was launched?

(A). 2014
(B). 2015
(C). 2016
(D). 2017

Question 2. Which of the following systems is used to polish silver?

(A). Gueridon
(B). Helitherm
(C). Ganymede
(D). Polivit

Question 3. What is the appropriate course of action when a client complains about subpar service?

(A). Apologies
(B). Offer him a free drink
(C). Inform the head waiter
(D). Try to make excuses

Question 4. Which of the subsequent nut groupings is appropriate for dessert?

(A). Chestnuts, coconuts, pecans
(B). Pistachios, macadamia, pine kernels
(C). Almonds, walnuts, brazils
(D). Peanuts, filberts, cashews

Question 5. Which of the following does not report directly to the head of food and beverage operations when applied to major hotels?

(A). Human resources manager
(B). Purchasing manager
(C). Accounting manager
(D). None of these is typically direct reports

Question 6. What water temperature should you use while utilizing the traditional method?

(A). Hot
(B). Warm
(C). Room Temperature
(D). Cold

Question 7. What is the most popular drink?

(A). Wine
(B). Beer
(C). Cocktail
(D). Mock tail

Question 8. What type of food and beverage service incorporates safeguards and some cooking?

(A). Off-premises
(B). Of-premises
(C). Bar & Lounge
(D). Room service

Question 9. Blue Tokai is a famous brand of

(A). Coffee
(B). Tea
(C). Beer
(D). Spring Water

Question 10. Menu planning is done by

(A). Captain
(B). Restaurant manager
(C). F&B manager
(D). General manager

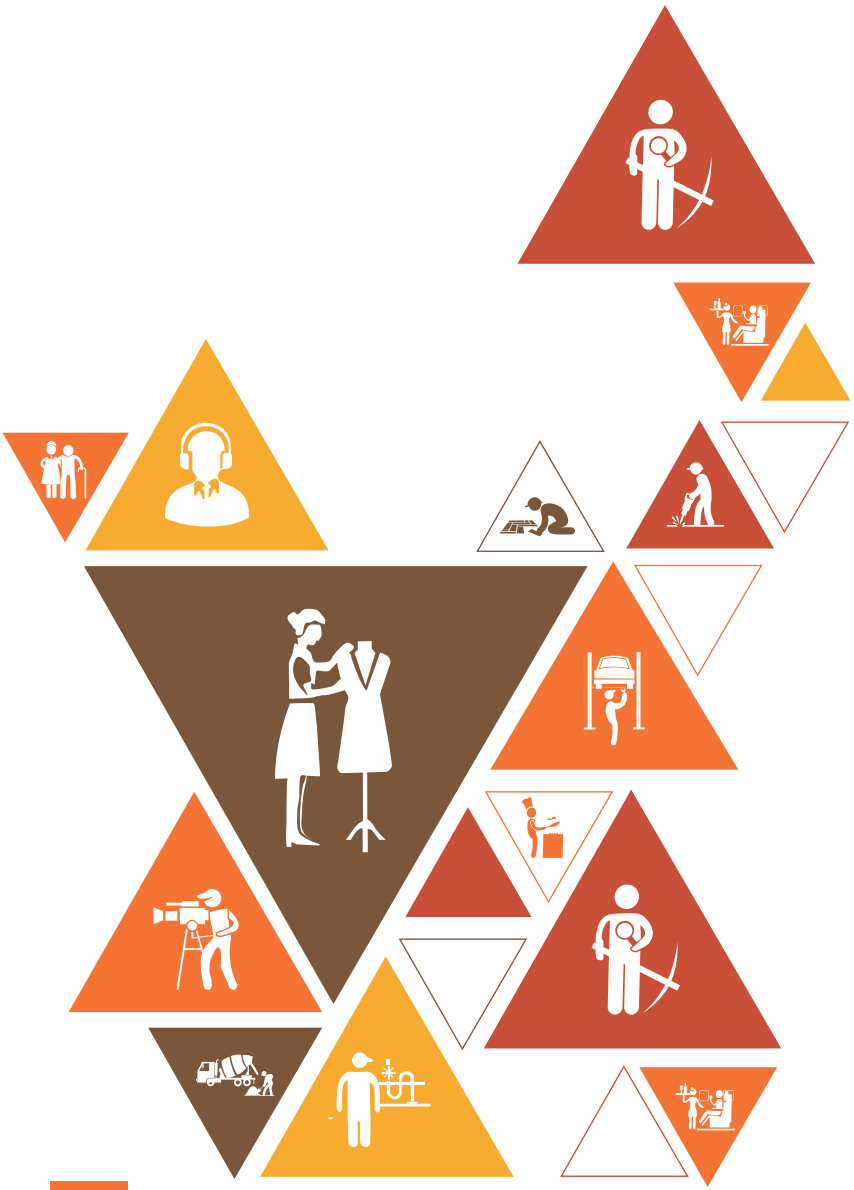
Notes

Scan the QR codes to watch the related videos

Introduction to Hospitality Industry

Departments in a Hotel

Role of Government in Skill development

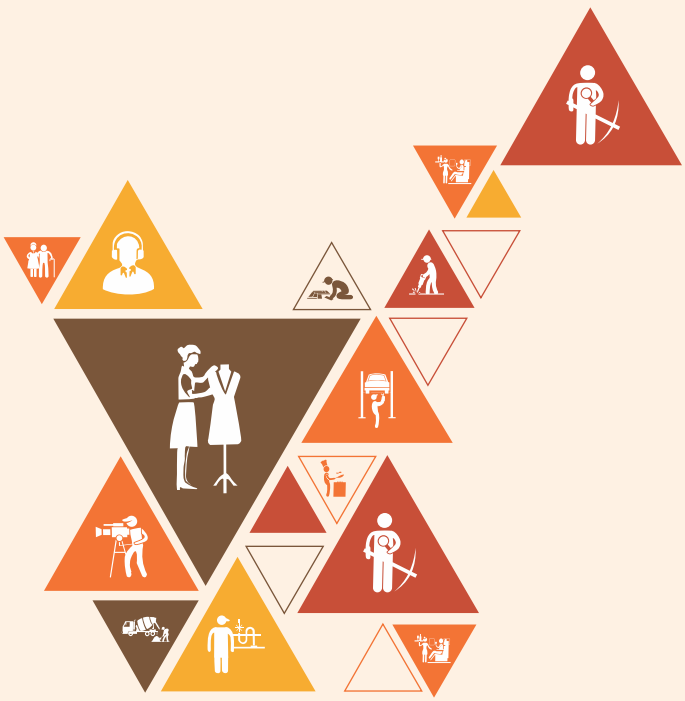


2. Assist in Preparing, Baking, Finish and Present Pastry/Bakery Products

Unit 2.1 - Introduction to Pastry/Bakery Products

Unit 2.2 - Provide Assistance in Pastry/Bakery Products Preparation, Presentation, and Serving the Products to the Guests

Unit 2.3 - Perform Administrative Tasks



THC/N2712

Key Learning Outcome

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

1. Explain the importance of organizing the assigned work area/station
2. Elaborate on various tools and equipment required for the preparation, baking, and finishing of the pastry/bakery product
3. Discuss the units of measurement and bakery terms used for bakery products
4. Describe various food preparation techniques (like marinating, chopping, etc.) and cooking methods (like baking, frying, etc.)
5. Discuss various essential ingredients of pastry/bakery products, their characteristics and functions
6. Dramatize how to check the quality of different types of ingredients used in the recipe
7. Demonstrate how to perform basic tasks like combining and mixing ingredients
8. Elaborate on various methods of mixing and preparing pastry/bakery products along with their recipes
9. Discuss the parameters to check the quality of the goods received from the vendors
10. Explain the stock rotation methods
11. Demonstrate how to assist in stock management of the ingredients
12. Discuss the importance of labelling the ingredients and finished products
13. Explain different types of menus and pricing methods
14. Discuss various food costing and cost control methods

UNIT 2.1: Introduction to Pastry/Bakery Products

Unit Objectives

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

1. Explain the importance of organizing the assigned work area/station
2. Elaborate on various tools and equipment required for the preparation, baking, and finishing of the pastry/bakery product
3. Discuss the units of measurement and bakery terms used for bakery products
4. Describe various food preparation techniques (like marinating, chopping, etc.) and cooking methods (like baking, frying, etc.)
5. Demonstrate various cooking and baking methods
6. Describe the characteristics and types of various pastry/bakery products

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- List of terminologies
- **Prints of tools from the Participant Handbook:**
  - Preparatory tools - Table 2.1.1 Preparatory tools
  - Different equipment used - Table 2.1.2 Different equipment used
  - Oven - Table 2.1.2 Different equipment used
  - Mixers - Table 2.1.3 Different mixers used
  - Refrigerators - Fig 2.1.1. Refrigerators
  - Deep Freezers - Fig 2.1.2. Deep Freezers
  - Fryers - Fig 2.1.3. Fryers
  - Dough handling equipment - Table 2.1.4 Dough handling equipment
  - Moulds Table - 2.1.5 Different types of moulds

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

- A hygienic work place is what every chef likes to have.
- Proper layout, fresh air, good ventilation and a smooth moving area are the parts of the efficient working kitchen
- Imagine a cluttered, dirty kitchen with cramped spaces.
- The exact proportions of ingredients are the key to good baking. Unlike culinary, baking cannot be run on guess work.

