

SECTOR - TH (TOURISM & HOSPITALITY)
JOB ROLE: FOOD & BEVERAGE SERVICE TRAINEE
QP CODE: THC/Q0307
CLASS - X

Total No of Topics - 133
Total No of Topics Deducted from four section - 26
% of (Total no of topics) = 19.54%
19.54 % Reduction Of Sector as Follows - (Theory and Practicals need to drop out are highlighted in red color)

Sl. No.	List Of Units	List of Practicals Aligned With Each Unit	Unit/Session to be reduced(Theory and Practical)	Remark(Reason for dropping or reduce)
UNIT 1: Customer - Centric Service				
umerate customer-centricity	1. Hospitality 2. Goal of Hospitality 3. What Hospitality offers 4. Customer-centricity of Hospitality Business			
SESSION 2: Understand the importance of Service as a tool of customer satisfaction	1. Definition of service 2. Need of Services 3. Define Requirement, Need and Demand 4. Service as a product of sale 5. Measurement of service - satisfaction 6. Affordability of cost	1. Formulate the customer satisfaction measurement questionnaire with proper marking for customer choices and preferences that will reflect the picture of customer choice		
SESSION 3: Write the Classification of customers	1. Definition 2. Classification of customer 3. Market choices and Preferences 4. Factors affecting customer choices and preferences in general	1. Use the above Questionnaire and collect the data for 50 customers (Do not visit Restaurant in pandemic. Instead, collect the data from own family members & neighbours)		Added
SESSION 4. Understand the importance of customer-centric Business facilitation	1. Aim, Policy and Strategy: 2. Customer-centric Market survey/ Customer survey 3. Selection of clientele/ service 4. Product/ Service design 5. HR Policy-Recruitment and induction 6. Training and development 7. Feedback Mechanism 8. Customer relation Management 9. Maintaining Customer Profile 10. Treating the loyal customers 11. Customer sensitization and generating awareness 12. Reaching the customer 13. Working on Feedback 14. Rectification in product/ or service as per feedback 15. Solving the customer problems and handling the complaints	1. Survey 10 restaurants or food outlets in a selected area for most running food items and interpret. 2. Design a feedback form for the customers of a selected hotel	1. Survey 10 restaurants or food outlets in a selected area for most running food items and interpret. 2. Design a feedback form for the customers of a selected hotel	all restaurant and food outlets are closed by government order for Covid-19 pandemic

SESSION 5: Describe and administer the Tools to get Feedback from customers:	1. Personal Relations 2. Feedback forms 3. Interviews 4. Questionnaires 5. Studying and Maintaining the data of customer choices and preferences 6. Telephonic contacts 7. Electronic media 8. Internet Social Networking	1. Role Play for Telephonic customer Survey for the services enjoyed by the customer last week at your hotel		
administer the Tools to get	1. Personal Relations 2. Feedback forms 3. Interviews 4. Questionnaires 5. Studying and Maintaining the data of customer choices and preferences 6. Telephonic contacts 7. Electronic media 8. Internet Social Networking	1. Role Play for Telephonic customer Survey for the services enjoyed by the customer last week at your hotel		
SESSION 6: Write the importance of Planning the customer centric work system	Customer is god 2. Briefing the staff before service 3. Periodic Staff meetings 4. Standard operating Procedures 5. Deployment of responsible staff 6. Reporting hierarchy	1. Role play to Prepare the staff Schedule deploying the most experienced staff member for the VIP service at your hotel for today's high tea event		
Etiquette And Hospitable Conduct				
SESSION 1: Understand the meaning, components and goal of hospitality	1. Definition of - i. Hospitality ii. Need of Hospitable Conduct iii. Meaning of Hospitable conduct iv. Components of Hospitality v. Goal of Hospitality vi. Define Customer vii. Customer centricity in Service viii. Role of Food and Beverage Service in a hospitable conduct	1. Visit a Hospitality organization and observe the guest dealing by Food and Beverage Staff	1. Definition of - i. Hospitality	Same concept in first unit
SESSION 2: Demonstrate the Etiquettes and Manners	1. Define etiquettes and Manners 2. Need and necessity of etiquettes and Manners in a hospitality establishment 3. Telephone Etiquettes, Language, Positive Body Language and good hospitable Dressing and Uniform sense	1. Role Play for etiquettes and manners while dealing with the arrogant guest, VIP, Lady guest, Senior aged guest, Child.		
SESSION 3: Demonstrate hospitable conduct while dealing with the guest	1. Dealing with the Guest 2. Do's and Don'ts while dealing with the guest 3. Measuring Customer satisfaction 4. Contribution to the Brand Value	1. Role play for Visit a hotel and study how different complaints are tackled by the Food and Beverage Department at different levels (Escalation Matrix)		
SESSION 4: Learn and implement Office Manners	1. Importance of Formalities 2. Communicating with co-workers 3. Inter departmental Coordination 4. Reading and Writing Skills 5. Customer Feedback 6. Log Book 7. Job Cards	1. Role play for Visit a hotel. collect customer feedback by filling the feedback forms and critically analyzing the data , interpret and fix the problem or weakness in the service.		

