

Syllabus For QSR/Food Aggregator delivery person

Course Name	QSR/Food Aggregator delivery person
Sector	TOURISM & HOSPITALITY
Course Code	THC/2024/QSRP/372
Level	3
Occupation	Home Delivery Boy
Job Description	Home Delivery Boy Picks up food or grocery items ordered by customers from restaurants / outlets and deliver to customers. He / She ensure orders are delivered accurately and in good condition. Communicate any issues or delays and resolve problems efficiently. Represent the company with excellence and professionalism by driving safely, exercising good judgment, and treating customers with respect. This position offers both full-time and part-time options and provides an opportunity to earn based on a per-packet basis.
Course Duration	Total Duration 390 Hrs. (T-90, P- 180, OJT-60 and ES-60)
Trainees' Entry Qualification	Grade 10 OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2 yrs relevant experience OR Previous relevant Qualification of NSQF Level 2 with one yr experience OR Previous relevant Qualification of NSQF Level 2.5 with 6 months experience
Trainers Qualification	DIPLOMA IN FOOD AND BEVERAGE / DIPLOMA IN HOTEL MANAGEMENT / ITI IN FOOD BEVERAGE TRADE / BACHELOR OF HOTEL MANAGEMENT 5 YRS IN RELEVANT FIELD / 3 YRS BACHELOR OF HOTEL MANAGEMENT

Structure of Course:

Module No.	Module name	Outcome	Compulsory/ Optional	Theory (Hrs)	Practical (Hrs)	Total (Hrs)
1	Introduction	Explain role of a Home Delivery personnel within the Food and Beverage Industry.	Compulsory	10	20	30
2	Culinary Techniques and Food Packaging	Identify & explain various types of Food preparation method along with their packaging process.	Compulsory	20	40	30
3	Food Delivery Management	Manage food delivery operations, ensuring timely, accurate, and high-quality service to meet customer expectations	Compulsory	20	40	60

Module No.	Module name	Outcome	Compulsory/ Optional	Theory (Hrs)	Practical (Hrs)	Total (Hrs)
4	Payment and Invoicing	Demonstrate POS, invoicing and payment operations	Compulsory	10	20	30
5	Post Delivery and Other Actions	Execute post-delivery procedures and emergency response.	Compulsory	10	20	30
6	Riding and Maintenance of Vehicles	Explain vehicle inspection, maintenance, and traffic rules for delivery	Compulsory	10	20	30
7	Conduct and Etiquette	Follow behavioral and etiquette standard at workplace	Compulsory	10	20	30
8	OJT	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	Compulsory	--	60	60
9	Employability Skill	As per guided curriculum	Compulsory	60	--	60
TOTAL:				150	240	390

SYLLABUS:**Module No 1. Introduction****Outcome:**

Explain role of a Home Delivery personnel within the Food and Beverage Industry.

Theory Content:

- Types of hospitality sectors.
- Elaborate on reasons people dine out or order food parcels – Convenience, urgency, emergency, special occasions and celebrations, being occupied or busy, variety, change, parties, experience.
- Factors governing people's choice for choosing a particular place to dine.
- Attributes of a delivery boy.
- Elaborate on role and responsibilities of a delivery boy.
- Explain promotion and career growth.
- Demonstrate Food delivery driver trends.

Practical Content:

- Elaborate on set of skills required – Driving skills, Communication skills, Food safety and hygiene skills, Situation handling skills.
- Give examples from day to day activities and make students participate and perform.

Tools & Equipment needed:

White board and marker, Power point Presentation, Projector and slides on employee policies and Rights

Module No 2. Culinary Techniques and Food Packaging**Outcome:**

Identify & explain various types of Food preparation method along with their packaging process.

Theory Content:

- Elaborate different types of cooking method like dry heat (Baking, Broiling, Grilling, Roasting); Moist heat (Boiling, Poaching); Cooking using Oil (Sautéing, Searing, Stir-frying) etc.
- Elaborate on commonly used material for packing like paper, cardboard, plastic, glass, aluminum foil, Polythene etc.
- Elaborate on precautions to be taken while carrying beverages, gravy items, and cold items.
- Explain what causes food spoilage, factors responsible for food spoilage.
- Explain factors favorable for growth of microbes and how it can soil food.
- Explain “Danger Zone” in food handling
- Explain how we can use biodegradable containers, plates, cutleries and other things

Practical Content:**1. Cooking Methods Demonstration:**

- Conduct demonstrations of each cooking method using appropriate equipment and ingredients.
- Provide hands-on experience for students to practice each method under supervision.
- Discuss the differences in flavor, texture, and appearance achieved by each cooking method.