Explain

- The importance of an organized working area
- Various tools and equipment required for baking
- Baking and cooking methods in bakery and pastry kitchens
- Preparatory tools - Table 2.1.1 Preparatory tools
- Different equipment used - Table 2.1.2 Different equipment used
- Oven - Table 2.1.2 Different equipment used
- Mixers - Table 2.1.3 Different mixers used
- Refrigerators - Fig 2.1.1. Refrigerators
- Deep Freezers - Fig 2.1.2. Deep Freezers
- Fryers - Fig 2.1.3. Fryers
- Dough handling equipment - Table 2.1.4 Dough handling equipment
- Moulds Table - 2.1.5 Different types of moulds

Ask

- What is the importance of organizing the assigned work area/station?
- What do you mean by time-saving?
- What do you understand from encouraging creativity?

Notes for Facilitation

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

Summarise

- The importance of organizing the assigned work area/station and moving on to the next topic

Say

- Numerous abilities are needed to become a professional baker, but they also need the right tools and equipment. The size and design they need to prepare to depend on the volume.
- Having large apparatus, containers, moulds, and hand tools are essential.
- Most bakeries also provide several kitchen-related items, including pots, pans, spoons, ladles, spatulas, knives, and other items, in addition to these tools. It can be divided into the different categories discussed in this session.

Do

- Start the class with PPT for an introduction to the topic.
- Spread the tools on the table and let students watch them closely and touch them.
- Let students get curious about each one and ask questions.
- With the help of PPT slides, explain each tool and equipment

Explain

- Preparatory tools
- Various equipment types
  - Ovens
  - Mixers
  - Refrigerators
  - Deep freezers
  - Fryers
  - Dough handling equipment
  - Moulds
- Units of measurement
  - U.S. System
  - Metric system
- Common terms used in baking

Elaborate

- Describe the preparatory tools with the help of Table 2.1.1 Preparatory tools, given in the Participant Handbook

- Describe the various equipment types with the help of Different equipment used - Table 2.1.2 Different equipment used, Oven - Table 2.1.2 Different equipment used, Mixers - Table 2.1.3 Different mixers used, Refrigerators - Fig 2.1.1. Refrigerators, Deep Freezers - Fig 2.1.2. Deep Freezers, Fryers - Fig 2.1.3. Fryers, Dough handling equipment - Table 2.1.4 Dough handling equipment and Moulds Table - 2.1.5 Different types of moulds, given in the Participant Handbook

Ask

- Identify the tools and explain one function purpose of:
  - Ovens
  - Mixers
  - Refrigerators
  - Deep Freezers
  - Fryers
  - Dough handling equipment
  - Moulds

Activity

- Handover the printed pictures in black & white or coloured as per the availability of the printer of different tools as listed above on the “resources to be used” to the candidates and direct them to list down the equipment's features and functions. Collect the sheets from the candidates, evaluate the correctness, and announce the names.

Summarise

- Preparatory tools
- Various equipment types
- Units of measurement
- Common terms used in baking

Say

- The product may undergo a variety of alterations as a result of the execution of numerous procedures. For instance, while eating a cleaned carrot or cucumber is delicious, doing so after washing, peeling, and seasoning with salt and lemon can enhance the flavour.
- Baking is a very complex process which has many steps of preparation.
- Time for each step is also very important and should not be overlooked.

Explain

- There are different food preparation techniques available. Some of them are:
  - Sieving
  - Mixing
  - Folding
  - Marinating
  - Chopping
  - Grating
  - Grinding
- Cooking methods
  - Baking
  - Frying
  - Deep frying
  - Sauteing

Elaborate

- Food preparation techniques
- Cooking methods

Ask

- The candidates to describe different preparation techniques
- The candidates to describe cooking methods

Summarise

- Food preparation techniques and cooking methods and move on to the next topic

Say

- When they hear the word "pastries," they probably picture small tarts and other baked delicacies made with ingredients like eggs, baking powder, milk, butter, and shortening. Flour, water, and shortening are the ingredients for making pastry dough.
- A pastry can be either sweet or savoury. Popular pastries include pies, tarts, quiches, and pasties. Pastry dough is thinly rolled out as the foundation for baked items. Pastry and bread have differences from one another.

Explain

- Characteristics of the ideal pastries
- Different types of pastries
  - Short crust pastry
  - Puff Pastry
  - Flaky pastry
  - Choux pastry
  - Danish pastry

Ask

- Can you name any popular bakery brand?
- Which bakery items are your favourite?

Notes for Facilitation

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

Do

- Show pictures on the projector of popular pastries around the world
- Ask participants to guess them

Summarise

- Characteristics of the ideal pastries and different types of pastries and move on to the next unit

Notes

Unit 2.2: Provide Assistance in Pastry/Bakery Products Preparation, Presentation, and Serving the Products to the Guests

Unit Objectives

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

1. Discuss various essential ingredients of pastry/bakery products, their characteristics and functions
2. Dramatize how to check the quality of different types of ingredients used in the recipe
3. Demonstrate how to perform basic tasks like combining and mixing ingredients
4. Elaborate on various methods of mixing and preparing pastry/bakery products along with their recipes
5. Explain the different temperatures required for preparing and serving pastry/ bakery products
6. Elaborate on different types of finishing, decoration and presentation methods for pastry/bakery Products
7. Explain the procedures to check the pastry/bakery product for quality, colour, flavour, texture, and finish
8. Prepare pastry/bakery products using the proper ingredients and techniques
9. State the correct storage procedure for raw/finished products

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Ingredients required in Table 2.2.3 Methods of preparation in the Participant Handbook for practical
- A fully functional kitchen with the required utensils

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

- The acceptance of any bakery product depends purely on its appeal and first look.
- The pastry/bakery chef has to ensure that the products are attractive, so he specialises in minute detailing.

Explain

- Role of Ingredients in bakery products
- Flours - Flour grades like patent flour, clear flour, straight flour, bleach flour
- Leavening agents – Yeast, baking powder, baking soda
- Salt, shortenings, butter, cream, eggs, sugar, milk
- Types of sweeteners, fruits, nuts

Elaborate

- Each ingredient in an exactly measured amount plays a major role in the bakery. Texture, flavour and taste are achieved only with the perfect combination of ingredients.
- Describe the flour grades with the help of Table 2.2.1 Flour grades, given in the Participant Handbook
- Describe the types of sweeteners with the help of Table 2.2.2 Types of sweeteners, given in the Participant Handbook

Ask

- What do you like the most in any bakery product when you go to a shop?
- Do you compare two bakeries for their products and then choose one?

Notes for Facilitation

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

Summarise

- Ingredients of pastry/bakery products, their characteristics, and functions and move on to the next topic

Say

- A bakery's mixing procedure is one of the most significant. Products are created by combining "inert" dry and liquid ingredients. Equal amounts of two or more ingredients are combined.

Elaborate

- Describe the flowchart for creaming with the help of Fig 2.2.6 Flowchart for creaming, given in the Participant Handbook
- Different methods for mixing.
- Techniques of mixing

Explain

- Creaming techniques
  - Blitz technique
  - Folding technique
  - Blending technique
  - Using liquid
  - Whipping
- Combining technique
  - Blending
  - Folding
  - Beating
  - Cutting
  - Creaming
  - Kneading
  - Whipping
  - Stirring
  - Steps in mixing - Partially fold
  - Gently fold in

Ask

- The candidates describe different methods for mixing.
- The candidates are to describe techniques for mixing

Notes for Facilitation

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

Summarise

- The different methods for mixing and techniques of mixing

Say

- The acceptance of any bakery product depends purely on the combination of ingredients and a good recipe.

Elaborate

- Elaborate on each product in detail, giving ingredients, procedure, steps, and temperature of the oven for each of the products

Pastry	Cooking temperature and time combinations
1. Short Crust Pastry	1. 176°C for 10-15mins
2. Puff Pastry	2. 185-190°C for 35-45 mins
3. Flaky Pastry	3. 230°C for 20-30 mins
4. Choux Pastry	4. 200°C for 25mins
5. Phyllo Pastry	5. 175°C for 15min
6. Danish Pastry	6. 220°C for 8-10 mins

Explain

- Baking temperature causes physical transitions and chemical reactions in the dough/batter. The temperature is one of the main contributors to vigorous fermentation; it is key that we maintain a sufficiently high and stable dough temperature throughout the entire baking process.

Ask

What is the cooking temperature of the following:

- Short crust pastry
- Puff pastry
- Flaky pastry
- Choux pastry
- Phyllo pastry
- Danish pastry

Notes for Facilitation

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

Practical

- Conduct practical activities in the lab/kitchen for the products given in the table below
- Preparing pastry/bakery products along with their recipes

Methods	Ingredients	Procedure
Short crust pastry	• 250 g (8.8 oz) plain flour • 180 g (6.3 oz) plain butter • One egg yolk (from a • medium size egg) • 50 ml (1.7 fl oz) whole milk • 1 or 2 pinches of salt • (for a short, savoury crust) • One teaspoon of fine • white sugar (for a sweet-tart)	1. Sift the flour into a large bowl. 2. After incorporating the butter, use your hands to mix the flour until it resembles fine breadcrumbs. 3. Blend milk. Salt and egg yolk should be combined before being added to the basin. 4. Using the spatula's edge in a "hacking" motion, incorporate the liquid into the ingredients until it resembles dough. 5. Roll the mixture into a ball and place it on a work surface. 6. Using The palm of your hand, push the ball out in four different directions. 7. After gathering, flattening, and rolling the pastry back into a ball, wrap it in plastic. 8. Please place it in the refrigerator to cool for at least an hour. 9. Allow at least 20 minutes before rolling it out of the refrigerator.

