

Syllabus For Roadside Food Service Operator

Course Name	Roadside Food Service Operator
Sector	TOURISM & HOSPITALITY
Course Code	THC/2024/RFSO/359
Level	4
Occupation	Roadside Food Service Operator
Job Description	The Operator cooks or procures the ready-to-eat food, prepare beverages, serves it in a safe way, runs the business, cleans the utensils and surroundings, disposes off waste and manages the business
Course Duration	Total Duration 390 Hours (T- 90, P-180, OJT-60 and ES-60)
Trainees' Entry Qualification	Grade 12 – Regular OR Vocational OR 10th grade pass plus 2-year NTC/NAC OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 years' experience OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experience OR Previous relevant qualification of NSQF Level 3.5 with 1.5 year relevant experience
Trainers Qualification	DIPLOMA IN HOSPITALITY MANAGEMENT / DIPLOMA IN FOOD AND BEVERAGE / DIPLOMA IN HOTEL MANAGEMENT / ITI IN FOOD BEVERAGE TRADE / BACHELOR OF HOTEL MANAGEMENT Experience: 3 YRS BACHELOR OF HOTEL MANAGEMENT/ 5 YRS FOR OTHERS

Structure of Course:

Module No.	Module name	Outcome	Compulsory/ Optional	Theory (Hrs)	Practical (Hrs)	Total (Hrs)
1	Introduction	Describe the Hospitality industry along with scope of work	Compulsory	10	20	30
2	Cart Service	Plan & execute cart loading, maintenance and food serving procedure for different food items	Compulsory	10	20	30
3	Adherence to HACCP, Fire Safety & Government Laws	Follow food and occupational safety protocol	Compulsory	10	20	30

Module No.	Module name	Outcome	Compulsory/ Optional	Theory (Hrs)	Practical (Hrs)	Total (Hrs)
4	Quality of Food and Beverage	Apply appropriate practices to maintain quality of Food & Beverage	Compulsory	10	20	30
5	Menu & Service Techniques	Execute proper Menu plan & customer service techniques	Compulsory	20	40	60
6	Handling of Equipment	Identify and select the utensils and Equipment for proper use.	Compulsory	10	20	30
7	Cash counter operation for billing	Execute the billing process of cash counter	Compulsory	10	20	30
8	Engaging with customers	Provide professional customer service and interact effectively with customer, manage expectation and handle enquiries	Compulsory	10	20	30
9	OJT	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).		--	60	60
10	Employability Skill	As per guided curriculum		60	--	60
TOTAL:				150	240	390

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

Describe the Hospitality industry along with scope of work

Theory Content:

- Define Hospitality and Types of hospitality sectors
- Elaborate on QSR and its functions
- Elaborate on attributes of Roadside Food Service Operator, personal hygiene and role and responsibilities of Roadside Food Service Operator Explain nature and types of employment
- Explain the career growth and opportunities
- Explain different types of vending carts or vehicle, like open wooden cart, glass walled cart, ice-cream cart, table cart, etc

Practical Content:

- Demonstrate Uniform and its significance.
- Elaborate on set of skills required- communication skills, Food safety and hygiene skills.
- Demonstrate on different situation handling skills.

Tools & Equipment needed:

White board and marker, power point presentation, Projector and slides on employee policies and Rights.

Module No 2. Cart Service

Outcome:

Plan & execute cart loading, maintenance and food serving procedure for different food items

Theory Content:

- Define cart and its uses.
- Explain how equipment are loaded in the cart.
- Daily cleaning process.
- Proper distribution of pre-cooked, semi-cooked food and condiments in cart.
- Check expiry of Ready-to-eat food has by date.
- Load the waste disposal unit and 'first-aid kit'
- Elaborate on cart decoration with paint or items accepted as per standards laid out with respect to food safety and personal safety.
- Discuss the importance of planning the route to travel with the cart
- Follow traffic rules while carting and safety of others in the traffic
- List the statutory food vending related rules and hang on the cart
- Use attractive banners or plated items to display foods on offer
- Avoid displaying illegal, temporarily or permanently prohibited or socially unacceptable message or items
- Keep customer profile in mind while displaying

Practical Content:

- Employ appropriate practices to clean the cart and maintain the equipment to avoid dirt, stains or pest
- Broom or clean the vending area before placing the cart
- Maintenance of mechanical or moving parts of the cart
- Use other decorative items to make the cart attractive to tourists and customers.
- Apply appropriate practices to ensure adherence to the traffic rules while relocating the cart

Tools & Equipment needed:

White board and marker, power point presentation, cart, detergents, disinfectants, duster, water dispenser, utensils, cooking furnace, cooking gas or induction, display wares

Module NO: 3 Adherence to HACCP, Fire Safety & Government Laws

Outcome:

Follow food and occupational safety protocol

Theory Content:

- Identify of different types of hazards.
- Explain HACCP and its practices.
- Identify necessary Critical control points to prevent hazards.
- Elaborate on compliances of norms related to food safety and hygiene as per local authorities, e.g. waste management and disposal, avoiding waste water accumulation.
- Discuss on types of fires and fire extinguishers'

- Compliance with Government laws and legislations for cart service.