2. Packaging Materials Exploration:

- Showcase various packaging materials and their properties.
- Demonstrate proper techniques for packing different types of food items using each material.

3. Precautions during Transportation:

- Simulate scenarios for transporting beverages, gravy items, and cold items.
- Instruct students on proper packing techniques to prevent spillage, leakage, and spoilage during transit.

4. Food Spoilage Experiment:

- Set up experiments to observe and document the factors that contribute to food spoilage, such as microbial growth, enzymatic reactions, and physical damage.

5. Microbial Growth Simulation:

- Create simulated environments to demonstrate the factors favorable for microbial growth.
- Monitor microbial populations under different conditions and discuss the implications for food safety.

7. Biodegradable Packaging Implementation:

- Provide examples of biodegradable food packaging materials and products.

Tools & Equipment needed:

White board and marker, Video / PowerPoint Presentation on methods of food preparation methods, Oven for baking and roasting, Broiler or grill for broiling and grilling, Stovetop or hot plate for sautéing, searing, and stir-frying, Pots and pans for boiling and poaching, Tongs, spatulas, Timer for monitoring cooking times, Sample packaging material (paper, cardboard, plastic, glass, aluminum foil, and polythene), Labels and markers, Transport bags or boxes, Various food items for experimentation (e.g., fruits, vegetables, meats), Containers or jars for storing food samples, Microscopes or magnifying glasses for observing microbial growth, pH strips or meters for measuring acidity, Thermometers.

Module No: 3. Food Delivery Management**Outcome:**

Manage food delivery operations, ensuring timely, accurate, and high-quality service to meet customer expectations

Theory Content:

- Elaborate on importance of food delivery service
- Explain the ordering procedure- Order can be placed by visiting the restaurant, on the phone or through APP on internet or mobile
- Elaborate on delivery process.
- Make Plan for delivery of goods – Plan the route correctly not to waste time and fuel, call customer to verify address or location
- Elaborate on expectations of customer - Timely delivery, Correct delivery, Delivery in good condition as ordered, Pleasant interaction
- Identify fastest routes to deliver several destinations
- Ensure delivery of the correct order to the right customer.
- Check the order before leaving the restaurant and check the order again when deliver boy arrives at the customer’s location.
- Carry out all the steps of carrying and delivering food and beverages at the right temperature
- Be flexible according to the rush hours and festive occasions
- Deliver alcoholic beverages to restaurants or bars for customers who have ordered them

Practical Content:

- Role play to perform Order Verification and Preparation:
 - ✓ Confirm order details and prepare items accurately.
 - ✓ Implement checklists to ensure all items are included in the order.
- Role play to demonstrate Delivery Protocol:
 - ✓ Proper handling and transportation of food and beverages maintaining food safety and quality standards during transit.
 - ✓ Check orders before leaving the restaurant and upon arrival at the customer's location.
 - ✓ Monitor food and beverage temperatures
 - ✓ Maintain Proper sanitation and hygiene practices for handling food and interacting with customers.
 - ✓ Parking vehicle at designated place
 - ✓ Wishing the customer with good morning, good afternoon, Namaste before starting conversation.
- Role play for Route Planning and Navigation:
 - ✓ Use GPS devices or navigation apps to plan delivery routes.
 - ✓ Navigate to various destinations efficiently.
- Role play for Customer Interaction:
 - ✓ Role-play exercises to simulate customer interactions during delivery.
 - ✓ Resolve customer concerns effectively.
 - ✓ Discuss strategies for handling rush hours and peak demand periods.
- Role play for Alcoholic Beverage Delivery:

- ✓ Legal requirements and regulations for delivering alcoholic beverages.
- ✓ Verify age and ensuring responsible alcohol delivery.
- Role play to response in case of Emergency:
 - ✓ Handle emergencies such as accidents or vehicle breakdowns during delivery.
 - ✓ Protocols for communicating with customers and resolving delivery disruptions promptly.

Tools & Equipment needed:

White board and marker, Power Point Presentation on types of delivery services, Hot case or hot boxes, Bag Pack Packaging Material, Racks, Helmets, Traffic Signals Symbols Chart, Belt Pouch, Vehicle Maintenance Checklist, Smartphone with navigation App, POS system, Insulated delivery bags or containers, Hand sanitizer or hand wipes, Hand sanitizer or hand wipes, Delivery vehicle,

Module No: 4 Payment and Invoicing

Outcome:

Demonstrate POS, invoicing and payment operations.

Theory Content:

- Explain calculations to raise an invoice
- Check accuracy of billing
- Elaborate on taxes applicable to the establishment.
- Elaborate on credit cards, debit cards and other options for payment
- Elaborate on various APPs used for payment in India – Google Pay, Paytm, and PhonePe

Practical Content:

- Demonstrate use of swiping machine
- Demonstrate the use of payments Apps
- Demonstrate about to make invoice, how to generate bill and close in system, closing the cash sales, cancellation procedure

Tools & Equipment needed:

White board and marker, PowerPoint Presentation on sample invoice, bill, various cards images and offer cards, Computer Or POS, KOT Printer, Restaurant promotional material

Module Name: 5. Post Delivery and Other Actions

Outcome:

Execute post-delivery procedures and emergency response.

Theory Content:

- List and explain the different types of reports
- Correctly fill up the report and submit to supervisor
- Tally all cash sales as per the daily cash collection report
- Submit report and authenticate with the cashier
- Elaborate on handling the situation

Practical Content:

- Demonstrate procedures to handle float cash

- Write an accident report
- Write an incident report
- Practice on use of first aid kit

Tools & Equipment needed:

White board and marker, Video and PowerPoint Presentation on situation handling, Image of different report, first aid kit

Module No: 6 Riding and Maintenance of Vehicles

Outcome:

Explain vehicle inspection, maintenance, and traffic rules for delivery.

Content:

- Improve the physical stamina while delivery boy needs to ride bike or cycle
- Explain Importance of maintenance of vehicle, and its effect on delivery
- Elaborate on maintenance check list and documents to be carried while driving for scooters or bikers in India
- Elaborate on traffic rules and regulations – Follow signboards, Follow signal and lanes, Wear helmet, Do not park in “No Parking” zone, Switch on indicator while taking turn
Identify the basic minor repairs - Changing puncture tyre, Fused bulb of front or back light unit, Brakes not proper, Horn not working

Tools & Equipment needed:

White board and marker, Power Point Presentation on vehicle maintenance procedures, Flip charts on signs and symbols of traffic rules

Module No: 7 Code of Conduct and Etiquette

Outcome:

Follow behavioral and etiquette standard at workplace

Theory Content:

- Explain the meaning of ethics and honesty
- Explain appropriate behavioral and etiquette standards while dealing with customers
- Explain high ethical standards of practice
- Brief knowledge about team work
- Elaborate on ways of fostering a good work ethics – Honesty – Complete honesty by each one; Good attitude – Positive, optimistic and energetic; Reliability; Good work habits
- Elaborate on consequences of unethical behavior at workplace – Legal consequences; Morale decline and negative image; Trust deficit; Violation of rules of law; Corruption increases - workplace ethics suffer most
- Explain the types of service customers need.
- ~~Provide Customer like listening to customers' needs, asking questions to understand their needs and providing solutions.~~
- Handle Diversity in Service – Gender / Age groups
- Elaborate on good telephonic communication

Practical Content:

- Demonstrate responsible and disciplined behavior at workplace
- Conduct a skill practice team activity
- Handle situation at workplace: Professionalism, Respectfulness, Dedication, Humility, Sexual Harassment, Rules and Regulations of the Organization
- Demonstrate difference between polite and impolite ways of communication
- Demonstrate different situations to handle customers' complaints
- Role play to demonstrate telephonic communication between customers and deliver boy

Tools & Equipment needed:

White board and marker, Video / PowerPoint Presentation show to students on greeting customer and doing food delivery

Module No 8: OJT

Outcome: Work in real job situation with special emphasis on basic safety and hazards in this domain

Practical Content:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for **60 Hours**.)

Module No 9: Employability Skills (60 Hrs)**Key Learning Outcomes****Introduction to Employability Skills**

Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship

Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century

Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.

