

# Model Curriculum

## Commis Chef

**SECTOR: TOURISM AND HOSPITALITY**  
**SUB-SECTOR: HOTELS**  
**OCCUPATION: FOOD PRODUCTION/KITCHEN**  
**REF ID: THC/Q0406, V1.0**  
**NSQF LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**TOURISM AND HOSPITALITY SKILL COUNCIL**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'COMMIS CHEF' QP No. 'THC/Qo4o6 NSQF Level 4'

Date of issuance: April 29<sup>th</sup>, 2015

Valid up to: October 06<sup>th</sup>, 2019

\* Valid up to the next review date of the Qualification Pack

  
Authorized Signatory  
(Tourism and Hospitality Skill Council)

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# Commis Chef

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Commis Chef”, in the “Tourism & Hospitality” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Commis Chef</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	THC/Q0406, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	07/01/2019
<b>Pre-requisites to Training</b>	Preferable 8th Standard passed		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Explain the nature of hospitality industry, its various sub-sectors and their evolution</li> <li>• Elaborate the hierarchy of hotel and kitchen department</li> <li>• Explain the duties &amp; responsibilities of commis chef along with the attributes required</li> <li>• Practice different types of cuts and prepare different types of Sauces, Salads and Cold starters</li> <li>• Name different cleaning agents require to clean kitchen and demonstrate to clean kitchen</li> <li>• Explain the procedure to set up and close kitchen</li> <li>• Monitor stock movement</li> <li>• Manage to communicate with customer and colleagues</li> <li>• Maintain customer- centric service orientation</li> <li>• Maintain standard of etiquette and hospitable conduct</li> <li>• Follow gender and age sensitive service practices</li> <li>• Maintain health and hygiene at workplace</li> <li>• Maintain safety at workplace</li> <li>• Manage to speak in foreign / local language</li> </ul>		

This course encompasses 10 out of 10 Compulsory NOS (National Occupational Standards) of “Commis Chef” Qualification Pack issued by “Tourism & Hospitality Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>• Explain General Discipline in the class room (Do's &amp; Don'ts)</li> <li>• Draw a layout of Kitchen Department</li> <li>• Explain the Hierarchy Structure of Hotel and Kitchen Department of Different Star Categories</li> <li>• Explain the Role of Commis Chef</li> <li>• Practice Basic skills of communication</li> </ul>	Laptop, white board, marker, projector
2	<p><b>Assist in Food Preparation</b></p> <p><b>Theory Duration</b> (hh:mm) 25:00</p> <p><b>Practical Duration</b> (hh:mm) 75:00</p> <p><b>Corresponding NOS Code</b> THC/N0415</p>	<ul style="list-style-type: none"> <li>• Practice different types of cuts of vegetables</li> <li>• List different types of equipment's used in kitchen</li> <li>• List different types of food ingredients</li> <li>• Explain different types of cuisines</li> <li>• Practice in Kitchen area on different types of cooking range</li> <li>• Practice different types of cuts</li> <li>• Practice preparation of different types of Sauces, Salads and Cold starters</li> <li>• State the importance of personal hygiene and grooming standards and apply it in day today practice</li> </ul>	Chopping board, knife set, pans, mixer's, ladle, burner, lighter, stock pot, mixing bowl, platter or serving bowl, piping bag, dolly paper, cookie cutter, bread knife, pallet knife
3	<p><b>Set up and Close Kitchen</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 65:00</p> <p><b>Corresponding NOS Code</b> THC/N0416</p>	<ul style="list-style-type: none"> <li>• Identify different types of equipment's and cleaning agents required for cleaning</li> <li>• Practice cleaning the kitchen area</li> <li>• Inspect different types of kitchen equipment and report if any equipment is not working</li> <li>• Practice cleaning kitchen as per SOP of the hotel/restaurant</li> </ul>	Cleaning chemicals, soap, steel wool, scrubber, baking soda, gloves, mop
4	<p><b>Monitor Stock Movement</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p>	<ul style="list-style-type: none"> <li>• Recall the procedure to receive supplies and materials</li> <li>• Practice receiving supplies and checking the stock against the invoice and bills</li> <li>• Distribute and store the supplies to the designated area</li> </ul>	Plastic trays, weighing scales-big and small, trolley, storage racks, stock register, indent

