

Qualification Pack



Kitchen Stewarding Supervisor

QP Code: THC/Q0411

Version: 2.0

NSQF Level: 5

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THC/Q0411: Kitchen Stewarding Supervisor

Brief Job Description

The individual at work directs and coordinates all activities of the kitchen stewarding department like assigning duties to kitchen stewards, monitoring cleanliness of kitchen area and equipment and managing inventory of kitchenware, dishware, and kitchen supplies for smooth kitchen operations.

Personal Attributes

The job requires the individual to have strong communication, interpersonal and team management skills and be physically fit as the job includes heavy lifting, working in standing position for long hours, and in hot and humid environment.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0418: Manage kitchen stewarding operations](#)
2. [THC/N9902: Ensure effective communication and service standards at workplace](#)
3. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
4. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food Production & Kitchen
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5120.0500

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Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) with 3 Years of experience as a Kitchen Steward OR 12th Class/I.T.I (one year after class 10th and with one year of experience) with 3 Years of experience as a Kitchen Steward OR Certificate-NSQF (level -3 Kitchen Steward) with 2 Years of experience as a Kitchen Steward
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	21 Years
Last Reviewed On	21/04/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04428
NQR Version	1

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THC/N0418: Manage kitchen stewarding operations

Description

This OS unit is about managing kitchen stewarding operations like managing kitchen stewarding staff, cleanliness of kitchen area, kitchen equipment, storage area, and managing the inventory of the kitchen supplies, kitchenware, and equipment.

Scope

The scope covers the following :

- Manage stewarding staff
- Monitor cleanliness of kitchen area and equipment
- Monitor cleanliness of storage area
- Manage inventory of kitchen supplies, kitchenware, and equipment

Elements and Performance Criteria

Manage stewarding staff

To be competent, the user/individual on the job must be able to:

- PC1.** prepare weekly work schedule and duty roasters of stewarding staff
- PC2.** brief the stewarding staff regarding the assigned duties
- PC3.** verify the required number of stewards with the appropriate skills for the designated area
- PC4.** maintain daily operations and delegate day to day responsibilities accurately
- PC5.** handle and resolve staff problems like absenteeism, schedule change, etc.
- PC6.** arrange for backup in case of unplanned leaves of any steward
- PC7.** give feedback to staff to help them improve their performance where appropriate
- PC8.** inform the management regarding human resource requirement of the department
- PC9.** provide functional guidance to stewards during peak periods and functions
- PC10.** supervise the stewarding staff in maximising all resources to achieve high quality and excellent cost control
- PC11.** identify training needs and implement staff training plan

Monitor cleanliness of kitchen area and equipment

To be competent, the user/individual on the job must be able to:

- PC12.** ensure stewarding staff has supplies, equipment, tools, and uniforms necessary to do their jobs
- PC13.** make sure cleaning schedules are followed and completed as per standards
- PC14.** direct the stewards to make the cleaning process more efficient
- PC15.** ensure water temperature, and chemical levels are appropriate for cleaning and documented
- PC16.** check the proper use of chemicals and washing accessories
- PC17.** administer cleanliness and sanitization of pots, pans, utensils and other kitchen equipment as per standards

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- PC18.** check kitchen equipment, machines, and appliances, etc. for proper cleanliness and sanitization
- PC19.** supervise the setup of the breakdown stations for all dirty flatware, glassware, and chinaware
- PC20.** ensure all surfaces like counters, cooking surface, chopping areas and walls in the kitchen are washed and disinfected using appropriate cleaning agents and disinfectants
- PC21.** maintain order and sanitation within the kitchen areas
- PC22.** perform walk through inspections of kitchen areas and complete checklists
- PC23.** perform routine inspections of the back of the house and take corrective actions as necessary
- PC24.** supervise sanitization and closing of all workstations at the end of the day's business or shift
- PC25.** ensure floor, pathways, and dishwashing areas are mopped and cleaned as per SOP
- PC26.** supervise the disposal of waste and expired items as per waste management policy
- PC27.** make sure products or items like glass bottles, cardboard boxes, aluminium cans, etc. are recycled wherever applicable

Monitor cleanliness of storage area

To be competent, the user/individual on the job must be able to:

- PC28.** make sure all kitchen tools and equipment are clean and dry before storing as per organizational SOP
- PC29.** oversee maintenance and upkeep of all storage areas
- PC30.** log and monitor all food and storage areas for proper temperatures and correct any problems, if necessary
- PC31.** inspect all food containers and storage areas for cleanliness and sanitation
- PC32.** store food in designated containers and storage areas to prevent spoilage
- PC33.** ensure defrosting of freezers
- PC34.** ensure the cleaning, hygiene, and organization of deep freezers, refrigerators, coolers, and all other storage areas
- PC35.** check for the proper functioning of the defrosting system, control valves, cooler fans, etc.
- PC36.** ensure all hazardous material is stored in the safe designated area away from public reach

Manage inventory of kitchen supplies, kitchenware, and equipment

To be competent, the user/individual on the job must be able to:

- PC37.** check for any kitchen requisition with the chef for kitchen supplies, ingredients, equipment, etc.
- PC38.** monitor quantity of daily and weekly consumption and stock of supplies in the kitchen
- PC39.** check minimum stock level for fuel/gas used in the kitchen
- PC40.** ensure upkeep, maintenance, and inventory of all kitchen equipment, china, and flatware
- PC41.** replace broken or damaged glassware, kitchenware, dishware and ensure adequate inventory
- PC42.** make sure all silverware and other utensils are stored in the designated location
- PC43.** supervise daily maintenance of dishware and silverware, washing and proper storage of all items
- PC44.** take all necessary actions to reduce breakage and loss of China and Glassware

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- PC45.** ensure all silverware and glassware are polished as per standards
- PC46.** prepare monthly reports on shortages of chinaware, silverware and other equipment
- PC47.** raise requisitions for cleaning supplies, material, and equipment as per organizational standards to ensure round-the-clock availability
- PC48.** maintain records for purchases

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** occupational health and safety requirements are applicable in the workplace
- KU2.** methods of record keeping
- KU3.** effective leadership and team management techniques
- KU4.** procedure to prepare work schedules and duty rosters
- KU5.** effective de-briefing methods
- KU6.** strategies to manage staff attendance problems
- KU7.** team performance monitoring methods
- KU8.** stock optimization methods
- KU9.** inventory management procedures
- KU10.** training need analysis techniques
- KU11.** policy implementation procedure
- KU12.** types and use of cleaning agents
- KU13.** various types of cleaning equipment
- KU14.** inspection procedures for kitchen equipment and appliances
- KU15.** methods to clean and polish glassware and silverware
- KU16.** procedure and sequence of washing kitchen tools, equipment, and appliances
- KU17.** procedure to clean and sanitize the kitchen
- KU18.** types of storage areas in the kitchen
- KU19.** types of waste and their characteristics
- KU20.** methods of waste segregation and disposal
- KU21.** storage procedure for cleaned kitchen ware

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read procedure manuals, instructions, organizational SOPs, and information applicable at the workplace
- GS2.** fill-in checklists and logs
- GS3.** prepare relevant reports and records
- GS4.** communicate effectively and accurately with the kitchen stewards to provide work instructions



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- GS5.** manage time effectively and efficiently
- GS6.** assess the competence level of stewards
- GS7.** handle problems arising among kitchen stewards
- GS8.** create a priority task list to ensure smooth functioning of stewarding activities
- GS9.** motivate the team to perform to its potential