Puff pastry	• 300g Plain Flour • Pinch Salt • Cold water • 200g Butter • 40g Melted Butter	1. In a bowl, combine flour and salt. 2. To form a soft dough, place the melted butter and just enough water in the centre of the bowl. 3. Flatten, wrap in cling film, and place in the refrigerator for 30 minutes. 4. Place the cooled butter between two sheets of parchment paper and roll it into a square that is 1.5 cm thick. The butter has to resemble dough in consistency. Put it back in the refrigerator if it is too soft. 5. Form a rectangle out of the dough. 6. Place the butter in the centre and then fold the pastry's borders over it, sealing the edges tightly to prevent the butter from escaping.
Choux pastry	• 50 g butter • 120 ml water (or milk, or • 50/50) • ½ tsp salt • ½ tsp sugar • 75 g flour • eggs	1. A pot is heated to a low temperature and used to cook butter, water, salt, and sugar. 2. After the butter has melted, boil the mixture and quickly switch off the heat. The hot liquid should contain all of the flour. 3. Stir with a wooden spoon until solid, smooth paste forms. 4. Reheat the skillet on low heat to dry the paste. The paste should be pounded or beat continuously until it comes together into a ball and neatly pulls away from the sides of the saucepan. 5. Spoon the paste into a bowl and give it five minutes to cool. 6. Beat well after adding the three eggs to incorporate as much air as possible. The paste should be soft and shiny. 7. The paste is prepared for use when it glides off the spoon while keeping its shape. If not, stir in the remaining half of the beaten egg. 8. Depending on the egg's size and the flour's quality, it could be necessary to utilize the entire egg. 9. Turn the oven on to 200C. Brush some oil on a baking sheet to lightly grease it. 25 to 30 teaspoonfuls of the mixture, spaced 3 cm apart, should be placed on the tray. Alternately, use a pastry bag fitted with a piping nozzle of 1.5 cm diameter to pipe the profiteroles or any desired shape onto the baking sheet. The tops should receive some of the leftover eggs.

		10. Bake the profiteroles in a preheated oven for 25 minutes or until they are brown and puffy.
Danish pastry	• Water- 200 ml • Yeast - 40 g • bread flour- 150 g • Sugar- 80 g • Salt- 25 g • Milk- 350 ml • Water-50 g • Bread flour-950 g • Butter- 600 g	1. On a plate, mix the yeast and the water. Flour is added in little amounts to the mixture. 2. Mix milk, sugar, salt, and water in another bowl. Stir until the solids are dissolved. 3. After sifting, add the flour and yeast mixture. When a dough starts to form, add the liquid ingredients and stir. 4. Stir just long enough to get a uniform dough. 5. Continue manual mixing, i.e., using a hand blender. 6. To finish, knead the dough on the countertop. 7. Cover and leave the ferment for 40 minutes at room temperature. 8. Punch down and place for an hour in the refrigerator. 9. Continue by folding the butter three times.
Filo pastry or phyllo pastry	• Flour – 1 kg • Salt – 15 g • Melted butter – 70 g • Warm water – 560 ml • Eggs – 4	1. Sift the flour and salt together. 2. Combine the water, melted butter, and beaten egg. 3. To combine the egg mixture, make a bay in the centre. 4. Work the mixture into a smooth ball by giving it a gentle finger swirl. 5. Cover it with a damp towel and give it an hour to rest. 6. Spread the dough evenly across the table and cover it with a flour-dusted cloth. 7. Spread the filling over the fabric and raise it to roll it up like a Swiss roll. 8. Slice, then use the egg wash. 9. Wait for 20 minutes, then bake for 15 to 20 minutes at 200°C.

Summarise

- Methods for preparing pastry/bakery products along with their recipes
- Different temperatures are required for preparing and serving pastry/ bakery products

Say

- After cooling some cakes and baking them, they are prepared for serving. One can, however, finish in them. For our bakery items to taste and look their best, one must blend them with other ingredients.

Elaborate

- Tips for decoration of bakery products and pastries -
- Types of filling and decoration
- Describe the filling between the layers with the help of Table 2.2.5 Filling between the layers, given in the Participant Handbook
- Describe the filling tops and sides of the pastry with the help of Table 2.2.6 Filling tops and sides of the pastry, given in the Participant Handbook

Activity

- Take students on a visit to various pastry shops and bakery
- Ask students to prepare a report and present it in the class

Ask

- What are the filling tops and sides of the pastry?
- What is filling between the layers?

Notes for Facilitation

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

Summarise

- Filling the pastry's tops and sides, filling between the layers, and moving on to the next topic.

Say

- Each baked item has a unique combination of textures and sensory qualities. Even the matrix of a loaf of bread is not as homogeneous as it first appears to be to the unaided eye.
- The visual assessment of physical appearance is the first step in evaluating the attributes of all baked goods (and the majority of foods), followed by aroma/odour, texture, mouthfeel, and flavour.

Elaborate

- Describe the internal and external characteristics of pastry with the help of Table 2.2.7 internal and external characteristics of pastry, given in the Participant Handbook

Explain

- Procedures to check the pastry/bakery product for quality, colour, flavour, texture, and finish
- Internal characteristics of bakery products
- External characteristics of bakery products

Activity

- Divide the class into 2 groups
- Show 2 pictures of various pastries and bakery products to each group of students.
- Ask them to study closely and explain the characteristics of each.

Summarise

- Procedures to check the pastry/bakery product for quality, colour, flavour, texture, and finish and move on to the next topic

Say

- Bakery products are constantly evaluated right from handling ingredients until they reach the display. Even customers evaluate and then buy.

Explain

- Subjective scoring form
- Tristimulus colourimeters
- Sensory measurements
- Compression testing and puncture testing
- Texture profile analysis (TPA)
- Moisture content
- Objective image analysis

Ask

- What are tristimulus colourimeters?
- What are sensory measurements?
- What are compression testing and puncture testing?
- What is texture profile analysis (TPA)?
- What is the moisture content?
- What is objective image analysis?

Notes for Facilitation

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

Summarise

- Procedure/methods for evaluating baked products

Say

- Food safety can be achieved by correctly storing raw materials and finished products.

Elaborate

- Storage equipment, racks, trays, boxes, temperature-controlling display cabinets
- Principles of storage of raw material – Segregation of raw material, FIFO, FEFO, cleaning of racks, refrigerators etc

Notes for Facilitation

- Download and understand Regulation requirements under Food Safety Act for staff storage, hygiene, and personal hygiene.
- Make participants understand customer psychology as buyers.

Activity

- Divide the class into small groups.
- Distribute chart papers and pens
- On PPT, show them pictures of bakery tools
- Ask them to write the number of slides and identify the tool and write the name in front of the number

Summary

- Role of Ingredients in bakery products
- Procedures and cooking methods
- Importance of temperature control in bakery products

Notes

Unit 2.3: Perform Administrative Tasks

Unit Objectives

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

1. Discuss the parameters to check the quality of the goods received from the vendors
2. Explain the stock rotation methods
3. Demonstrate how to assist in stock management of the ingredients
4. Discuss the importance of labelling the ingredients and finished products
5. Explain different types of menus and pricing methods
6. Discuss various food costing and cost control methods

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Dus ter, 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.

Say

- You cannot prepare quality products from substandard raw materials, so even you cannot prepare a quality product from high-quality raw materials. You must maintain the quality of both raw and cooked products.
- Substandard quality of raw material reflects the food safety of the finished product

Explain

- Explain the importance of raw material quality
- Role of stock rotation in stock management
- Cost control in menu pricing

Elaborate

- Describe the basic quality parameters of raw materials and ingredients with the help of Fig 2.3.1 Fundamental qualities of raw materials, given in the Participant Handbook
- Fundamental qualities of raw material - Physical - colour, taste, odours, weight, adulterants of any contaminants
- Steps involved in quality control –
  - Chemical composition
  - Quality testing of samples
  - Accepting or rejecting batch or lot
  - Communication with suppliers
  - Improving condition

Ask

- Why is the quality of raw materials important for food safety?

Notes for Facilitation

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

Summarise

- Basic quality parameters of raw materials and ingredients

Say

- The shelf life of food material is defined. Storage of food items at the right temperature and rotating stock help to keep stored material safe.

Elaborate

- Stock rotation is a systematic approach towards food safety. Food raw material is stored according to the shelf life and expiry dates.
  - Labelling system
  - FIFO – First In, First Out
  - FEFO- First Expire First Out
  - LIFO – Last In, First out

Ask

- Define FIFO and FEFO
- What is stock rotation

Notes for Facilitation

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

Say

- Stock management is the process of managing goods. It involves acquiring, storing, organising and tracking those goods. Stock management also involves keeping records of changes in your inventory over time.
- FSSAI is the governing and controlling body in India. Under Food Safety Act 2006, it s mandatory to have labels on raw materials as well as on finished goods. Important information must be available on the label, especially manufacturing and expiry dates. The various information on the label

Explain

- Stock management systems managed manually or with the help of software control the movement of stocks.
  - Place order for bakery supplies (purchase order)
  - Ingredients level tracking
  - Transfer from one floor to another (Stock rotation)
  - Return Merchandize Authorization (RMA)
  - Inventory management using sales data
- Importance of labelling ingredients and finished products

Elaborate

- Ingredients
- Health risks
- Instructions
- Marketing and promotions.
- Labelling as per FSSAI Regulations.

Ask

- What is an ingredient level track?
- What is RMA?
- Why labelling food items is important?
- Do you know what is written on food labels and why?

Notes for Facilitation

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

Activity

- Distribute food packets of raw, processed material amongst the students you brought to the class.
- Ask them to prepare a list of things mentioned on the label and write on chart paper
- Let students present in front of the class giving importance to a few like manufacturing date, expiry date, food additives etc

Summarise

- Stock management
- Importance of labelling the ingredients and finished products

Say

- There are many advantages to developing the habit of food storage. These advantages include having a healthy diet all year long and financial savings. Above all, understanding how to maximize your food storage will contribute to stress reduction and mental tranquillity

Ask

- What makes food unsafe?
- Why is food spoiled faster during the rainy season?

