



Model Curriculum

QP Name: Kitchen Stewarding Supervisor

QP Code: THC/Q0411

QP Version: 1.0

NSQF Level: 5

Model Curriculum Version: 1.0

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place
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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Food Production and Kitchen
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5120.0500
Minimum Educational Qualification and 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 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
Pre-Requisite License or Training	
Minimum Job Entry Age	21 years
Last Reviewed On	29/07/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
QP Version	1.0
Model Curriculum Creation Date	29/07/2021
Model Curriculum Valid Up to Date	29/07/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	600 Hours, 0 Minutes
Maximum Duration of the Course	600 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Perform the tasks to manage Stewarding staff
- Apply appropriate skills to monitor cleanliness of storage area, kitchen area, equipment and supplies
- Employ appropriate skills and knowledge to manage inventory activities
- Prepare sample shortage record for inventory
- Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD and age-sensitivity
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene and safety standards at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Kitchen Stewarding Supervisor	08:00	00:00	00:00	00:00	08:00
THC/N0418 – Manage Kitchen Stewarding Operations NOS Version No. 2.0 NSQF Level 5	88:00	124:00	192:00	00:00	404:00
Module 2: Manage Stewarding Staff	24:00	32:00	48:00	00:00	104:00
Module 3: Monitor Cleanliness of Kitchen Area and Equipment	24:00	32:00	48:00	00:00	104:00
Module 4: Monitor Cleanliness of Storage Area	16:00	24:00	48:00	00:00	88:00
Module 5 Manage Inventory of Kitchen Supplies, Kitchenware and Equipment	24:00	36:00	48:00	00:00	108:00

THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	24:00	32:00	24:00	00:00	80:00
Module 6: Promote Effective Communication and Service Standard	24:00	32:00	24:00	00:00	80:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	08:00	00:00	28:00
Module 7: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	16:00	00:00	80:00
Module 8: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
Total Duration	160:00	200:00	240:00	00:00	600:00

Module Details

Module 1: Introduction to Kitchen Stewarding Supervisor

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Kitchen Stewarding Supervisor
- Explain the scope of work for a Kitchen Stewarding Supervisor

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Explain the organizational structure of Food production and Kitchen • Discuss the job role and job opportunity for a Kitchen Stewarding Supervisor in the Tourism and Hospitality Industry • Elaborate the basic terminology used in the kitchen department 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Manage Stewarding Staff

Mapped to NOS/N0418 v 2.0

Terminal Outcomes:

- Prepare sample duty roster and work schedule for the Stewarding Staff
- Describe team management procedures
- Employ suitable practices to monitor the performance and progress of Stewarding staff

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the procedure of preparing the work plan and duty roster for the Stewarding staff • Discuss the significance and methods of effectively de-briefing the staff • State the importance of verifying required number of stewards with the appropriate skills for the designated area • Discuss the strategies to manage staff attendance problems • Describe how to lead and manage team • Elaborate the team performance monitoring methods 	<ul style="list-style-type: none"> • Create a sample duty roster and work schedule for stewarding staff • Dramatize a situation to brief the stewarding staff regarding assigned duties • Apply appropriate procedures to maintain daily operations and delegate routine responsibilities efficiently • Employ appropriate professional skills to handle and resolve staff problems like absenteeism, schedule change, arranging back up, etc. • Role play a situation to provide constructive feedback to the staff • Dramatize a situation to provide functional guidance to the staff and to supervise them achieving high quality and excellent cost control • Apply appropriate techniques to implement staff training plans
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample duty roster, Sample formats of staff performance report, Sample staff attendance record, Sample feedback forms, etc.	

Module 3: Monitor Cleanliness of Kitchen Area and Equipment

Mapped to NOS/N0418 v 2.0

Terminal Outcomes:

- Apply appropriate procedure to inspect the cleanliness of kitchen area, counters, surfaces and equipment
- Describe the cleaning procedures of kitchen tools, equipment, appliances, pots, utensil, etc.
- Perform the activities to complete cleaning checklists
- Perform the closing activities of sanitization at the end of the shift

Duration: 24 :00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain various types and use of cleaning equipment and agents • Describe the methods to clean and polish glassware and silverware • Elaborate the procedure and sequence of washing kitchen tools, equipment, and appliances • Describe the procedure to clean and sanitize the kitchen area, counters, cooking surface, chopping areas, walls, etc. • Explain the significance of supervising the setup of the breakdown stations for all dirty flatware, glassware, chinaware, etc. • Discuss the inspection procedures of kitchen equipment and appliances for cleanliness and sanitisation and the significance of the same • State the significance of inspecting the back of the house and taking required corrective actions 	<ul style="list-style-type: none"> • Apply appropriate inspection procedure to ensure required supplies, equipment, tools, and uniforms for stewarding staff • Dramatize how to direct the stewards about efficient cleaning process • Apply appropriate practices to ensure water temperature, chemical levels and choice of chemicals to wash accessories • Demonstrate the procedure of cleaning and sanitizing the kitchen, chopping area, kitchen counters, cooking surface, walls, etc. • Role play on how to administer cleanliness and sanitization of pots, pans, utensils, kitchen equipment, appliances, etc. • Employ suitable inspection methods to maintain cleaning and sanitization checklist of the kitchen areas • Dramatize a situation on how to supervise sanitization and closing of all workstations at the end of the shift
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various cleaning agent and equipment, Dishwasher, Dryer, Other cleaning equipment, Different appliances (Oven. Fryer, Griller, Cooking range, etc.), Cleaning agent, etc.	