SESSION 5: Demonstrate smooth and professional conduct with proper documentation and knowledge about customer profile	1. Company Policy 2. HR Policy 3. Sales Policy 4. Reporting Structure 5. Documentation 6. Customer Profile	1. Role play for Interview the Food and Beverage Staff of a hotel and evaluate their knowledge about the documentation process they need to do on duty.		
SESSION 6: Deal with customer complaints and take feedback	1. Working with SOP's 2. Dealing with Customer Complaints 3. Feed Back Mechanism 4. Handling Productivity Targets	1. Role play for Visit an industry and study the SOPs for Hospitable conduct of food and beverage Service		
SESSION 7: Critically think and participate in briefing and other training programs	1. Departmental Orientation Program 2. Briefing 3. Staff Training	1. Attend the daily briefing of Food and Beverage Department of a hotel		
UNIT 3: Gender and Age Sensitive Services				
SESSION 1: Describe facilities and services available for females at workplace	1. Women's rights and respect at workplace 2. Company's policies to prevent sexual harassment 3. Facilities available at work for female colleagues such as transport, night drop, night shifts, reporting abuse, maternity leaves and other grievances 4. Facilities related to female traveller safety and security 5. Procedure for handling guest during terrorist attack	1. Visit a hotel near you and study the policies & procedures the hotel follows to prevent sexual harassment 2. Prepare a flow chart depicting handling procedure of guest in a situation of terrorist attack	2. Company's policies to prevent sexual harassment 1. Visit a hotel near you and study the policies & procedures the hotel follows to prevent sexual harassment	Covered under Safety & Security in this Unit Practical: It is not possible during pandemic
SESSION 2: Appreciate and narrate different age and gender specific customer services	1. Quality of service and facilities for each age and gender 2. Customer- unique need and wants 3. Recreational facilities for children tourist 4. Educating parents and attendants of senior citizens for procedure for handling emergency situations 5. Importance and need of medical facility and doctor	1. Visit a nearby hotel and in a tabular format note down the various facilities available in the hotel for each gender 2. Give suggestion for various recreational activities that could be arranged for children tourists in a hotel		
SESSION 3: Explain the importance and follow standard etiquette with women at workplace.	1. Equality of work for women at workplace 2. Motivating women at workplace to utilize their skills such as involvement in decision making process 3. Avoid specific discrimination and give women their due respect 4. Behavioural etiquettes while dealing with female colleagues and guests	1. Visit a hotel in your area and observe the various standard etiquette practices followed while dealing with females. On the basis of your observation prepare a report on "Standard etiquette while dealing with women colleagues and guests"	4. Behavioural etiquettes while dealing with female colleagues and guests	Same concept in second unit
UNIT 4: IPR of organization and customer				
SESSION 1: Understand the importance IPR	1. Definition of IPR		1. Definition of IPR	

SESSION 2: Explain the history of IPR	1. History of IPR and its development over the years		1. History of IPR and its development over the years
SESSION 3: Understand and describe the Components of IPR	1. Components of Intellectual property rights <input type="checkbox"/> Patents <input type="checkbox"/> Copyright <input type="checkbox"/> Industrial design rights <input type="checkbox"/> Plant varieties <input type="checkbox"/> Trademarks <input type="checkbox"/> Trade dress <input type="checkbox"/> Trade secrets	Visit the Patent office and collect the procedure for the following <input type="checkbox"/> Patents <input type="checkbox"/> Copyright <input type="checkbox"/> Industrial design rights <input type="checkbox"/> Plant varieties <input type="checkbox"/> Trademarks <input type="checkbox"/> Trade dress <input type="checkbox"/> Trade secrets	1. Components of Intellectual property rights <input type="checkbox"/> Patents <input type="checkbox"/> Copyright <input type="checkbox"/> Industrial design rights <input type="checkbox"/> Plant varieties <input type="checkbox"/> Trademarks <input type="checkbox"/> Trade dress <input type="checkbox"/> Trade secrets/ Visit the Patent office and collect the procedure for the following <input type="checkbox"/> Patents <input type="checkbox"/> Copyright <input type="checkbox"/> Industrial design rights <input type="checkbox"/> Plant varieties <input type="checkbox"/> Trademarks <input type="checkbox"/> Trade dress <input type="checkbox"/> Trade secrets
SESSION 4: Appreciate and narrate the objectives of IPR	1. Objectives of intellectual property law <input type="checkbox"/> Financial incentive <input type="checkbox"/> Economic growth <input type="checkbox"/> Morality 2. Definition of Infringement, Misappropriation and Enforcement <input type="checkbox"/> Patent infringement <input type="checkbox"/> Copyright infringement <input type="checkbox"/> Trademark infringement <input type="checkbox"/> Trade secret misappropriation		1. Objectives of intellectual property law <input type="checkbox"/> Financial incentive <input type="checkbox"/> Economic growth <input type="checkbox"/> Morality 2. Definition of Infringement, Misappropriation and Enforcement <input type="checkbox"/> Patent infringement <input type="checkbox"/> Copyright infringement <input type="checkbox"/> Trademark infringement <input type="checkbox"/> Trade secret misappropriation
SESSION 5: Understand the need of IPR, Define and explain relationship of IPR and hospitality	1. Describe the need of IPR in an organization 2. Different subjects that need IPR protection under hospitality		1. Describe the need of IPR in an organization 2. Different subjects that need IPR protection under hospitality
SESSION 6: Implement procedure to secure company's IPR	1. Importance of registration of Intellectual Property 2. International protection for trademarks 3. International protection for patents 4. International protection under the Berne convention- for copy right 5. International filing through Hague agreement-Industrial Designs 6. International protection through "Lisbon agreement for the protection of appellations of origin"- Geographical Indication		1. Importance of registration of Intellectual Property 2. International protection for trademarks 3. International protection for patents 4. International protection under the Berne convention- for copy right 5. International filing through Hague agreement-Industrial Designs 6. International protection through "Lisbon agreement for the protection of appellations of origin"- Geographical Indication

This Unit is not very essential to Tourism & Hospitality sector (specially Job role of Food & Beverage Service sector)

SESSION 7: Work with IPR Regulations	1. Preventing the Leak of new plans 2. Companies Products 3. Reporting IPR Violations 4. Reporting Structure for IPR Violation Reporting	1. Collect and Study the cases of IPR Violations by visiting IPR office	1. Preventing the Leak of new plans 2. Companies Products 3. Reporting IPR Violations 4. Reporting Structure for IPR Violation Reporting
SESSION 7: Respect customer copyrights	1. Why copyrights should be respected? 2. Indian scenario	1. Read out the Indian copyright act provisions loud in a class room	ppyrights should be respected? 2. Indian
Unit 5: Health and Hygiene			
SESSION 1: Ensure cleanliness around workplace	1. Regular cleaning of work area 2. Handling waste bin / trash can 3. Handling pest control activities at work place 4. Maintenance of cleanliness and records 5. Proper ventilation of area 6. Regular maintenance of air conditioner and other mechanical system 7. Importance of lightning in an area 8. Cleaning of food storage, preparation display and serving area e.g. restaurant, coffee shop and specialty restaurant 9. Crockery, Cutlery and glassware's cleaning procedure 10. Importance of food sanitation and cross contamination of food and precaution during the food production and food service	1. Demonstrate handling waste in trash can 2. Demonstrate regular cleaning activities performed at work place 3. Demonstrare regular Indenting required for performing cleaning task 4. Demonstrate procedure of cleaning Crockery, Cutlery and glassware	
SESSION 2: Enumerate importance of indenting and handling various Food and beverage areas checklist	1. Importance of indenting in food and beverage areas 2. Checklist of handling Various food and beverage areas: <input type="checkbox"/> Restaurant <input type="checkbox"/> Coffee shop <input type="checkbox"/> Banquet area <input type="checkbox"/> Food and Beverage <input type="checkbox"/> Storage and pantry area	1. Demonstrate using checklist of handling various food and beverage areas	
SESSION 3. Gain insights into personal hygiene practices	1. Regular hand washing procedure 2. Maintain personal hygiene, grooming, dental care 3. Learn about the prevention of cross contamination at work place	1. Demonstrate hand washing Procedure 2. Demonstrate Personal and dental hygiene	
SESSION 4. Learn about the various food standards.	1. Role of HACCP and FSSAI in food production and service 2. Importance of ISO 2200 3. Knowledge about the PPE and its applicability in food production operations	1. Demonstrate personal hygiene 2. Demonstrate use of PPE in food service operation	
Unit 6 :Safety at Workplace			