Elaborate

Factors affecting stored raw material and finished products –

- ✓ Moisture
- ✓ Oxygen
- ✓ Temperature
- ✓ Shelf life
- ✓ Packaging material

Explain

- Factors that affect food storage

Do

- Show slides on food spoilage.
- Give day-to-day examples of food spoilage.
- Share news on food poisoning and other food-related disasters.

Summarise

- Factors that affect food storage

Say

- Two basic menu pricing schemes and offered advice for creating a menu in one of our earlier articles. Today, we would like to discuss five different menu pricing strategies that restaurants might use.
- The benefits and drawbacks of each restaurant menu pricing strategy demonstrate which is best for your establishment.

Ask

- Do you know that pricing of menu items in every outlet is not the same?
- What could be the reasons for this difference?
- How is pricing decided?

Elaborate

- Different types of menus and pricing methods

Explain

- Menu pricing methods
  - Competitive pricing
  - Penetration pricing
  - Price skimming
  - Cost- plus pricing
  - Dynamic pricing

Summarise

- Menu pricing methods

Say

- Many factors contribute to deciding the cost of items on the menu, like place and setup, number of employees, type of food, and expenses.

Explain

- Food costing method
- The pricing strategy is driven by demand,
- Analyse the profitability

Ask

- What is the food costing method?
- What is pricing strategy driven by demand?
- What is the analysis of the profitability?

Notes for Facilitation

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

Summarise

- Methods for pricing menu items

Say

- Food costing is a technical process, and many factors contribute to deciding the cost

Elaborate

- Cost of food calculation, estimating food cost, cost reports
  - Evidence of inventory
  - Factors influencing the price of the food
  - Purchasing food
  - Menu preparation
  - Culinary talents

Notes for Facilitation

- Collect menu list with pricing from some bakeries.
- Use them to conduct pricing exercises.

Summarise

- Food costing
- food cost control

Notes

Exercise

Question 1. Why organizing the assigned work area/station is important?

(A). Save time and energy
(B). Create Extra Storage Space
(C). Professionalism
(D). All of the above

Question 2. Which tool comes in a balloon and stiff balloon variety?

(A). Cooling racks
(B). Whiskers
(C). Flour shifter
(D). Ladles

Question 3. What is the capacity of a Deep Freezer?

(A). 140 to 380 litters
(B). 250 to 300 litters
(C). 100 to 200 litters
(D). 300 to 400 litters

Question 4. Which common terms are not used in baking?

(E). Acid
(F). Alkaline
(G). Absorption
(H). Ammonia

Question 5. Definition of Extraction.

(A). It is the quantity of flour obtained from a given.
(B). Gives baked goods structure.
(C). A single-celled microorganism originating from plants, yeast.
(D). It is damp and perishing.

Question 6. What is the full form of TPA?

(A). Texture Profile Acids
(B). Taste Profile Analysis
(C). Texture Pastry Analysis
(D). Texture Profile Analysis

Question 7. Which is the right Ideal Food Cost Pricing Method?

(A). The item will cost the same as a competitor.
(B). Gross profit+ actual price
(C). Raw Food Cost of Item + Desired Food Cost Percentage = Price
(D). Demand+ supply

Question 8. What is the full form of LIFO?

(A). Lead in Fault Out
(B). Last in First Out
(C). Last in Fault Out
(D). Lead in First Out

Question 9. Which one statement is not an internal characteristic of Grain?

(A). It should not have an odd flavour or aftertaste and should be pleasantly sweet.
(B). The ideal properties include consistent cell size and thin cell walls.
(C). The product should not contain an excessive number of open or closed grains.
(D). The grain will vary depending on the kind of cake

Question 10. What is Frosting?

(A). A cake's crust should not be too soft, harsh, or busty.
(B). The glossiest of all are glazes, which are often clear and applied to sweets.
(C). It is a soft material that is put on top of the cake.

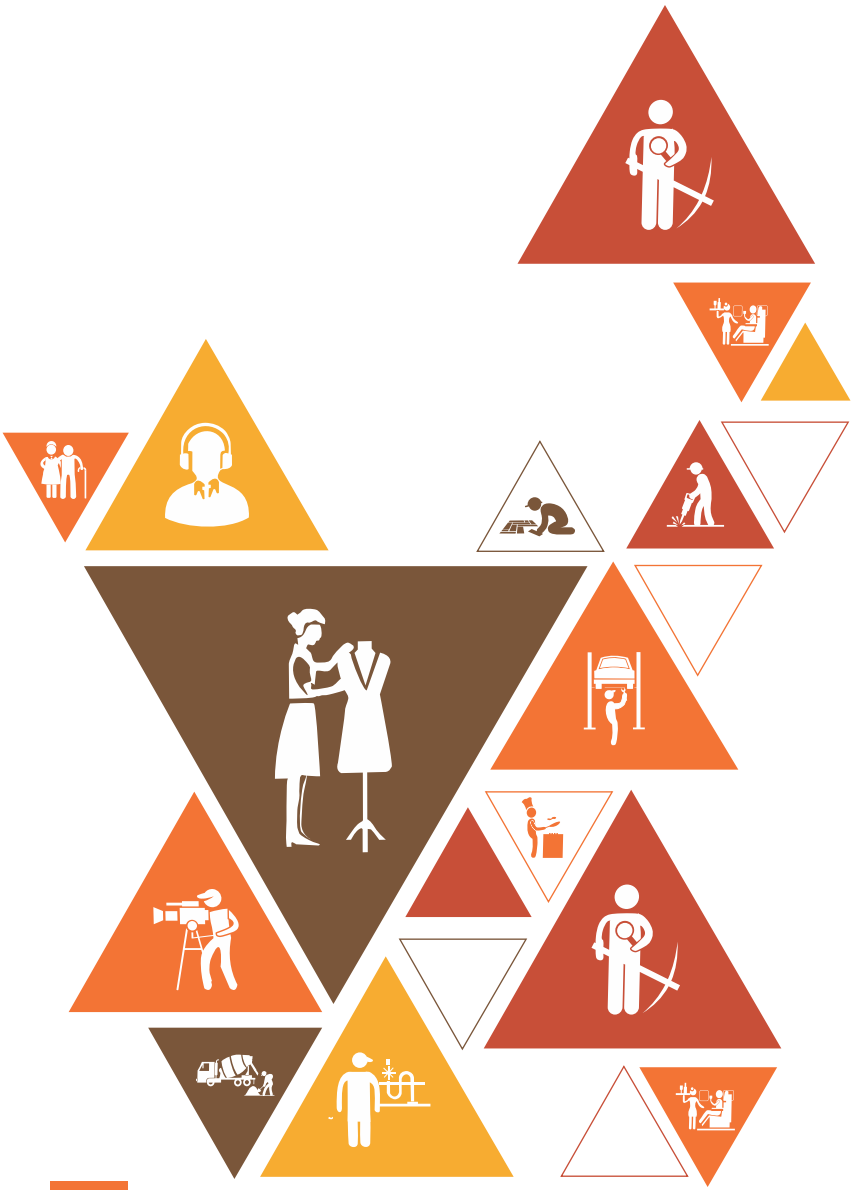
Notes

Scan the QR codes to watch the related videos

Baking Tools and Equipment

Basic Baking Mixing Methods

Food Labels



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सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

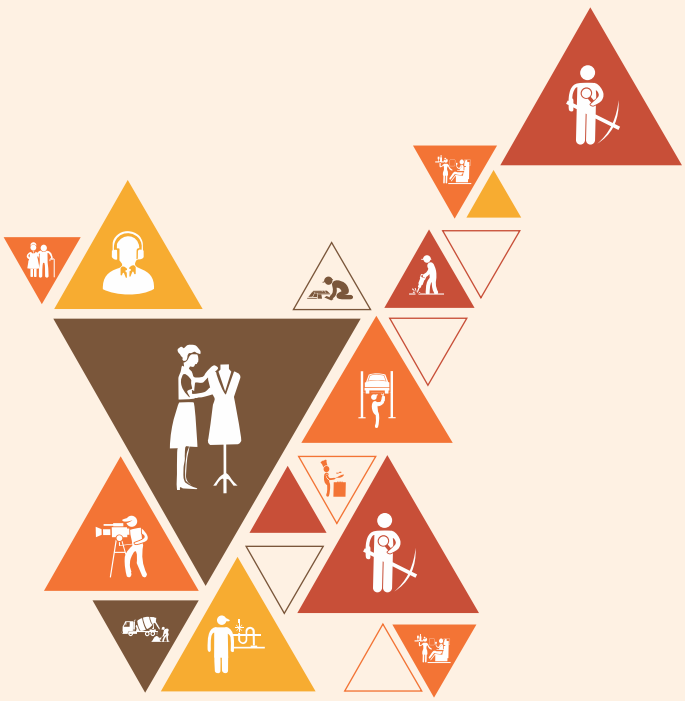
N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

3 Communicate Effectively and Maintain Service Standards

Unit 3.1 – Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors

Unit 3.2 -- Describe the ways to show sensitisation towards different age groups, gender and persons with disabilities



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Key Learning Outcome

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

1. State the importance of workplace professionalism, decorum, and ethical behavio ur.
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 3.1 – 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.
- Maintain the record for assessment scores.

Explain

- Professionalism is how an individual acts in a work environment or any other.

Elaborate

- The hospitality sector depends on qualified staff to go above and beyond guests' prospects.

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 a question
  - ✓ What is professionalism?

Notes for Facilitation

- Professionalism is recognised through confident behaviour
- Developing the "professional wisdom" that peers and visitors acknowledge based on applying knowledge and skills pertinent to the individual's role.
- Give an example - For example, working at different fast food restaurants does not require a college degree, mostly just high school or a mature attitude.