Module 4: Monitor Cleanliness of Storage Area

Mapped to NOS/N0418 v 2.0

Terminal Outcomes:

- Apply appropriate practices to monitor cleanliness of storage area
- Explain the procedure of storing food, kitchen ware and other materials

Duration: 16:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of ensuring that all kitchen tools and equipment are clean and dry before storing • Explain various types of storage areas in the kitchen • Describe the storage procedure for cleaned kitchen ware • Discuss the procedure of storing food to prevent spoilage • State the importance of defrosting of freezers as required • Discuss the significance and ways of proper storage of hazardous material 	<ul style="list-style-type: none"> • Apply proper inspection method to ensure maintenance and upkeep of storage areas • Employ suitable procedure to log and monitor all food and storage areas for proper temperature maintenance and correction of problems at hand • Dramatize how to inspect the food containers and storage areas for cleanliness and sanitation • Show how to store food in designated containers and storage areas to prevent spoilage • Employ appropriate practices to check proper functioning of the defrosting system, control valves, cooler fans, etc. • Role play on how to ensure proper storage of hazardous material
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various kitchen containers and utensils, Different appliances (Oven, Fryer, Griller, Freezer, Cooking range, etc.), Different hazardous material (like knife, cleaning solutions, etc.), etc.	

Module 5: Manage Inventory of Kitchen Supplies, Kitchenware and Equipment

Mapped to NOS/N0418 v 2.0

Terminal Outcomes:

- Employ suitable practices to optimize the stock of supplies, kitchenware and equipment
- Apply appropriate practices to maintain purchase records
- Describe the inventory management procedure for kitchen supplies, kitchenware and equipment
- Prepare shortage record for inventory

Duration: 24:00	Duration: 36:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain stock optimization methods • Discuss the inventory management procedures • List the necessary actions to reduce breakage and loss of China and Glassware • Elaborate the policy implementation procedure for kitchen supply, kitchenware and equipment • Discuss various methods of record keeping regarding inventory shortage, requisition, inventory purchase, etc. 	<ul style="list-style-type: none"> • Apply appropriate practices to check for any kitchen requisition with the chef for kitchen supplies, ingredients, equipment, etc. • Dramatize a situation on how to monitor quantity of consumption and stock of supplies in the kitchen • Apply appropriate procedure to check minimum stock level for fuel/gas used in the kitchen • Role play on how to adequate inventory of all kitchen equipment, kitchenware, dishware, china, and flatware • Apply appropriate practices to take all necessary precautions to reduce breakage and loss of China and Glassware • Employ proper inspection procedure to ensure all silverware and glassware are polished as per standards • Create sample reports on shortages of chinaware, silverware and other equipment • Prepare sample requisitions for cleaning supplies, material and equipment to ensure round-the-clock availability • Demonstrate how to maintain records for purchases
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	



Sample requisition format, sample purchase record, sample shortage record, etc.

Module 6: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to NOS/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 9: On-the-Job Training

Mapped to Stewarding Supervisor

Mandatory Duration: 00:00

Recommended Duration: 240:00

Location: On Site

Terminal Outcomes

- Create a sample duty roster and work schedule for stewarding staff
- Dramatize a situation to brief the stewarding staff regarding assigned duties
- Employ appropriate professional skills to handle and resolve staff problems like absenteeism, schedule change, arranging back up, etc.
- Role play on how to give performance feedback to staff
- Show how to identify training needs and implement staff training plan
- Apply appropriate inspection procedure to ensure required supplies, equipment, tools, and uniforms for stewarding staff
- Employ appropriate practices to make sure cleaning schedules are followed and completed as per standard
- Apply appropriate practices to ensure water temperature, and chemical levels are appropriate for cleaning as well as proper use of chemicals and washing accessories
- Demonstrate how to document whether water temperature and chemical levels are maintained while cleaning
- Show how to check kitchen equipment, machines, and appliances, etc. for proper cleanliness and sanitization
- Apply proper inspection method to maintain and upkeep of storage areas
- Employ suitable procedure to log and monitor all food and storage areas for proper temperatures and correct any problems, if necessary
- Show how to store food in designated containers and storage areas to prevent spoilage
- Role play on how to ensure proper storage of hazardous material
- Apply appropriate practices to check for any kitchen requisition with the chef for kitchen supplies, ingredients, equipment, etc.
- Dramatize a situation on how to monitor quantity of consumption and stock of supplies in the kitchen
- Employ suitable inspection methods to complete checklist for cleaning and sanitizing the kitchen areas
- Dramatize a situation on how to supervise sanitization and closing of all workstations at the end of the shift
- Apply appropriate practices to take all necessary actions to reduce breakage and loss of China and Glassware
- Create sample reports on shortages of chinaware, silverware and other equipment
- Show how to raise requisitions for cleaning supplies, material, and equipment to ensure round-the-clock availability
- Demonstrate how to maintain records for purchases
- Demonstrate positive body language when dealing with guests and colleagues
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow

- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Food Production and Kitchen /Hospitality Management/ Hotel Management	5	Food Production and Kitchen /Hospitality Management / Hotel Management	1	Food Production and Kitchen /Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Kitchen Stewarding Supervisor”, “THC/Q0411, V1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Front Office Management/Hospitality Management/ Hotel Management	5	Food Production and Kitchen /Hospitality Management/ Hotel Management	1	Food Production and Kitchen /Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Kitchen Stewarding Supervisor”, “THC/Q0411, V1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701. V1.0” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be To A certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights