

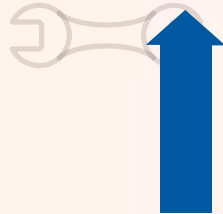
CAREER MAP FOR TOURISM AND HOSPITALITY SUB-SECTORS

Food Production / Food & Beverage Service

executive cheF /
Manager



SouS cheF /
aSSiStant Manager



cheF de Partie /
caPtain



coMMiS cheF 1 /
Bartender



coMMiS cheF /
F & B Service Steward



trainee cheF /
F & B Service trainee

Front oFFice / FacilitieS ManageMent

Front oFFice Manager /
FacilitieS Manager



aSSiStant Front oFFice /
aSSiStant Facility Manager



duty Manager /
Facility SuPerviSor



Front oFFice executive / houSe
keePing executive



Front oFFice aSSociate / houSe
keePing attendant



Front oFFice trainee /
houSe keePing trainee

tour and travel

tour Manager



ticketing conSultant



travel conSultant



tour guide



tour eScort /
Meet & greet oFFicer

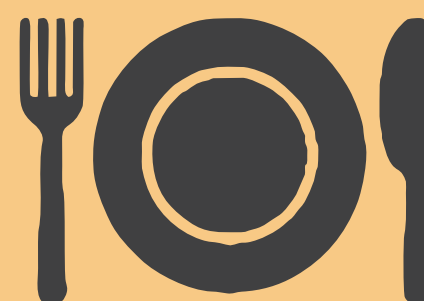


tour vehicle driver

EQUIPMENT LIST

Person with Speech & Hearing Impairment Food & Beverage Service Steward PWD/THC/Q0301

Domain Specific Equipments			35	Straw Holder	2
1.	Tables	3	36	Sugar Sachet Holder	2
2	Dining Chairs	12	37	Napkin Holder	2
3	Side Station	1	38	Finger Bowl Large with Under Liner	6
4	Bar Counter (Front and Back Bar)	1	39	Entree Dish Round with Lid (1 Portion)	2
5	Hostess Desk	1	40	Entree Dish Round with Lid (2 Portion)	1
6	Storage Cabinet	1	41	Oval Platter	1
7	POS/ Computer	1	42	Reserved	1
8	Dinner Plate 11"	12	43	Round Service Tray	10
9	Dessert Plate 9"	12	44	Rectangular Service Tray	10
10	B&B Plate	12	45	Ash Tray	4
11	Tea Cup	12	46	Tom Collins	12
12	Tea Saucer	12	47	Hi Ball	12
13	Soup Bowl	12	48	Pilsner	6
14	Soup Bowl 4.5" Chinese	12	49	Decanter Small	6
15	Soup Spoon Chinese	12	50	Decanter Large	6
16	Service Bowl 1 Port 6 "	6	51	Wine Glass	12
17	Service Bowl 2 Port 7 "	6	52	Table Cloths	6
18	Service Platter 1 Port 10 "	6	53	Table Napkins	36
19	Service Platter 2 Port 12 "	6	Disability Specific Equipments/Software		
20	Pasta Plate 11 "	6	54	Projector with Screen	1
21	Cereal Bowl	6	55	Speech to Text Software	1
22	Chutney Bowl Small	12	56	Computer or Laptop with Web Cam	1
23	Tea Spoon	12	57	Tablet with Visual Access of menu along with description and price of each items	1
24	Dessert (Ap) Spoon	12	58	Closed Caption	
25	Dessert (A.P) Fork	12			
26	Soup Spoon	12			
27	Dessert Knife	12			
28	Table Service Spoon	6			
29	Table Service Fork	6			
30	Tea Strainer	3			
31	Tea Set	1			
32	Water Jug	6			
33	Salt and Pepper Set	4			
34	Tooth Pick H Older	2			



Assistive aid for PwD

Assistive aid for PwD

JOB ROLE OVERVIEW

Food & Beverage Service-Steward (THC/Q0301)

Job Role Overview	The individual at work greets and seats the guests; takes down their orders; serves them with tableware, food, beverages, and accompaniments; finally clears the used dishes and settles the customer's accounts as per the company's policy.
Role Description	Efficiently and courteously serving food and beverage to guests of hotel, restaurant, canteens and banquet functions
Version	1.0
NSQF Level	4
Minimum Educational Qualifications	Preferable 10th Standard Passed
Maximum Educational Qualifications	Craft Course in Hotel Management
Training (Suggested But Not Mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 1 year as Food & Beverage Trainee

Applicable National Occupational Standards (NOS)

Compulsory:

1. **THC/N0301:** Plan for serving food and beverages
2. **THC/N0302:** Greet customer, take orders and serve
3. **THC/N0303:** Clean tables and counters
4. **THC/N0304:** Deal with customer payment
5. **THC/N0305:** Resolve customer service issues
6. **THC/N9901:** Communicate with customer and colleagues
7. **THC/N9902:** Maintain customer-centric service orientation
8. **THC/N9903:** Maintain standard of etiquette and hospitable conduct
9. **THC/N9904:** Follow gender and age sensitive service practices
10. **THC/N9905:** Maintain IPR of organisation and customers
11. **THC/N9906:** Maintain health and hygiene
12. **THC/N9907:** Maintain safety at workplace

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 proportion of marks for each PC.
2. Each NOS will be assessed for both theoretical knowledge and practical.
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 60%.

Placement Opportunity

Hotels