Practical Content:

- HACCP practices at cart service.
- Employ appropriate workplace safety practices as stipulated by local bodies or authorities, e.g., for fire safety, terrorist attacks.
- Employ proper waste collection and dispose-off techniques safely.
- Demonstrate the procedure for getting approval for food Operator from government.
- Apply for FSSAI license
- Maintain bank account, pay taxes, and GST
- Obtain local authority license.
- Follow government rules for motorized carts

Tools & Equipment needed:

White board and marker, power point presentation, fire extinguishers, types of dustbin, sign boards,

Module NO: 4. Quality of Food and Beverage

Outcome:

Apply appropriate practices to maintain quality of Food & Beverage

Theory Content:

- Types of cooking method
- Basic knowledge about street foods and its accompaniments
- Different equipments and utensils and its uses
- Identify non-alcoholic beverages: tea, coffee, milkshake, lassi, smoothie, juices, soft drinks, mocktails
- Elaborate on Standard recipe, yield, portion control, quality management, Break-even analysis
- Explain factors favorable for growth of microbes and factors to mitigate it.
- Explain “Danger Zone” in food handling

Practical Content:

- Cook the food using hygienically cleaned utensils and equipment
- Colour code of chopping board and knife
- Use clean and hygienic plates, spoons, forks, tumblers, etc. to serve food
- Identify fresh ingredients for preparing food and beverage
- Identify meat, fish and other ingredients
- Demonstrate the process of preparing dishes and beverages.
- Practice on serving Pre-cooked or semi cooked food in front of customer

Tools & Equipment needed:

White board and marker, power point presentation, small kitchen equipment, cooking utensils, knives, chopping board, ingredients, glassware, blender, muddler, bar spoon, ice crusher, insulated ice box and scooper, chiller and freezer

Module No: 5 Menu & Service Techniques

Outcome:

Execute proper Menu plan & customer service techniques

Theory Content:

- Identify a-la-carte and combo menu
- Points should be considered while menu planning
- Process of Menu merchandising
- Identify types of meal
- Outline the importance of proper cost and profit management.
- Introduction and service methods for cart service
- Prepare for service
- Mise-en-place and mise-en-scene
- Take order from customer.
- Serve fully cooked food as required by consumer
- Give basic idea of branding and packaging

Practical Content:

- Prepare menu for street food Operator and design
- Role play a situation of advertising about cart service
- Use of social media and other medias and tie up with different food delivery services
- Give your customer warm welcome with smile
- Set up tray for cart service
- Take guest order
- Upsell skills
- Process order and follow the sequence of cart service
- Give the knowledge about your products to the customer
- Practice on serving hygienic food and beverage

Tools & Equipment needed:

White board and marker, power point presentation, menu billboard, food delivery services app and other medias, tray, for tray set up (plate, cutlery, napkin, bowl, straws)

Module No. 6: Handling of Equipment**Outcome:**

Identify and select the utensils and Equipment for proper use.

Theory Content:

- Explain heavy equipment and its uses
- Discuss on different equipment and its maintenance
- Consider some factor while selecting the equipments and utensils
- Explain light equipment and their uses
- Explain how we can use biodegradable containers, plates, cutleries and other things

Practical Content:

- Demonstrate how to use and to maintain the equipment.
- Prepare cart with proper location of equipment.
- Demonstrate depreciation process of machineries.
- Demonstrate recycling process of biodegradable items.