Ask

- What is professional behaviour?

Summarise

- Summarise the importance of professionalism

Say

- Etiquette are important. For a hotel to be successful, proper behaviour is required

Explain

- Basic etiquette to be followed:
  - Must look clean and presentable while they are on the clock
  - A warm, friendly welcome assures guests that they can relax and enjoy their meal
  - Always be polite and willing to assist others.
  - In the hospitality industry, one will come across many different types of customers, and it is essential always to provide the same standard of service to all customers.

Ask

- What are the basic etiquettes?
- Why is proper behaviour required to be successful?

Summarise

- Why is basic etiquette required in the hospitality sector?

Say

- Ethics is important because, without ethics, appropriate behaviour is incomplete

Explain

- Components of effective communication
  - Completeness
  - Conciseness
  - Consideration
  - Concreteness
  - Clarity
  - Courtesy
  - Correctness

Do

- Start the session by asking questions like:
  - Explain the components of effective communi cation.

Elaborate

- The main functions of management (Planning, Organizing, Staffing, Directing and Controlling) cannot be performed well without effective communication.

Explain

- The candidate the meaning of effective communication with some examples

Ask

- What is the importance of effective communication

Summarise

- Summarise the importance of effective communication

Say

- Any communication cannot be complete without the sender, message, medium and receiver

Elaborate

- Any communication has 5 elements
  - Sender
  - Message
  - Media
  - Receiver
  - Feedback

Summarise

- The elements of communication

Say

- The communication process is made up of four key components. Those components include encoding, medium of transmission, decoding, and feedback.

Explain

- The communication cycle or process of communication
  - Generation of ideas
  - Encoding
  - Dispatch & reception
  - Decoding
  - Receiver's response
  - Feedback
- How to handle the guest complaint handling When handling complaints. Do the following:
  - Listen attentively
  - Try to understand the cause of the complaint
  - Apologise and promise to correct the situation
  - If the complaint concerns food, offer to exchange or substitute other food.
  - Thank the guest for bringing the complaints to his attention so one can take care of them.

Elaborate

- The process of the communication with the help of Fig 5.1.1 Communication process in the participant handbook
- Spot guest Service Issues and Apologising to a guest
  - Validation
  - A fix
  - A make-up
  - Doing Good
  - Recompense

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

- Most patrons who experience bad, uncaring, unfair, or incompetent servi ce want some combination of the following:
  - Validation
  - A fix
  - A make-up
  - Doing Good
  - Recompense

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 anno unce 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?

Notes for Facilitation

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.

Ask

- Ask the candidate about the steps for handling guest complaints

Summarise

- The process of communication and its components, as discussed above, and how to apologise to a guest

Say

- Everyone in the hospitality industry will have to deal with guest complaints at some point in their career.
- How they handle the complaint makes all the difference, whether as simple as getting the wrong drink, a complaint at a hotel restaurant or a complaint related to housekeeping.
- First, listen to the guest's concern, be sympathetic and do whatever possible to fix the problem immediately.
- Next, train the employees not to blame or make excuses but respond to the guest. Finally, take advantage of the experience to improve the products or services.

Elaborate

- Various guest complaints
  - Service-related complaints
  - Attitudinal complaints

Do

- Give some examples of guest complaints due to service
- Quote some instances of guest complaints due to attitudes

Say

- Even though problems with the guest experience are unavoidable, one should respond to complaints promptly, appropriately, and transparently to guarantee complete guest satisfaction.
  - Pay the visitor full and undivided attention as one listens to the guests
  - It is always advisable to maintain composure and never engage in debate with the guests
  - Pay complete and undivided attention to the guest's complaint
  - One should always focus on the issue at hand
  - Jotting down the points saves time, particularly if another person needs to be involved
  - Determining a rough timeframe within which the corrective actions must be completed helps ease the situation
  - Do not promise the unachievable
  - Keep an eye on how the corrective action is coming along

Elaborate

Step 1. Listen – concern – empathy.
Step 2. Isolate the guest
Step 3. Stay calm – Do not argue
Step 4. Show personal interest
Step 5. Give undivided attention – Concentrate on the problem – Do not blame – Do not Insult
Step 6. Take notes
Step 7. Offer choices – No false promises & do not exceed the authority
Step 8. Plan corrective actions – Be specific – Set duration
Step 9. Monitor the progress
Step 10. Follow up

Do

- Share some suggestions for effectively addressing the concerns raised by the guests, such as:
  - Act quickly
  - Show compassion to guests
  - Say, "I am sorry
  - Avoid arguments
  - Offer room upgrades & Free hotel perks
  - Follow up with guests

Say

- Guest feedback is a marketing term that describes obtaining a guest's opinion about a business, product or service.

Explain

- How to get feedback from the guests
  - Ask them
  - Be the guest
  - Focus groups
  - Questionnaires and surveys
  - Usage statistics
  - The front-line staff

Do

- 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
- With the help of Fig 5.1.3 Guest Feedback Form explains the process of taking feedback in the printed feedback form.

Say

- Why guest feedback is essential in business
  - It helps improve products and services
  - it helps measure guest satisfaction
  - It shows that one values their opinions
  - It helps create the best guest experience
  - It helps to improve guest retention
  - It is a reliable source of information for another guest

Summarise

- The importance of guest satisfaction and guest feedback
- The procedure of receiving feedback and complaints constructively
- Various ways to handle guest complaints
- Different ways to improve the guest experience

Notes

Unit 3.2 – Sensitisation Toward Different Age Groups, Gender s 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 or PowerPoint Presentation
- Whiteboard, Marker, Duster, Pr ojector and Laptop

Notes for Facilitation

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

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.
- Discrimination is multifaceted. These include hurtful remarks about someone's race, foul deeds, stereotyping of people and how they behave, prejudice, and even hatred.
- It includes deeds and attitudes, not just abusive, harassing, or intimidating behaviour. NEVER discriminate, even in jest. People sometimes say discriminatory things unintentionally.

Do

- Start the session by asking questions like:
  - Do you know about gender equality?
  - What do you understand by LGBTIQA+?
- 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.
- Differentiate the terms like PWD, LGBT and SRS.
- Emphasising the equitable distribution of power, influence and resources in society.

Say

- **Profession:** Like other countries, India has many job sectors. Everyone needs each other to finish the job. Is everyone respectful?

Do

- **Quote** examples**:**
  - Some people feel superior to certain professions and therefore have a low opinion of them.
  - Some people change their behaviour after discovering their profession and position.

Say

- **Customer vs service provider:** "The guest is always right." However, some people take that claim too far and use it as justification to act arrogantly superior in any situation involving this relationship creating a scene in public.

Do

Quote examples:

- I am the guest; you do what I tell you to do!
- If you do not do what I say, I will report you to consumer protection!

Say

- **Men vs women:** Progressive India. Women are encouraged to participate in all fields, even though men make up 52% of the population. Many women hold influential positions in various industries and organisations. Sadly, discriminat ory phrases are still common.

Do

Quote examples:

- I am sure there is a woman behind me in that slow car!
- The duties of a woman are to take care of the family, cook and have children.

Say

- **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.

Do

Quote examples:

- That driver is moving so quickly and recklessly. I am confident he is (nationality).
- Considering how rude and misbehaving he is, the driver of the land cruiser that is tailgating me on the highway must be (nationality).

Say

- **Religious belief:** India is secular and does not discriminate based on religion. Everyone can practise their religion in numerous religious facilities. Some people are religiously prejudiced and mistreat others.

Do

Quote examples:

- Some employers prefer not to employ individuals from a particular group.
- He/she is mistaken; my religion alone is correct!
- In India, why are they celebrating Christmas?

Explain

- Disability and special needs
- Specific needs of people with disabilities

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)

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

Say

- Importance of gender sensitisation is one crucial element for a person's healthy growth is gender sensitisation
- An individual may fail to understand the requirements of the other gender and, in particular severe circumstances, even for themselves, if they are not sensitive to the demands of that gender.
- Since the dawn of time, people have recognised and felt the necessity for this sensitivity in virtually every aspect of human existence worldwide.

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?

Summarise

- Importance of gender and age sensitivity
- Gender and age-specific requirements of the guests
- Specific needs of people with disabilities

- Importance of reporting sexual harassment in the workplace
- Ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

Say

- 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

- Hiring/firing/promotions
- Pay
- Job classification
- Benefits

Say

- The International Day Against Homophobia, Biphobia and Transphobia was observed on May 17. It aims to coordinate international events that raise awareness Of LGBT rights violations and stimulate interest.in LGBT rights work worldwide.

Explain

- Sexual orientation
- Homosexuality:
- Coming out
- Homophobia:
- LGBTIQA+:
- PRIDE month

Elaborate

The following topics

- 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 he althier.

Explain

- 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.

Ask

- 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?

Say

- Gender equality is when people of all genders have equal rights, responsibilities and opportunities.
- Gender equality is achieved when women, men, girls and boys have equal rights, conditions and opportunities and the power to shape their own lives and contribute to the development of society

Explain

- 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

Say

- "In the last session, we understood the importance of gender sensitisation".
- "In today's session, we will understand the importance of effectively handling problems and issues reported by the subordinates."

Explain

- The importance of effectively handling problems and issues reported by the subordinates.
- The process of handling conflicts and issues

Elaborate

The following points that are needed to be taken care of while sorting out a conflict:

- Identify the issue
- Understand the impact
- Prioritise problem-solving
- Determine potential solutions
- Take action to solve the issue
- Gather information and review

Ask

- If the participants understood the sequence of issue handling

Say

When problems are being escalated, or workplace problems are being reported, and superiors are providing feedback on the situations

- When there is a problem at work, it is considered to have been escalated when upper management is contacted instead of those directly involved.
- It requires making the appropriate individuals aware of the context to resolve a troublesome circumstance successfully.
- In most cases, escalation is necessary when there is a problem that the current staff working on the problem is unable to resolve and needs assistance from those who have more authority and resources.