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 65:00</p> <p><b>Corresponding NOS Code</b> THC/N0417</p>	<ul style="list-style-type: none"> <li>• Explain the procedure to keep a track of supplies and material</li> <li>• Assess menu planning and ways to control stocks</li> </ul>	<p>sheets, squeeze, mop, air curtains</p>
5	<p><b>Communicate with Customer and Colleagues</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> THC/N9901</p>	<ul style="list-style-type: none"> <li>• State the importance of effective communication and team coordination</li> <li>• Tell basic phraseology used to interact with customers</li> <li>• Practice on computer and smart phone to communicate with customer and colleagues</li> <li>• Practice on dealing with different types complaints</li> </ul>	<p>Laptop, white board, marker, projector</p>
6	<p><b>Maintain customer-satisfaction and hospitable conduct</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> THC/N9902 THC/N9903</p>	<ul style="list-style-type: none"> <li>• Tell the importance of customer satisfaction</li> <li>• State the importance of customer feedback</li> <li>• Explain innovative products and services to improve customer satisfaction</li> <li>• Practice professional and polite etiquette behaviour to interact with customer</li> <li>• Practice on different situations to achieve customer satisfaction</li> <li>• Communicate customer feedback to seniors</li> <li>• Enhance brand value of company</li> </ul>	<p>Laptop, white board, marker, projector</p>
7	<p><b>Follow gender and Age Sensitive Service Practices</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> THC/N9904</p>	<ul style="list-style-type: none"> <li>• Discuss rights and respect given to women at workplace</li> <li>• Explain specific requirements of different age groups of customers</li> <li>• Explain different safety measures and procedures available for female colleagues and customers</li> <li>• Practice to deal with female customers and colleagues related to safety issues</li> <li>• Practice situation handling in case of any safety and security threat</li> </ul>	<p>Laptop, white board, marker, projector</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
8	<p><b>Maintain IPR of Organization and Customer</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> THC/N9905</p>	<ul style="list-style-type: none"> <li>• Tell company's Policies on Intellectual Property Rights</li> <li>• Explain how IPR protection is important for competitiveness of a company</li> <li>• State the significance of damages resulting from IPR infringement</li> <li>• Interact with team members to work efficiently</li> <li>• Recall company's product, service or design patents</li> <li>• Analyse any infringement in the company and interpret it to seniors</li> </ul>	Laptop, white board, marker, projector
9	<p><b>Maintain Health &amp; Hygiene &amp; safety at Workplace</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> THC/N9906 THC/N9907</p>	<ul style="list-style-type: none"> <li>• State different food safety and hygiene standards</li> <li>• Explain the importance of cleanliness around the place</li> <li>• State the importance of personal hygiene</li> <li>• Describe different health risks to the worker or customer</li> <li>• Demonstrate the use of protective equipment's and gears</li> <li>• Differentiate different types of waste and dispose them properly</li> <li>• Analyse hazards at workplace</li> <li>• Practice the emergency evacuation procedures</li> <li>• Practice on fire extinguisher and emergency evacuation mock drill</li> <li>• Explain where chemicals and acids need to be stored</li> <li>• Practice the safe cleaning procedure</li> </ul>	Laptop, white board, marker, projector, fire exit map, fire extinguishers
	<p><b>COMPULSORY NOS: Total Duration</b></p> <p><b>Theory Duration</b> <b>175:00</b></p> <p><b>Practical Duration</b> <b>325:00</b></p>	<p><b>Unique Equipment Required:</b></p> <p>LPG Cylinders (Gas Bank)</p> <p><b>Work station:</b></p> <p>Two Gas Burners &amp; Griddle Plate, Tandoor (Gas / Coal), Oven (Gas / Electrical), Deep Fat Fryer, SS Kitchen work tables, SS Sink with attached Taps, Refrigerators, SS Kitchen Rack, Dry Storage Cabinet, Cease Fire/Fire Extinguisher, Dough Kneader Mixer / Grinder, Exhaust &amp; Fresh air fans, Fly Killer, Steel Stock Pot (4 ltr.approx), Steel Stock Pot (7 ltr.approx), Steel Stock Pot (25 ltr.approx), Steel Sauce Pan (2 ltr.approx), Steel Sauté Pan, Steel Omellete Pan, Iron wok (Indian and Chinese), Chef Knife, Chef Knife (thick blade), Veg. Knife, Turning Knife, Pallet Knife, Sharpening Steel, Piping Bags (with 5 nozzles), Slicer, Whisk, Muffins Mould (aluminium), Tartlet Mould, Pie Mould(detachable base), Bread Moulds (800gms), Chopping Board (white), Steel Skimmer, Steel Turner, Steel Ladle, Steel Rice Colander, Steel Strainer, Caramel Custard Mould, Baking Tray, S S Storage Tray, Rotary Cake Stand, Plastic Crates, Tandoor Seekhs,</p>	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		Parat (Large), Rolling Pin (Indian), Rolling Pin (Bakery), Swifter, Fancy Cutter, Pie Dish, Wooden Spoon, Sauté Spoon, Pizza Cutter, Bread Knife, Different Types of Knives, Chopping Board Small Kitchen Equipment Like Colander, Soup Strainer Etc. Wet / Dry Grinder, Pulveriser, Stock Register, Duster, Mop, Cleaning Agents, Invoice Format, Weighing Machine, Storage Containers, Microwave / OTG, Cooking Hob	

Grand Total Course Duration: 500 Hours, 0 Minutes

Recommended OJT Hours:240 Hours as a Commis Chef in a Hotel/Restaurant/ covering the practical aspects of the job

*(This syllabus/ curriculum has been approved by Tourism & Hospitality Skill Council)*



## Trainer Prerequisites for Job role: “Commis Chef” mapped to Qualification Pack: “THC/Q0406, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>THC/Q0406</u> ” v1.0
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	Preferable 8th Standard passed Craft Course in Hotel Management
4a	<b>Domain Certification</b>	Certified for training for Job Role: “ <u>Commis Chef</u> ” mapped to QP: “ <u>THC/Q0406, v1.0</u> ” with minimum passing score 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “ <u>Trainer</u> ”, mapped to the Qualification Pack: “ <u>MEP/Q0102</u> ”. Minimum accepted score is 80% aggregate.
5	<b>Experience</b>	At least 5 years’ experience in Food Production including one year as supervisory capacity in a classified Hotel or Restaurant or Flight Kitchen or Cruise Liners. Experience as Departmental Trainer/ On the Job Trainer would be essential.

## Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Commis Chef</b>
<b>Qualification Pack</b>	<b>THC/Q0406, v1.0</b>
<b>Sector Skill Council</b>	<b>Tourism and Hospitality Skill Council</b>

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC.
2	Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 70%.

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
<b>THC/N0415 Assist in food preparation</b>	PC1. retrieve food items from the storage area, fridge or freezers per the instructions of the cook	<b>50</b>	2.0	0.5	1.5
	PC2. wash, peel, chop and/or cut food items including fruits, vegetables and meats as per the instructions of the cook		2.0	0.5	1.5
	PC3. put food cooking equipment like pressure cooker etc. containing raw food items on gas stove for boiling or do the basic cooking as per the instructions of the senior cook		2.0	0.5	1.5
	PC4. do the basic preparatory work like mixing of spices etc,		2.0	0.5	1.5
	PC5. weigh or measure ingredients		2.0	0.5	1.5
	PC6. prepare dough as per senior cook's instructions		1.5	0.5	1.0
	PC7. grind spices for usages		2.0	0.5	1.5
	PC8. portion or wrap food items or dishes using food wrappers for further processing as per the instructions of the senior cook		1.5	0.5	1.0
	PC9. store semi-cooked / left out cooked food in containers in the fridge or freezer as per the instructions of the cook		3.0	1.0	2.0
	PC10. collect all the required items / ingredients at cooking area for food production		3.0	0.5	2.5
	PC11. collect all the ingredients required for making basic sauces		2.0	0.5	1.5