Tools & Equipment needed:

White board and marker, power point presentation, heavy and light equipments

Module No. 7: Cash counter operation for billing**Outcome:**

Execute the billing process of cash counter

Theory Content:

- Explain calculations to raise an invoice
- Explain checking 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
- Maintain accounts for daily orders and maintain accounts for daily and monthly wages

Practical Content:

- Raise the bill and settlement
- Evaluate different payment mode
- Demonstrate about payment of card and online transfer through payment app
- Document all wages and daily sales
- Calculate the profit margin

Tools & Equipment needed:

White board and marker, power point presentation, billing machine, bill book, bill folder, printer, printer roll, payment app, internet, account book

Module Name. 8: Engaging with customers**Outcome:**

Provide professional customer service and interact effectively with customer, manage expectation and handle enquiries

Theory Content:

- Explain the types of services customer need.
- Explain customer satisfaction. Display all steps in handling Customer Complaints.
- Customer service involves 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 difference between polite and impolite ways of communication.
- Demonstrate different situations to handle customers' complaints.
- Demonstrate telephonic communication between customers and deliver boy.
- Employ techniques to navigate the customer's location quickly and accurately.
- Practice on running customer loyalty programme.

Tools & Equipment needed:

White board and marker, Audio and video on conversation with customer and colleagues in various situations, feedback form or comments card

Module No 9: 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 10 : 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	Describe the Hospitality industry along with scope of work	<p>After completion of this module students will be able to:</p> <p>1.1 Illustrate hospitality and entrepreneurship skills as food Operator in food & beverage industry</p> <p>1.2 Explain the duties and responsibilities of food Operator</p> <p>1.3 Maintain professional hygiene, improve skills and knowledge and body language</p> <p>1.4 Follow proper etiquette while interacting with colleagues and superiors</p>
2	Plan & execute cart loading, maintenance and food serving procedure for different food items	<p>After completion of this module students will be able to:</p> <p>2.1 Survey different locations for customer accessibility, security, cleanliness, condition of road, etc.</p> <p>2.2 Identify the prime hours for each potential location</p> <p>2.3 Choose location considering products to be sold and expected income</p> <p>2.4 Assess vending cart requirements as per the products to be sold</p> <p>2.5 Ensure that food items (pre-cooked, semi-cooked food and condiments) and beverages are packed properly (not open or leaking) to avoid any external damage or spillage during travel</p>
3	Follow food and occupational safety protocol	<p>After completion of this module students will be able to:</p> <p>3.1 Clean and sanitize the cart, counter top and benches/tables and chairs</p> <p>3.2 Maintain the health issues of customers and street animals by disposing wastage safely</p> <p>3.3 Fight against the fire and take necessary actions with the extinguishers</p> <p>3.4 Customize cart as per business requirement</p> <p>3.5 Empty the garbage bin without spilling the garbage</p> <p>3.6 Identify various state, local permits and licenses needed to set up vending cart in the surveyed area</p>
4	Apply appropriate practices to maintain quality of Food & Beverage	<p>After completion of this module students will be able to:</p> <p>4.1 Arrange for cooking and serving</p>

Module No.	Outcome	Assessment Criteria
		<p>equipment like ovens, stove, utensils, crockery, cutlery, etc.</p> <p>4.2 Demonstrate proper cooking methods for various dishes.</p> <p>4.3 Arrange for commercial cylinder, if required</p> <p>4.4 Assess the other requirements for flawless operation</p> <p>4.5 Assess the number of helpers needed</p> <p>4.6 Utilize appropriate equipment and utensils effectively.</p> <p>4.7 Identify and prepare a variety of non-alcoholic beverages.</p>
5	Execute proper Menu plan & customer service techniques	<p>After completion of this module students will be able to:</p> <p>5.1 Plan and create menu for the food items to be sold</p> <p>5.2 Plan to prepare the beverages as per customers' preferences</p> <p>5.3 Price the menu items based on target customer profile and competitors' rates</p> <p>5.4 Prepare the order as per recipe</p> <p>5.5 Maintain the freshness of ingredients clear the stock before expiry</p> <p>5.6 Dispose of the expired products</p> <p>5.7 Take order from the customer</p> <p>5.8 Confirm about any specific requirement</p> <p>5.9 Demonstrate the importance of mise-en-place and mise-en-scene</p>
6	Identify and select the utensils and Equipment for proper use.	<p>After completion of this module students will be able to:</p> <p>6.1 Identify different types of cutlery, crockery, glasses, etc.</p> <p>6.2 Give customers take away food with proper packaging</p> <p>6.3 Handle the equipments and maintain them with proper guidelines</p> <p>6.4 Illustrate environmental pollution and use biodegradable disposal things</p> <p>6.5 Make the customers educated about nature diversity</p>
7	Execute the billing process of cash counter	<p>After completion of this module students will be able to:</p> <p>7.1 Apply daily cash management techniques</p> <p>7.2 Raise bills and take payments</p> <p>7.3 Do the UPI transactions</p>