Elaborate

How to effectively escalate a problem at work

- Acknowledge the problem
- Try to find a solution
- Collect evidence
- Figure out whom to escalate to
- Explain the issue
- Take the issue to a higher authority

Receiving feedback from superiors and its importance

- The most significant thing one can do to get the most out of each feedback session is to listen.
- Pay close attention while keeping an open mind.
- Make every effort to avoid interrupting the person who is providing feedback.
- Refrain from taking an argumentative or defensive stance.

Summarise

- Even if one thinks the other person's evaluation is flawed, letting them explain their views fosters a lively, transparent, and productive environment for honest criticism. Create a calm, non-threatening environment for the manager, colleague, or client.
- Constructive criticism helps employees grow. Feedback clarifies expectations, encourages error learning, and boosts confidence. Telling someone they did well or congratulating them is easy.
- As with anything, feedback-giving requires practice. Regular feedback is needed. Formal meetings are for serious matters or performance reviews. Incorporating feedback into regular interactions with staff is a great way to build relationships and create a comfortable environment for giving and receiving feedback.
- Feedback changes people's perspectives. They can see how their behaviour and working methods affect other team members. Leaders should be able to foster trust and improve team performance.

Notes

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 exp ress 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). LGBTIQA±
(D). None of the above

Notes

Scan the QR codes to watch the related videos

Communication Skills

Gender Sensitization Issues and Challenges

NCVET
कौशल गुणवत्ता प्रगति

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

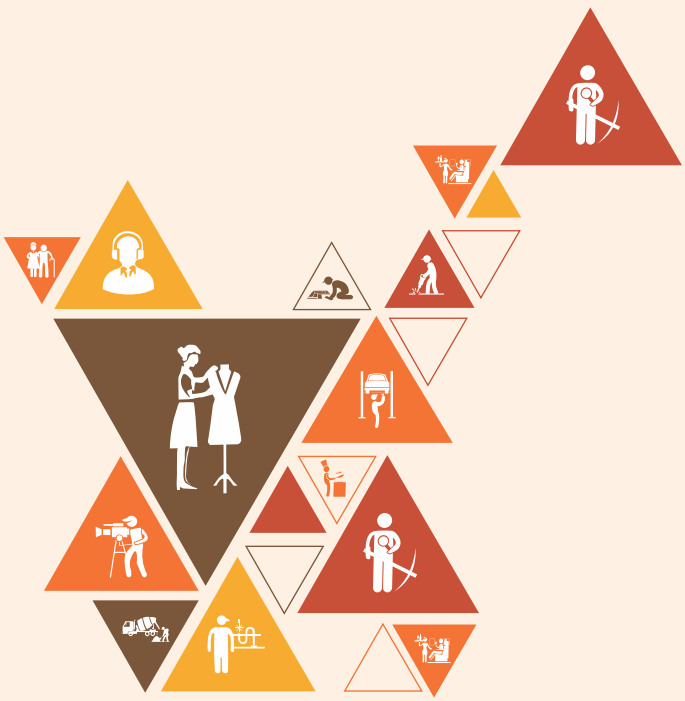
N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

4 Organisational Confidentiality and Guest's Privacy

Unit 4.1 – Maintain the confidentiality of the organisation

Unit 4.2 – Maintain the privacy of guest information



THC/N9903

Key Learning Outcome

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

- Maintaining the confidentiality of the organisation
- Describe the privacy of guest information
- Discuss Intellectual Property Rights (IPR) and Its Importance

Unit 4.1 – 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 or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

Do

- 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 the Intellectual Property Rights.
- Enlist the types of IPR.
- Discuss the Copyright infringement and its repercussions.

Notes for Facilitation

- Intellectual property rights (IPRs) are the protections granted to the creators of IP. They include trademarks, copyright, patents, industrial design rights, and in some jurisdictions, trade secrets.
- Artistic works, including music, literature, discoveries, inventions, words, phrases, symbols, and designs, can all be protected as intellectual property.

Ask

- How is the hotel staff supposed to maintain the confidentiality and privacy of the guests?
- 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?

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

Notes

Unit 4.2: Maintain the Privacy of Guest Information

Unit Objectives

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

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

Resources to be Used

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

Notes for Facilitation

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

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 intellectual property rights.
- Enlist the records management for a hotel or restaurant regarding HSK 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.

Notes for Facilitation

- At various times, the Hotel/Restaurant will be obliged to ask you, as a customer, for information about you and members of your family, such as:
  - Contact details (for example, last name, first name, telephone number, email)
  - Personal information (for example, date of birth, nationality)
  - Information relating to your children (for example, first name, date of birth, age)
  - Your credit card number (for transaction and reservation purposes)
  - Your membership number for the AccorHotels loyalty program or another part ner program (for example, the airline loyalty program)
  - Your arrival and departure dates
  - Your preferences and interests (for example, smoking or non -smoking room, preferred floor, type of bedding, type of newspapers/magazines, sports, cultural interests)
  - Your questions/comments during or following a stay in one of our establishments.

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?

Summarise

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

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

Notes

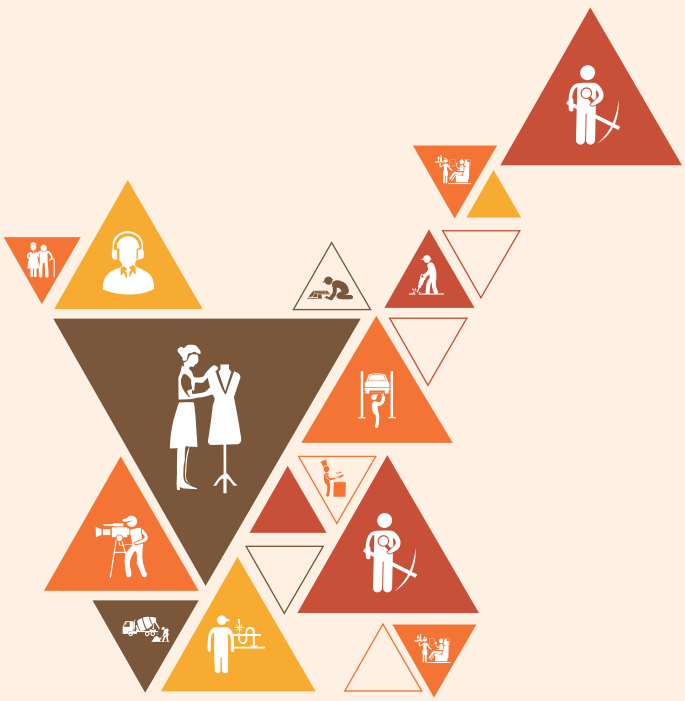
Scan the QR codes to watch the related videos

Intellectual Property Rights (IPR)

Copyright Infringement

5. Basic Health and Safety Standard

Unit 5.1 – Maintain health, hygiene, and safety practices in the workplace
Unit 5.2 – Apply precautionary health measures
Unit 5.3 – Employ effective waste management



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Key Learning Outcome

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 5.1: 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 main oral hygiene
- The importance of washing hands
- The importance of personal grooming habits guidelines on attire in the hospitality industry
- What should be the appropriate corporate attire for men?
- What should be the corporate attire for women?
- What 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 5.1.1 Personal Hygiene, Fig 5.1.2 Hygiene-1, Fig 5.1.3 Hygiene-2 Fig 5.1.4 Various kinds of mat and Fig 5.1.5 Ways of hygiene in the Participant handbook.
- Hand washing and its steps with the help of Fig 5.1.7 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 5.1.6 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 5.2.: 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 5.2.8 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
	DANGER SIGNS Indicate immediate hazards that will result in injury or death if not avoided.
	WARNING SIGNS Indicate a hazard level that falls somewhere between caution and danger.
	CAUTION SIGNS, Represent the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.
	BIOLOGICAL HAZARD SIGNS indicate either the actual presence of a biohazard.
	NOTICE SIGNS, Used to convey general information as warning indicators are linked to activities not directly related to personal injury.
	GENERAL SAFETY SIGNS, Important safety instructions and procedures, for example- such as regulations and practices for first signs, cleanliness, and housekeeping.
	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.

Table.6.2.2 Safety warning signs asnwers

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.5.2.3 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.5.2.4 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.

Demonstrate

- Take a piece of paper and light the fire with the help of a lighter. (Carefully in open space)
- Once fire catches onto paper, cover the fire with a box.
- Now fire gets extinguished due to the cut off of oxygen.
- Elaborate on the reason for the fire, and now explain how components like heat, fuel, and oxygen played a role in catching fire.
- Describe noise hazards

Summarise

- The different safety warning signs and labels at the workplace
- The ways to identify hazards at the workplace.
- The topic by asking participants about the general tests for a regular health checkup.
- Summarise the causes of risks and potential hazards in the workplace and ways to prevent them.
- The components of the first-aid kit
- The procedure to report the accident and other health-related issues as per SOP

Notes

Unit 5.3: 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.

Ask

- What is waste management?
- Instruct the candidates to list the methods of waste disposal
- Instruct the candidates to tell the 6 R's in waste management
- What are the types of waste disposal?
- What are the measures to be taken toward the segregation of recyclable waste?
- Why should you segregate waste into different dustbins?
- How do you manage waste segregation?