7. Describe the benefits of continuous learning.

Basic English Skills

Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting

Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills

Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion

Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy

Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship

Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

Learning Outcome – Assessment Criteria

Module No.	Outcome	Assessment Criteria
1	Explain role of a Home Delivery personnel within the Food and Beverage Industry.	<p>After completion of this module students will be able to:</p> <ol style="list-style-type: none"> 1.1 Deliver their job description. 1.2 Demonstrate food and beverage industry. 1.3 Improve their skills, knowledge and attitudes as per the industry needed. 1.4 Maintain personal hygiene and follow the standards
2	Identify & explain various types of Food preparation method along with their packaging process.	<p>After completion of this module students will be able to:</p> <ol style="list-style-type: none"> 2.1 Identify various food items and their packaging. 2.2 Serve to the customers without spoilage. 2.3 Serve safe food to the customers. 2.4 Identify cross contamination and prevent it. 2.5 Describe the importance of biodegradable items usage.
3	Manage food delivery operations, ensuring timely, accurate, and high-quality service to meet customer expectations	<p>After completion of this module students will be able to:</p> <ol style="list-style-type: none"> 3.1 Familiarize with the City Map. 3.2 Navigate the customers' location and reach as soon as possible with the orders 3.3 Accept the orders through the app and understand about time management 3.4 Serve customers according their orders, meet their expectations 3.5 Maintain all SOPs and take repeat business

Module No.	Outcome	Assessment Criteria
4	Demonstrate POS, invoicing and payment operations	After completion of this module students will be able to: 4.1 Raise bills and take payments 4.2 Handle cash and do the card payments without any errors 4.3 Do the UPI transactions
5	Execute post-delivery procedures and emergency response.	After completion of this module students will be able to: 5.1 Fill up the various reports and follow the procedures to handover the cash and other things to the supervisor 5.2 Handle different situation 5.3 Fill up the incident and accident report 5.4 Do the basic first aid
6	Explain vehicle inspection, maintenance, and traffic rules for delivery	After completion of this module students will be able to: 7.1 Ride the vehicle properly 7.2 Maintain the vehicle 7.2 Familiarize with traffic rules and follow them 7.3 Do the basic minor repairing
7	Follow behavioral and etiquette standard at workplace	After completion of this module students will be able to: 8.1 Deliver the work ethics and etiquette standards 8.2 Follow high ethical standards of service 8.3 Work together to achieve organization's set of objectives and goal 8.4 Work with proper behavior at workplace
8	OJT	Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.)
9	Employability Skill	As per guided curriculum

List of Tools, Equipment & materials needed for 30 Trainees (Practical)

SI No	Items Name	Specification	Qty
1	White board	For theoretically demonstrate	1
2	Marker	To write on white board	1
3	White board duster	Erase the written things from the board	1
4	Projector	For presentation, showing video	1
5	Laptop	Connect with projector for presentation	1
6	Pen drive (optional)	Keep the documents	1
7	Packaging materials (container, plates, cutleries, glasses, tissues, salt, papers, sugar sachet, straws, etc.)	Delivering take-away food and beverage	1 box each
8	First aid kit	For basic first aid or small injuries	3
9	Motor cycle	To show them the arrangement	2
10	Bicycle	To show them arrangement	3
11	Bag pack	Carry the food	10
12	Racks	Keep the food in bag	30
13	Helmets	For self-protection while driving	2
14	Traffic Signals Symbols Chart	To know about traffic rules	10
15	Vehicle Maintenance Checklist	Maintain checklist	15
16	Belt Pouch	Keep cash and necessary things in bag	10
17	POS KOT printer	Raise bill and closing bills	2
18	Restaurant promotional material	Souvenirs For advertisements	8-10
19	Local area maps	To know about area	12
20	Promotion Pamphlets	For advertisements	10-15
21	Formats: a. Bills b. Bill summary sheet c. Cash collection sheets d. Order delivery forms e. Vehicle usage sheet f. Vehicle inspection sheet g. Day work report h. Maintenance report i. Accident report j. Incident report k. Feedback forms l. Comment cards m. Grievance Escalation sheet	To understand the format and how to fill	Each of format at least 15

Marks Distribution

Outcome	Outcome Code	Total Th marks	Total Ph marks	Total OJT marks
Explain role of a Home Delivery personnel within the Food and Beverage Industry.	THC/3808/OC1	20	80	0
Identify & explain various types of Food preparation method along with their packaging process.	THC/3808/OC2	20	120	0
Manage food delivery operations, ensuring timely, accurate, and high-quality service to meet customer expectations	THC/3808/OC3	30	120	0
Demonstrate POS, invoicing and payment operations	THC/3808/OC4	20	90	0
Execute post-delivery procedures and emergency response.	THC/3808/OC5	20	80	0
Explain vehicle inspection, maintenance, and traffic rules for delivery	THC/3808/OC6	20	80	0
Follow behavioral and etiquette standard at workplace	THC/3808/OC7	20	80	0
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	THC/3808/OC8	0	0	150
Employability Skills – 60 Hrs	DGT/VSQ/N0102	50	0	0