WADHWANI
FOUNDATION

HIGH	CURRICULUM: STEWARD/FOOD AND
LEVEL	BEVERAGE SERVICE ATTENDANT
DESIGN	

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Curriculum HLD | Wadhwani Foundation SDN

1. Introduction

The global Hospitality and Retail industry today continues to face a growing gap in maintaining a skilled labour force to meet its demand which is growing exponentially.

The $23 billion hotel industry in India plans to add at least 50,000 more rooms in the top six cities of India by 2016-17, but there are concerns over whether there will be enough skilled people to meet this demand. There are only 52,000 trained people available against the hospitality industry's need for 583,000 professionals, which will go up to 754,000 over the next four years, according to the government. Even if all the hotel management schools and government-run schemes manage to train around 100,000 people as planned this year, the country will still face a shortage of at least 50% annually both in the organized and unorganized sector.

Therefore, the need of the hour is a practical training program that will bridge the demand gap in these sectors and create employment options for the young population.

The Sector Skills council has proposed the National Occupational Standards (NOS) for various roles within the Hospitality sector such as:
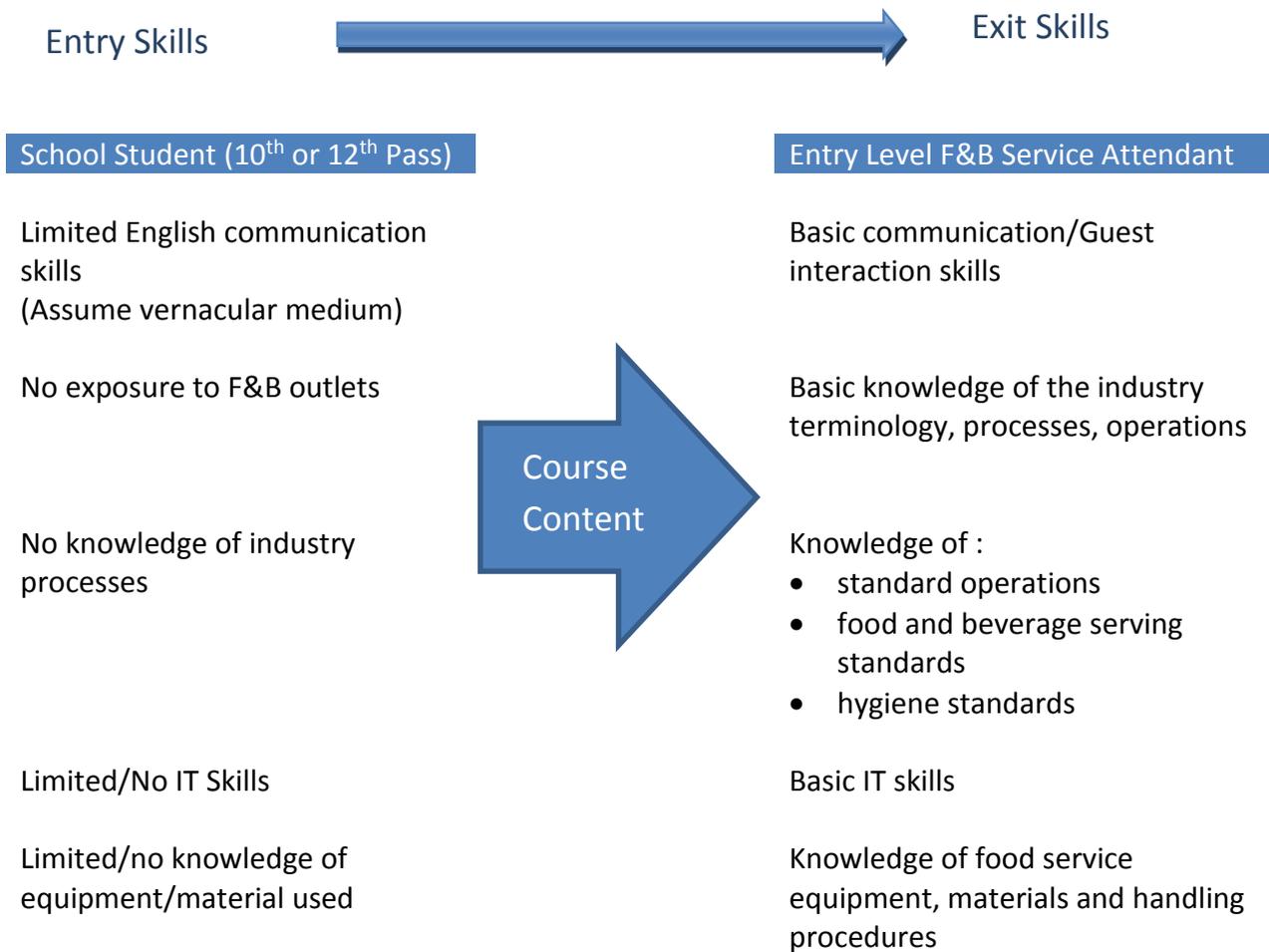
- Customer Service Executive
- Housekeeping attendant
- Housekeeping Supervisor
- Room Attendant
- Steward

The proposed curriculum is targeting the Food and Beverage (F&B) domain and looks at the entry level of an F&B Service Attendant or a Steward and is developed in compliance with the NOS and Qualification Pack proposed by NSDC.

This training is for entry-level staff because prime focus is on making our youth job-ready. However, the relevant elements can also be used for on-going and refresher training programs.