Summarise

- The recyclable, non-recyclable and hazardous waste at the workplace
- The process of segregating waste into different coloured dustbins
- The ways of handling the waste as per sop
- The process of recycling waste wherever applicable

Notes

Exercise

Question 1. A warm smile always helps the guest to open up. It makes the guest feel important. Moreover, they are comfortable knowing th at someone genuinely cares about their needs.

(A). True
(B). False

Question 2. Employees and clients may connect and contact one another swiftly and efficiently using telegram.

(A). True
(B). False

Question 3. Enforcers of safety Rules are ineffective if they are not followed or enforced.

(A). True
(B). False

Question 4. A visible instruction from a safety sign lessens the likelihood of accidents for employees and non-employees, creating a safer working environment.

(A). True
(B). False

Question 5. All Windows should be closed, and all electrical appliances, including fans and lights, should be turned Off.

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

Question 6. Employee safety can be ensured by adhering to the three Es of safety: safety education, engineering, and safety programs.

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

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

Question 1. Among the given choices are basic rules that will assure health and hygiene at the workplace.

(A) Regularly empty the trash cans
(B) Clean washrooms regularly
(C) Go for movies
(D) Take leaves regularly

Question 2. Which will you use to reduce the quantity of dust outdoors?

(A). Wet area mats
(B). Dust control mats
(C). Curtains
(D). Vacuum cleaner

Question 3. What should be avoided to reduce the chances of Ingrowing Toenails?

(A). Trim Straight
(B). Trim diagonally
(C). Do not trim
(D). Do not use a nail filer

Question 4. When should one wash their hands to keep them clean?

(A). Before you leave the house
(B). When you arrive at your destination
(C). Before and after consuming or preparing food
(D). All of the above

Question 5. Why are etiquettes needed?

(A). It makes you a cultured individual
(B). It teaches you how to talk, walk, and behave in society.
(C). It teaches you to use the mobile
(D). A and B

Notes

Scan the QR codes to watch the related videos

Waste- Types and Classification

Importance and Methods of Protecting People and Assets

Introduction to Fundamental Concepts of Fire Safety

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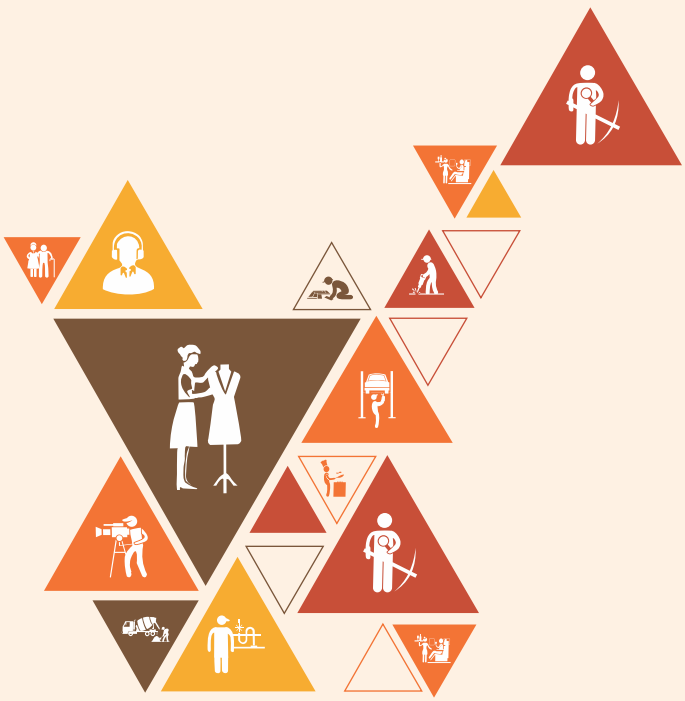
TOURISM & HOSPITALITY
SKILL COUNCIL

6. Employability Skills



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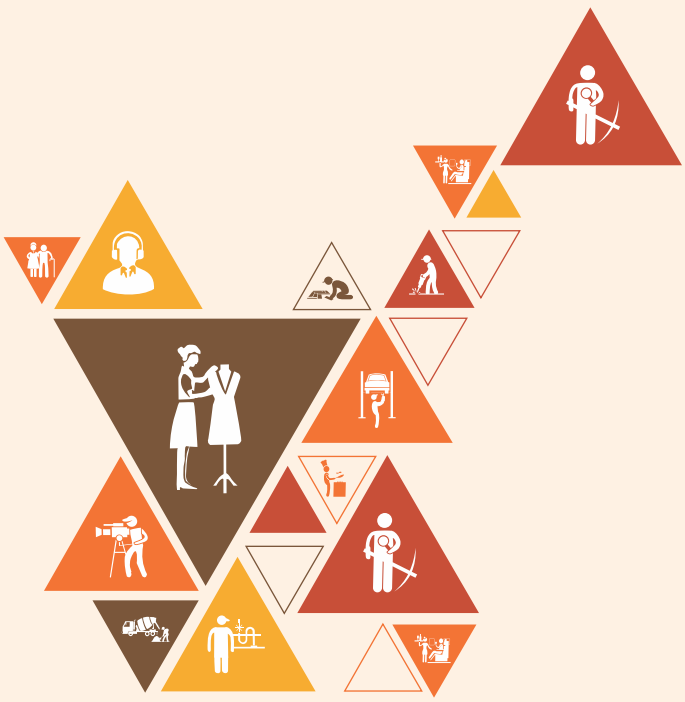
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

THSC
TOURISM & HOSPITALITY
SKILL COUNCIL

Annexures

Annexure -I
Annexure -II
Annexure -III



Annexure I

Training Delivery Plan

Program Name:	Pastry/Bakery Commis		
Qualification Pack and reference ID	THC/Q2708		
Version No.	3	**Version Update Date**	24/12/2020
Pre-Requisite License or Training	NA		
Training Outcomes	**At the end of the program, the learner will be able to:** • Apply appropriate practices to preparation and presentation of pastry/bakery products • Apply appropriate practices to serve the finish products to the guests • Perform the steps of inventory and stock level management • Apply appropriate practices to assist in menu preparation, price determination and cost control • 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 Hotel Industry and Pastry/Bakery Commis	An overview of skill India mission	1. Explain the objectives and benefits of the Skill India Mission	THC/N2712	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **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 3. Explain different sections in the front office department?		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 0**
		Pastry / Bakery Commis - The Trending Career Options in India	1. Discuss the roles and responsibilities of a Pastry/ Bakery Commis 2. Describe the attributes required for a Pastry/Bakery Commis 3. Elaborate the scope of the Pastry/Bakery Commis in the Tourism and Hospitality Industry 4. Elaborate the basic terms used in the kitchen department		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 0**
2	Introduction to Pastry/Bakery Products	Introduction to Pastry/Bakery Products	1. Explain the importance of organising the assigned work area/station 2. Elaborate on	THC/N2712	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 5** **P : 5**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			various tools and equipment required for the preparation, baking, and finishing of the pastry/bakery product 3. Discuss the units of measurement and bakery terms used for bakery products 4. Describe various food preparation techniques (like marinating, chopping, etc.) and cooking methods (like baking, frying, etc.) 5. Demonstrate various cooking and baking methods 6. Describe the characteristics and types of various pastry/bakery products	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11,KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8,GS1, GS2,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 4**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 4**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 4**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 4**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 4**
3	Provide Assistance in Pastry/Bakery Products Preparation, Presentation and Serving the Products to the Guests	Provide Assistance in Pastry/Bakery Products Preparation, Presentation and Serving the Products to the Guests	Discuss various essential ingredients of pastry/bakery products, their characteristics and functions 2. Dramatise how to check the quality of different types of ingredients used in the recipe 3. Demonstrate how to perform basic tasks like combining and mixing ingredients 4. Elaborate on various methods	THC/N2712 PC12, PC13, PC14,KU8, KU9, KU10, KU11, GS4,GS5,GS6	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 8** **P : 16**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 8** **P : 16**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 8** **P : 16**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	**T : 8** **P : 16**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			of mixing and preparing pastry/bakery products along with their recipes 5. Explain the different temperatures required for preparing and serving pastry/ bakery products 6. Elaborate on different types of finishing, decoration and presentation methods for pastry/bakery Products 7. Explain the procedures to check the pastry/bakery product for quality, color, flavor, texture and finish 8. Prepare pastry/bakery products using the proper ingredients and techniques 9. State the correct storage procedure for raw/finished productstheir characteristics and functions			Marker, and Duster	
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 8** **P : 16**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 7** **P : 16**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6** **P : 16**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6** **P : 14**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 6** **P : 14**
4	Perform Administrative Tasks	Perform Administrative Tasks	Discuss the parameters to check the quality of the goods received from the vendors 2. Explain the stock rotation methods 3. Demonstrate how to assist in stock	THC/N2712 PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24,KU12, KU13, KU14, KU15 GS5,GS6	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
					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
			management of the ingredients 4. Discuss the importance of labelling the ingredients and finished products 5. Explain different types of menus and pricing methods 6. Discuss various food costing and cost control methodsgoods received from the vendors		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
					Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
5	Maintain Effective Communication and Service Standard	Communicate effectively with guests, colleagues, and superiors	1. Discuss the importance 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	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 : 4** **P : 4**
		Communicate effectively with guests, colleagues, and superiors (Contd…)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4** **P : 4**
		Communicate effectively with guests, colleagues, and superiors (Contd…)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 4** **P : 4**
		Communicate effectively with guests, colleagues, and superiors (Contd…)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
6	Organisational Confidentiality and Guest Privacy	Maintain the Confidaliti y of the Organisation	1. Explain the procedures to report the infringement of IPR to the	THC/N9903	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	**T : 6** **P : 6**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			concerned person	PC1, PC2, PC3, PC4, PC5, PC6,KU1, KU2, KU3, KU4, KU5,GS1, GS2,GS3		Marker, and Duster	
		Maintain the Privacy of Guest Information	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		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
		Maintain the Privacy of Guest Information (Contd…)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
		Maintain the Privacy of Guest Information (Contd…)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 3** **P : 3**
7	Basic Health and Safety Standards	Maintain health, hygiene, and safety practices at the workplace	1. Discuss the concept and importance of personal and workplace hygiene. 2. Discuss best practices to maintain personal hygiene. 3. Explain the ways to clean and sanitise the workplace and related equipment.	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, Gs 4	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…)			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…)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures	1. Describe the standard operating procedure for handling tools, materials, and		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
		Apply precautionary health measures (Contd...)	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 facility. 5. Describe the causes of risks and potential hazards in the workplace and ways to prevent them. 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		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 2** **P : 2**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Apply precautionary health measures (Contd...)			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**
		Employ Effective Waste Management	1. Employ effective waste management techniques.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 1** **P : 1**