	PC12. blanch the required vegetables as per organizational SOPs		2.0	0.5	1.5
	PC13. prepare the roux (thickening agent) as per organizational SOPs a. weighs out fat and flour on a portioning scale b. melt the fat in a heavy bottom skillet or sauté pan over medium heat. c. add flour to the fat d. continuously stir till it gets thickened		2.0	0.5	1.5
	PC14. add the roux to make different sauces as per organizational SOPs		2.5	1.0	1.5
	PC15. collect the required vegetables for salad preparation as per organizational SOPs		2.5	1.0	1.5
	PC16. wash and chop them as directed by the Commises 1 / Chef-de-Partie		2.5	1.0	1.5
	PC17. present salads as per organizational SOPs		2.5	1.0	1.5
	PC18 ask senior cook if any change in presentation is required		2.5	1.0	1.5
	PC19. making changes, if any, as directed by the Commises 1 / Chef-de-Partie and keep it at a specified place for serving		2.5	1.0	1.5
	PC20. arrange all the required ingredients for the preparation of cold starters as per organizational SOPs		2.5	1.0	1.5
	PC21. prepare cold starters as directed by the Commises 1 / Chef-de-Partie		2.5	1.0	1.5
	PC22. decorate and present it as per Commises 1 / Chef-de-Partie's directions		2.5	1.0	1.5
	<b>POINTS</b>		50	16.5	33.5
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N0416 Set up and close kitchen</b>	PC1. obtain the cleaning specification from organization's SOP	<b>50</b>	2.0	0.5	1.5
	PC2. move and protect raw food items and kitchen equipment, if required		2.0	0.5	1.5
	PC3. use the cleaning equipment that is suitable for the specific cleaning operation and location		2.5	1.0	1.5
	PC4. separate the faulty or damaged cleaning equipment and inform about them to the senior cook		2.5	1.0	1.5
	PC5. check that food preparation and cooking tools and kitchen equipment are clean, of the right type and in working order		3.0	1.0	2.0
	PC6. carry out the cleaning as per organizational SOP		2.0	0.5	1.5
	PC7. follow the manufacturer's instructions and safe working practices when taking apart, handling kitchen equipment used for food production		3.5	1.0	2.5

	PC8. check that the kitchen equipment in correct working order after the cleaning		4.0	1.0	5.0
	PC9. record and report to senior cook about faults e.g. missing or damaged food equipment parts, pest infestation etc.		4.0	1.0	3.0
	PC10. check that all the food preparation and cooking tools and kitchen equipment are available in the kitchen		3.5	1.0	2.5
	PC11. turn on the appropriate kitchen equipment at the correct time and to the correct setting		3.5	1.0	2.5
	PC12. arrange all the tools and kitchen equipment in the kitchen as per organizational SOP		3.5	1.0	2.5
	PC13. assist chef in the preparation of mise-en-place		3.5	1.0	2.5
	PC14. check that cooking equipment is turned off, unplugged where necessary, and cleaned following manufacturers' and organization's instructions		3.5	1.0	2.5
	PC15. clean and dry all other kitchen tools and equipment and store them as per organizational SOP		2.5	1.0	1.5
	PC16. check food storage area is properly secured		2.0	0.5	1.5
	PC17. follow all the workplace procedures related to keeping kitchen hygienic before closing the kitchen after day's operations		2.5	1.0	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N0417 Monitor stock movement</b>	PC1. receive all the provisions, supplies and daily consumables sent by supplier(s) as per company's SOP	<b>50</b>	3.5	1	2.5
	PC2. check all the incoming stock against the invoice and bills		4	1	3
	PC3. sort provisions, supplies and daily consumables for proper storing		3	1	2
	PC4. distribute supplies and daily consumables to different work stations		3.5	1	2.5
	PC5. re-fill kitchen condiment bottles and shakers		3	1	2
	PC6. store non-distributed provisions supply and daily consumables in cupboards, refrigerators etc. as per company's work instructions		3.5	1	2.5
	PC7. ensure that supplies and daily consumables are stored in the appropriate conditions		3	1	2
	PC8. keep track of the quantities of supplies used on day		3.5	1	2.5
	PC9. keep track of the fuel consumptions and report to Commises 1 / Chef		3.5	1	2.5
	PC10. inform Commises 1 / Chef		3.5	1	2.5
	PC11. carry out daily and weekly procedures to check movements of stocks		4	1	3