Module No.	Outcome	Assessment Criteria
		7.4 Fill up the format for closing and handover to supervisor or keep it for reference for future use 7.5 Control the busy situation without missing an payment. 7.6 Don't under charge or over charge to the customers
8	Provide professional customer service and interact effectively with customer, manage expectation and handle enquiries	After completion of this module students will be able to: 8.1 Assess customer profile for average income, professions, ethnicity, preferred food and beverages 8.2 Handle day-to-day operational problems and improve customers' satisfaction 8.3 Take the feedback and try to improvement 8.4 Anticipate customers' need and deliver them 8.5 Handle customer complaints regarding the quality of food or service
9	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.)
10	Employability Skill	As per guided curriculum

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

Sl 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	Detergents	Cleaning	2
8	Disinfectants	Cleaning for surface	1
9	Duster	To wipe the working area	30
10	Water dispenser	Dispensing drinking water	1
11	Utensils	Demonstrate the food and beverage preparation	As required
12	Cooking furnace	Cook the food	2
13	Cooking gas or induction	Fuel	2
14	Display wares	Menu displaying	1
15	Fire extinguishers	Extinguish the fires	3
16	Types of dustbin	For wastage	3
17	Sign boards	While cleaning the area	2

SI No	Items Name	Specification	Qty
18	Can opener	Opening can	1
19	Chiller and freezer	Keep the ingredients and beverages in correct temperature	1
20	Knives	Colour coded knives	5
21	Chopping board	Colour coded chopping board	5
22	Insulated ice box and scooper	Keep the ice	1
23	Ice crusher	Making crushed ice	1
24	Highball Glass	Serve mocktails	12
25	Blender	Blended for beverage	1
26	Muddler	For making mocktails	1
27	Bar spoon	For making mocktails	1
28	Plate (full, half)	Serving food	18 each
29	Cutlery (spoon, fork, knife)	Serving food	24 each
30	Ceramic Bowl	Serving food	12
31	Napkin	To wipe hands and mouth for customer	10 packet
32	Straws	Serving mocktails	3 packet
33	Billing machine	Swipe card to make the payment	1
34	Bill book	Manually making bill	2
35	Printer	Print the bill	1
36	Bill folder	Present the bill to customer	2
37	Printer roll	For printing the bill and for card payments	1 box each
38	Payment app	Demo class for showing them how to use the app to grow business	
39	Internet	Need the connection for app, making card payments	
40	Account book	Maintain daily wages and sales	1
41	Pen & Notebook	Take order from customers	6 pcs each
42	Cart	Full display and arrangement for cart service	1
43	Condiments (ketch up, mustard, mayonnaise, syrup, sugar, salt, pepper, oregano, chili flakes, etc.)	Serve with the food and beverage	1 box each
44	Car broom	Cleaning the cart	4
45	Comments card or feedback form	Take the ideas from customers	60
46	Fryer	For fried items	2
47	Pizza oven	For preparing pizza	1
48	Microwave	Make the food reheat	1
49	Baking oven	For baking items and confectioneries	1
50	Range	To cook food	2
51	Wok	Cook the chinese food	2
52	Juicer	Preparing juice from fresh fruits and vegetables	1
53	Slicer	Slicing meat, bread, cheese	1
54	Refrigeration unit	Keep the raw food, marinated food, cooked food	1
55	Types of gloves	Hygiene purpose for cook, for cleaning	For each learners
56	Protective headwear and eyewear	For hygiene purposes	For each learners
57	Types of aprons	For protection while cooking and keep clean the uniform	For each learners

SI No	Items Name	Specification	Qty
58	Grater	Grating ingredients	3

Marks Distribution

Outcome	Outcome Code	Total Th marks	Total Pr marks	Total OJT marks
Describe the Hospitality industry along with scope of work	THC/3807/OC1	10	80	0
Plan & execute cart loading, maintenance and food serving procedure for different food items	THC/3807/OC2	20	80	0
Follow food and occupational safety protocol	THC/3807/OC3	20	80	0
Apply appropriate practices to maintain quality of Food & Beverage	THC/3807/OC4	20	80	0
Execute proper Menu plan & customer service techniques	THC/3807/OC5	20	90	0
Identify and select the utensils and Equipment for proper use.	THC/3807/OC6	20	80	0
Execute the billing process of cash counter	THC/3807/OC7	20	80	0
Provide professional customer service and interact effectively with customer, manage expectation and handle enquiries	THC/3807/OC8	20	80	0
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	THC/3807/OC9	0	0	150
Employability Skills – 60 Hrs	DGT/VSQ/N0102	50	0	0