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
7	Employability Skills			DGT/VSQ/ N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	**T : 60 P : 0**
8	On-the-Job Training						**30**

Annexure-II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Pastry/Bakery Commis
Qualification Pack	THC/Q2708
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 ea ch 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
1. THC/N2712: Assist to prepare, bake, finish and present pastry/bakery products	*Assist in preparation and presentation of pastry/bakery products*	**20**	**30**	**-**	**10**
	PC1. organise the assigned work area/station efficiently	-	-	-	-
	PC2. select the type of ingredients required for preparation of the pastry/bakery product	-	-	-	-
	PC3. measure out ingredients for different recipes	-	-	-	-
	PC4. confirm the ingredients meet quality standards and other requirements	-	-	-	-
	PC5. mix ingredients in correct proportions	-	-	-	-
	PC6. arrange the correct tools and equipment required to prepare the pastry/bakery product	-	-	-	-
	PC7. perform basic baking tasks like combining, mixing ingredients under the supervision of chef/manager	-	-	-	-
	PC8. follow correct recipe and techniques for the basic preparation of the pastry/bakery product	-	-	-	-
	PC9. assist with plate decoration for desserts and other baked items	-	-	-	-
	PC10. check if the pastry/bakery product has the correct flavour, colour, texture, quantity and finish	-	-	-	-
	PC11. finish and present the pastry/bakery product to meet requirements	-	-	-	-
	PC12. store baked products which are not for immediate use in line with food safety regulations	-	-	-	-
	Assist in serving the guests	**5**	**10**	**-**	**-**
	PC13. ensure the pastry/bakery product is at the correct temperature for holding and serving	-	-	-	-
	PC14. assist in serving the ordered pastry/bakery product to the guests, as required	-	-	-	-
	PC15. interact with guests as per the organisational code of conduct	-	-	-	-
	PC16. report customer complaints or compliments, if any	-	-	-	-
	Undertake administrative tasks	**25**	**40**	**-**	**10**
	PC17. receive and check goods against invoice for quality and quantity	-	-	-	-
	PC18. assist with stock rotation to check and use the ingredients before their use-by date	-	-	-	-
	PC19. label all ingredients and prepared items correctly	-	-	-	-
	PC20. ensure all unused ingredients and prepared items are stored at the correct location and in controlled environment in compliance with health & safety regulations	-	-	-	-
	PC21. organize the workplace to maintain standards of hygiene and cleanliness as per the health and safety guidelines in the food preparation and service areas at all times	-	-	-	-
	PC22. inform chef/manager about the inventory status and help in re-ordering of supplies for pastry/bakery products	-	-	-	-
	PC23. assist the chef/manager to plan menus, rotations, and orders, if required	-	-	-	-
	PC24. contribute to organizational cost savings through accurate measurements, proper storage, stock rotation (following the rule 'first in, first out'), and timely service	-	-	-	-
	NOS Total	**50**	**80**	**-**	**20**
	Communicate effectively with guests, colleagues and superiors	**20**	**20**	**-**	**10**

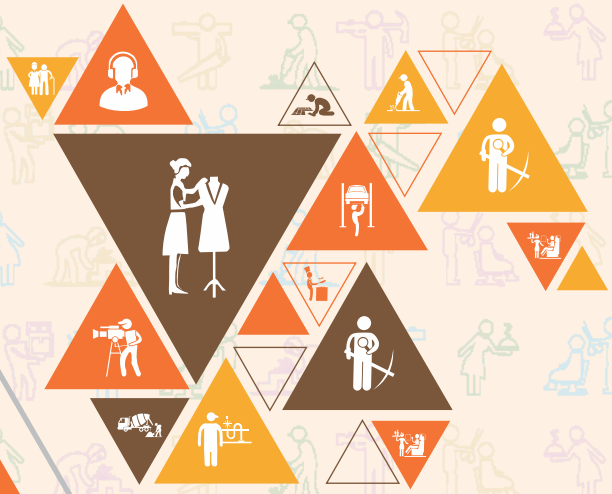
NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
2. THC/N9901: Communicate effectively and maintain service standards	**PC1.** greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to the colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	Maintain professional etiquette	**10**	**10**	**-**	**5**
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	Provide specific services as per the guests' requirements	**10**	**10**	**-**	**5**
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC19. follow gender and age sensitive service practices at all times	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
	NOS Total	**40**	**40**	**-**	**20**
3. THC/N9903: Maintain organisational confidentiality and respect guests' privacy	*Maintain organisational confidentiality*	**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	-	-	-	-
	Respect guest's privacy	**4**	**4**	**-**	**2**
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	NOS Total	**10**	**10**	**-**	**5**
	Maintain personal and workplace hygiene	**10**	**10**	**-**	**5**

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
4. THC/N9906: Follow Health, Hygiene and Safety practices	**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.	-	-	-	-
	Take precautionary health measures	**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	-	-	-	-
	Follow standard safety procedure	**5**	**10**	**-**	**5**
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	Follow effective waste management	**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	-	-	-	-
	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 Industry and Pastry/Bakery Commis	UNIT 1.1 An Overview of Skill India Mission	1.1.1 Skill India Program Objectives, Features and Advantages	18	https://www.youtube.com/watch?v=y7CxAa7KicM	Role of Government in skill development
Chapter -1 Introduction to Hotel Industry and Pastry/Bakery Commis	UNIT 1.2 An Overview of Hospitality Industry	Unit 1.2 An Overview of Hospitality Industry	18	https://www.youtube.com/watch?v=rddPE20dDrs	Introduction to Hospitality Industry
Chapter -1 Introduction to Hotel Industry and Pastry/Bakery Commis	UNIT 1.2 An Overview of Hospitality Industry	1.2.2 Departments of a Hotel	18	https://www.youtube.com/watch?v=pQce_5Y7ZXI	Departments of a hotel
Chapter - 2 Assist in preparing, baking, Finish, and Present Pastry/ Bakery Products	UNIT 2.1 Introduction to Pastry/Bakery Products	2.1.2 Tools and Equipment Required for Preparation, Baking, and Finishing the Pastry/Bakery Product	49	https://www.youtube.com/watch?v=bNHKP8UO_y4	Baking Tools and Equipment
Chapter - 2 Assist in preparing, baking, Finish, and Present Pastry/ Bakery Products	UNIT 2.2 Provide Assistance in Pastry/Bakery Products Preparation, Presentation, and Serving the Products to the Guests	2.2.2 Methods of Mixing	49	https://www.youtube.com/watch?v=SMzQvIJkBwE	Basic Baking Mixing Methods
Chapter - 2 Assist in preparing, baking, Finish, and Present Pastry/ Bakery Products	UNIT 2.3 Perform Administrative Tasks	2.3.4 Importance of Labeling the Ingredients and Finished Products	49	https://www.youtube.com/watch?v=eUh2aU3CoA4	Food Lables

Chapter - 3 Communicate Effectively and Maintain Service Standards	UNIT 3.1 Maintain Effective Communication and Service Standard	Unit 3.1.1 Effective communication	73	https://www.youtube.com/watch?v=X3Fz_Gu5WUE&t=112s	Communication Skills
Chapter - 3 Communicate Effectively and Maintain Service Standards	UNIT 3.3 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	3.3.1 Sexual Orientation and Discrimination	73	https://www.youtube.com/watch?v=-FCEBe5VNcA	Gender Sensitization Issues and Challenges
Chapter- 4 Organizational Confidentiality and Guest's Privacy	UNIT 4.1 Intellectual Property Rights (IPR) and its Importance	4.1.1 Intellectual Property Rights (IPR) and its Importance	83	https://youtu.be/avSdoMz6OuA?t=85	Intellectual Property Rights IPR) - Introduction, Definition, Types, Examples
Chapter- 4 Organizational Confidentiality and Guest's Privacy	UNIT 4.2 Privacy of Guest Information	4.2.1 Procedures to Report the Infringement of IPR to the Concerned Person	83	https://www.youtube.com/watch?v=1C42q3UL26o	Copyright infringement
Chapter - 5 Basic Health and Safety Standard	UNIT 5.2 Apply Precautionary Health Measures	UNIT 5.2 Apply Precautionary Health Measures	103	https://www.youtube.com/watch?v=j2NtUQa_yB4	Importance and Methods of Protecting People and Assets
Chapter - 5 Basic Health and Safety Standard	UNIT 5.2 Apply Precautionary Health Measures	5.2.4 Firefighting and its Prevention	103	https://www.youtube.com/watch?v=sM8yiOzXaNE	Introduction to Fundamental Concepts of Fire Safety
Chapter - 5 Basic Health and Safety Standard	UNIT 5.3 Employ Effective Waste Management	5.3.3 Types of Waste	103	https://www.youtube.com/watch?v=PIr2jpscZ7w	Waste-Types and Classification



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