	PC12. understand menu planning and ways to control stocks		4	1	3
	PC13. ensure stock is controlled and rotated		4	1	3
	PC14. ensure effective usage of materials and zero wastage		4	1	3
	<b>POINTS</b>		50	14	36
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/9901 Communica te with customer and colleagues</b>	PC1. receive job order and instructions from reporting superior	<b>50</b>	1	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0
	PC4. escalate unresolved problems or complaints to the relevant senior		1	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0
	PC6. receive feedback on work standards		1	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1
	PC9. aim to achieve smooth workflow		1.5	0.5	1
	PC10. help and assist colleagues with information and knowledge		1	0.5	0.5
	PC11. seek assistance from the colleagues when required		1	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0

	PC21. brief the customers clearly		0.5	0.5	0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1
	PC25. listen actively in a two-way communication		1.5	0.5	1
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2	0.5	1.5
	PC37. explain the terms and conditions clearly		3	0.5	2.5
	<b>POINTS</b>		<b>50</b>	<b>18.5</b>	<b>31.5</b>
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N9902 Maintain customer- centric service orientation</b>	PC1. keep in mind the profiles of expected customers	<b>50</b>	2.5	0.5	2
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2

	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2
	PC8. ingrain customer-oriented behaviour in service at all level		2.5	0.5	2
	PC9. aim to gain their long-lasting loyalty and satisfaction		2.5	0.5	2
	PC10. engage with customers without intruding on privacy		2	0	2
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2
	PC12. treat the customers fairly and with due respect		2.5	0.5	2
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2
	PC15. ensure that customer expectations are met		2.5	0.5	2
	PC16. learn to read customers' needs and wants		2.5	0.5	2
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2
	PC19. maintain close contact with the customers and focus groups		2	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>10</b>	<b>40</b>
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N9903 Maintain standard of etiquette and hospitable conduct</b>	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	<b>50</b>	0.5	0	0.5
	PC2. welcome the customers with a smile		0.5	0	0.5
	PC3. ensure to maintain eye contact		0.5	0	0.5
	PC4. address the customers in a respectable manner		1	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0	0.5
	PC7. ensure not to be too loud while talking		0.5	0	0.5
	PC8. maintain fair and high standards of practice		2.5	1	1.5
	PC9. ensure to offer transparent prices		2	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2	0.5	1.5



	PC12. ensure not to argue with the customer		2	0.5	1.5
	PC13. listen attentively and answer back politely		2	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1	1.5
	PC15. dress professionally		2	0.5	1.5
	PC16. deliver positive attitude to work		2	0.5	1.5
	PC17. maintain well-groomed personality		2	0.5	1.5
	PC18. achieve punctuality and body language		2	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2	0.5	1.5
	PC25. use polite language		1	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1
	PC31. gain customer loyalty		1.5	0.5	1
	PC32. enhance brand value of company		2	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>14</b>	<b>36</b>
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N9904 Follow gender and age sensitive service practices</b>	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	<b>50</b>	1.5	1.5	0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1	1	0



PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline	2	0.5	1.5
PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.	2	0.5	1.5
PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.	2	0.5	1.5
PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	2	0.5	1.5
PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties	2	0.5	1.5
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged	2	0.5	1.5
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others	3	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	3	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists	2	0.5	1.5
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	2	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens	2	0.5	1.5
PC15. ensure availability of medical facilities and doctor	2	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	2	0.5	1.5
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.	2	0.5	1.5
PC18. involve women in the decision-making processes and management professions	2	0.5	1.5
PC19. avoid specific discrimination and give women their due respect	2	0.5	1.5
PC20. motivate the women in the work place towards utilizing their skills	2	0.5	1.5