SESSION 1. Appreciate the measures of taking precautions to avoid F&B department hazards	1. Assessing F&B workplace Hazards 2. Minimization of food service place hazards 3. Important Work hazards and their preventive measures 4. Hazard analysis,Safety work procedures	1. Demonstrate various preventive measures of Service area hazards normally followed in hotels 2. Demonstrate safety work procedures with example		
SESSION 2. Comprehend the Standard Safety Procedure near service area	1. Hotel evacuation procedures for fire, bomb threats, and mass destruction 2. Knowledge of storage Area: □ Storage area Inspection checklist □ Handling, Storage & Stacking of F&B service Material □ Safe Lifting Techniques in Banquets □ Storage of acids & chemicals □ Labeling and Warning Sign Used For Chemical Storage 3. Safety techniques for Handling, lifting and moving furniture and fixtures in Restaurants and in food service area 4. Standard Safety Procedure for Handling Electrical tools 5. Standard Safety Procedure for Handling floors 6. Standard Safety Procedure for handling sharp Tools	1. Demonstrate the use of Fire extinguishers. 2. Enlist activity of storage. 3. Identify the equipments while doing hazardous work. 4. Demonstrate handling Electric and sharp tools. 5. Demonstrate Standard Safety Procedure for handling floors. 6. Demonstrate Safety techniques for handling, lifting and moving furniture and fixtures		
SESSION 3. Use First aid and personal protective equipments while doing hazardous work	1. First aid kits in the work place 2. Documentation of first aid treatments 3. Handling of Personal Protective Equipments 4. Safety use of P.P.E for specific task on service area and display safety signs where necessary	1. Prepare a first aid Box for your class room 2. Make a Chart of Safety signs. 3. Demonstrate safety use of P.P.E for specific task on work area 4. Demonstrate handling of Personal Protective Equipments		
SESSION 4. Achieve Safety Standards	1. Safety measures undertaken while inspection 2. List the safety procedure/ safety standards 3. Ensuring zero accident at Food and Beverage service area	1. Discuss and demonstrate safety standard 2. Demonstrate some important safety procedures/ safety standards followed in a hotel		
Unit 7 : Learn a foreign or local language(s) including English				
SESSION 1. Use language in effective communication	1. Role of English in hospitality industry 2. Role of foreign language in hospitality industry 3. Development of short communication sentences 4. Communication with colleagues 5. Listening and understanding the foreign language words	1. Make a chart for common vocabulary used in restaurant 2. Make a chart for common sentences used when customers arrive at restaurant	1. Role of English in hospitality industry 2. Role of foreign language in hospitality industry 3. Development of short communication sentences 4. Communication with colleagues 5. Listening and understanding the foreign language words	

<p>SESSION 2. Demonstrate clear and concise communication</p>	<p>1. Speaking without hesitation and fear of being incorrect 2. Sharing and solving of complaints 3. Vocabulary and expressions 4. Language proficiency to 'working knowledge' level</p>	<p>1. Formation of small sentences without hesitation 2. Development of confidence and communication</p>	<p>1. Speaking without hesitation and fear of being incorrect 2. Sharing and solving of complaints 3. Vocabulary and expressions 4. Language proficiency to 'working knowledge' level</p>	<p>Covered under Unit-I of Employability Skill</p>
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