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage stewarding staff</i>	20	20	-	10
PC1. prepare weekly work schedule and duty roasters of stewarding staff	-	-	-	-
PC2. brief the stewarding staff regarding the assigned duties	-	-	-	-
PC3. verify the required number of stewards with the appropriate skills for the designated area	-	-	-	-
PC4. maintain daily operations and delegate day to day responsibilities accurately	-	-	-	-
PC5. handle and resolve staff problems like absenteeism, schedule change, etc.	-	-	-	-
PC6. arrange for backup in case of unplanned leaves of any steward	-	-	-	-
PC7. give feedback to staff to help them improve their performance where appropriate	-	-	-	-
PC8. inform the management regarding human resource requirement of the department	-	-	-	-
PC9. provide functional guidance to stewards during peak periods and functions	-	-	-	-
PC10. supervise the stewarding staff in maximising all resources to achieve high quality and excellent cost control	-	-	-	-
PC11. identify training needs and implement staff training plan	-	-	-	-
<i>Monitor cleanliness of kitchen area and equipment</i>	20	20	-	10
PC12. ensure stewarding staff has supplies, equipment, tools, and uniforms necessary to do their jobs	-	-	-	-
PC13. make sure cleaning schedules are followed and completed as per standards	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. direct the stewards to make the cleaning process more efficient	-	-	-	-
PC15. ensure water temperature, and chemical levels are appropriate for cleaning and documented	-	-	-	-
PC16. check the proper use of chemicals and washing accessories	-	-	-	-
PC17. administer cleanliness and sanitization of pots, pans, utensils and other kitchen equipment as per standards	-	-	-	-
PC18. check kitchen equipment, machines, and appliances, etc. for proper cleanliness and sanitization	-	-	-	-
PC19. supervise the setup of the breakdown stations for all dirty flatware, glassware, and chinaware	-	-	-	-
PC20. ensure all surfaces like counters, cooking surface, chopping areas and walls in the kitchen are washed and disinfected using appropriate cleaning agents and disinfectants	-	-	-	-
PC21. maintain order and sanitation within the kitchen areas	-	-	-	-
PC22. perform walk through inspections of kitchen areas and complete checklists	-	-	-	-
PC23. perform routine inspections of the back of the house and take corrective actions as necessary	-	-	-	-
PC24. supervise sanitization and closing of all workstations at the end of the day's business or shift	-	-	-	-
PC25. ensure floor, pathways, and dishwashing areas are mopped and cleaned as per SOP	-	-	-	-
PC26. supervise the disposal of waste and expired items as per waste management policy	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. make sure products or items like glass bottles, cardboard boxes, aluminium cans, etc. are recycled wherever applicable	-	-	-	-
<i>Monitor cleanliness of storage area</i>	20	20	-	10
PC28. make sure all kitchen tools and equipment are clean and dry before storing as per organizational SOP	-	-	-	-
PC29. oversee maintenance and upkeep of all storage areas	-	-	-	-
PC30. log and monitor all food and storage areas for proper temperatures and correct any problems, if necessary	-	-	-	-
PC31. inspect all food containers and storage areas for cleanliness and sanitation	-	-	-	-
PC32. store food in designated containers and storage areas to prevent spoilage	-	-	-	-
PC33. ensure defrosting of freezers	-	-	-	-
PC34. ensure the cleaning, hygiene, and organization of deep freezers, refrigerators, coolers, and all other storage areas	-	-	-	-
PC35. check for the proper functioning of the defrosting system, control valves, cooler fans, etc.	-	-	-	-
PC36. ensure all hazardous material is stored in the safe designated area away from public reach	-	-	-	-
<i>Manage inventory of kitchen supplies, kitchenware, and equipment</i>	20	20	-	10
PC37. check for any kitchen requisition with the chef for kitchen supplies, ingredients, equipment, etc.	-	-	-	-
PC38. monitor quantity of daily and weekly consumption and stock of supplies in the kitchen	-	-	-	-
PC39. check minimum stock level for fuel/gas used in the kitchen	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC40. ensure upkeep, maintenance, and inventory of all kitchen equipment, china, and flatware	-	-	-	-
PC41. replace broken or damaged glassware, kitchenware, dishware and ensure adequate inventory	-	-	-	-
PC42. make sure all silverware and other utensils are stored in the designated location	-	-	-	-
PC43. supervise daily maintenance of dishware and silverware, washing and proper storage of all items	-	-	-	-
PC44. take all necessary actions to reduce breakage and loss of China and Glassware	-	-	-	-
PC45. ensure all silverware and glassware are polished as per standards	-	-	-	-
PC46. prepare monthly reports on shortages of chinaware, silverware and other equipment	-	-	-	-
PC47. raise requisitions for cleaning supplies, material, and equipment as per organizational standards to ensure round-the-clock availability	-	-	-	-
PC48. maintain records for purchases	-	-	-	-
NOS Total	80	80	-	40

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0418
NOS Name	Manage kitchen stewarding operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Food Production and Kitchen
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	21/04/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Clearance Date	29/07/2021

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THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of %

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aggregate marks to successfully clear the assessment.

Minimum Aggregate Passing % at QP Level : 70

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0418.Manage kitchen stewarding operations	80	80	0	40	200	35
THC/N9902.Ensure effective communication and service standards at workplace	40	40	0	20	100	35
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	0	5	20	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	0	15	80	25
Total	160	160	-	80	400	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.