	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2	0.5	1.5
	PC25. ensure safety and security of women at all levels		2	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>15</b>	<b>35</b>
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N9905 Maintain IPR of organisation and customers</b>	PC1. prevent leak of new plans and designs to competitors by reporting on time	<b>50</b>	7.5	3.5	4
	PC2. be aware of any of company's product, service or design patents		7	7	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4
	PC4. read copyright clause of the material published on the internet and any other printed material		7	3	4
	PC5. protect infringement upon customer's business or design plans		7	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7	3.5	3.5
	<b>POINTS</b>		<b>50</b>	<b>27.5</b>	<b>22.5</b>
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N9906 Maintain health and hygiene</b>	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	<b>50</b>	1.5	0.5	1
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1

PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	1.5	0.5	1
PC8. ensure the workplace is provided with sufficient lighting	1.5	0.5	1
PC9. ensure clean work environment where food is stored, prepared, displayed and served	1.5	0.5	1
PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.	1.5	0.5	1
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	1.5	0.5	1
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids	1.5	0.5	1
PC13. ensure to clean the store areas with appropriate materials and procedures	1.5	0.5	1
PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal	1.5	0.5	1
PC15. wash hands on a regular basis	2	0.5	1.5
PC16. ensure to wash hands using suggested material such as soap	1.5	0.5	1
PC17. wash the cups	1.5	0.5	1
PC18. ensure to maintain personal hygiene of daily bath	1.5	0.5	1
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day	1.5	0.5	1
PC20. ensure no cross contaminations of items such as linen	1.5	0.5	1
PC21. report on personal health issues related to injury, food, air and infectious diseases	1.5	0.5	1
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people	1.5	0.5	1
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing	2	0.5	1.5
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes	2	0.5	1.5
PC25. ensure to use single use tissue and dispose these tissues immediately	2	0.5	1.5
PC26. coordinate for the provision of adequate clean drinking water	2	0.5	1.5
PC27. ensure to get appropriate vaccines regularly	2	0.5	1.5
PC28. avoid serving adulterated or contaminated food	2	0.5	1.5
PC29. undergo preventive health check-ups at regular intervals	2	0.5	1.5
PC30. take prompt treatment from the doctor in case of illness	1.5	0.5	1

	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1
	<b>POINTS</b>		<b>50</b>	<b>15.5</b>	<b>34.5</b>
	<b>TOTAL POINTS</b>		<b>50</b>		
<b>THC/N9907 Maintain safety at workplace</b>	<b>PC1. assess the various work hazards</b>	<b>50</b>	1	1	0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1
	PC8. practice correct emergency procedures		1.5	0.5	1
	PC9. check and review the storage areas frequently		1.5	0.5	1
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2	0.5	1.5
	PC18. ensure to use non-slip liquids and waxes to polish and treat floors		1.5	0.5	1
	PC19. use rubber mats to the places where floors are constantly wet		2	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2	0.5	1.5

PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	2	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	2	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies	2	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed	1	0	1
PC25. ensure all equipment and tools are stored and maintained properly and safe to use	1.5	0.5	1
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	1.5	0.5	1
PC27. Ensure to display safety signs at places where necessary for people to be cautious	1	0	1
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.	1.5	0.5	1
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available	1.5	0.5	1
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken	1.5	0.5	1
PC31. comply with the established safety procedures of the workplace	1	0.5	0.5
PC32. report to the supervisor on any problems and hazards identified	0.5	0	0.5
PC33. ensure zero accident at workplace	0.5	0	0.5
PC34. adhere to safety standards and ensure no material damage	1	0.5	0.5
<b>POINTS</b>	<b>50</b>	<b>15</b>	<b>35</b>
<b>TOTAL POINTS</b>			