2. Training Needs Analysis

Assuming the entry-level jobs in the F&B sector, such as that of F&B Service Attendant, we analysed what competencies will be needed to groom an unexposed secondary school student to become job ready to play the role of the F&B Service Attendant. The following high level input and output profile is what we need to build towards:

Entry Skills ➡️ **Exit Skills**

School Student (10th or 12th Pass)	Course Content ➡️	Entry Level F&B Service Attendant
Limited English communication skills (Assume vernacular medium)		Basic communication/Guest interaction skills
No exposure to F&B outlets		Basic knowledge of the industry terminology, processes, operations
No knowledge of industry processes		Knowledge of : • standard operations • food and beverage serving standards • hygiene standards
Limited/No IT Skills		Basic IT skills
Limited/no knowledge of equipment/material used		Knowledge of food service equipment, materials and handling procedures

The F&B Service Attendant would need the skills to perform a broad category of duties such as:*

Serving

The principal duty of F&B attendants is serving the customers food and/or beverages. It is their duty to ensure that the customer's order arrives on time, as ordered. Duties in this arena may also include greeting customers, seating them, and answering questions regarding their order.

Customer Interaction

Customer service is one of the main differentiators in the hospitality industry. The staff should be equipped to answer queries and resolve complaints. They would need good communication skills to ensure a great customer experience.

Selling

F&B staff are expected to promote their employer's products and services to customers. They are also required to provide advice and suggestions regarding food and beverages according to customer expectations and employer procedures.

Taking Orders

F&B attendants are responsible for the processing of orders. They are responsible for every step from taking the order, to seeing that it's passed on to correctly to the kitchen to serving it in the correct order.

Point of Sales (POS) Operations

The POS is used for recording orders and billing them. Different establishments may use different types of POS devices but the basic operations are the same. The POS may also be used for stock management, attendance records and official communications among other tasks. The staff would need basic IT skills for data entry, sending emails, and generating reports.

Billing

After the order is taken and served, the F&B staff also need to ensure that the correct items are billed. They need to be aware of different payment options (cash, card, vouchers etc.) and current offers or discounts, if any.

Outlet Procedures

Each outlet follows standard procedures for restaurant opening, closing and shift handovers. The staff members need to be conversant with these Standard Operating Procedures (SOPs).

Stock Maintenance

F&B staff are required to maintain stock levels for various products used by the establishment. They need to issue notifications if additional stocks are needed and may be held responsible if the actual stock is different from that in official records.

Equipment Handling

F&B staff need to handle different kinds of tableware and serving equipment. The staff may need to operate grills, microwave ovens etc. as a part of food service. They need to understand how to operate each equipment, and basic maintenance procedures.

Outlet Maintenance

F&B staff may also be responsible for maintaining the outlet. This includes outlet cleaning and setting furniture in a fixed layout before café opening; regular cleaning at intervals and following lock-up procedures.

Workplace Interaction

F&B staff need to work in a disciplined manner, following instructions of supervisors and working effectively with colleagues. Good coordination between the team is one of the important factors for successful service. Hotels may have differently-abled team members and members with different mother tongues. They need to communicate seamlessly with each other to ensure a good customer experience.

Occupational Health and Safety Regulations

F&B staff need to ensure on all occasions that safe and hygienic working practices are observed in order to satisfy health and safety at work and other statutory legislation. They should be aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the outlet and company in order to ensure guest safety and satisfy statutory legislations. They should know basic first-aid and safety guidelines for each equipment.

* Sourced from generic job descriptions of F&B staff, field observations.

3. High Level Curriculum Design

Based on the Training Needs Analysis and basic job description for the job role, the training course for new F&B staff must enable them to perform the core tasks: serving, taking orders, billing and guest interactions. New hires should also be able to communicate effectively in English, be aware of safety and regulatory processes and be able to perform simple IT related tasks and processes.

The suggested curriculum architecture includes:

F&B Service Attendant				
F&B Services	English	Life Skills	Health Environment and Safety	IT Basics
• Industry overview • Serving food and beverages • Order processing • POS operations • Billing • Outlet procedures • Stock keeping • Equipment handling and maintenance • Outlet maintenance	• Everyday English • Hotel terminology • Customer communications	• Managing Self • Interacting with others • Excelling at work • Hotel/Restaurant specific skills E.g.: Selling • Career Planning • Managing Finances	• Food Safety • Hygiene • Health • Personal & Customer Safety • Environment • Rules and Regulation • Hotel/Restaurant specific guidelines	• Computer Basics • Internet Basics

The detailed break-up of course contents is as follows:

Track	Modules	Content	Number of Hours (approx.)
F&B Services	• Industry and product overview	Introduction to the hospitality industry, career options, terminology. These modules will provide an overview of the F&B Industry, items and equipment used and the products offered.	4

	• Serving food and beverages	These modules will cover the basic skills required to perform common Food and Beverages serving and preparation tasks (e.g. serving styles, table settings, dos and don'ts etc.) They will be created as step by step 'how to' packages covering all required skills as per the job descriptions.	10
	• POS operations, Order processing and Billing	Procedural modules with simulations and practise exercises to ensure hands-on experience. These modules will also contain lessons on billing calculations, taxes, etc., (E.g. Preparation of bill)	4
	• Customer Interactions-Selling and Serving	Procedure modules will be combinations of Core Skill lessons/modules. These modules will cover the workflows that staff is required to perform for serving the customer.	4
	• Equipment handling and maintenance	These modules will contain lessons specifying the types of equipment and material used, their user guides, maintenance and storage procedures (e.g. Equipment Types, Maintenance, Usage, etc.)	4
	• Outlet and stock maintenance	Procedure modules will be combinations of Core Skill lessons/modules. These modules will cover general workflows and processes. They will also cover the other SOPs for maintain the café operations	4
Functional English	(Including domain specific English)	Functional English training using the concept of Situational learning – driving vocabulary, grammar and usage by exposing students to different real-life situations – in daily life, workplace and café settings.	40
	Guest Interactions	These modules will contain lessons that specify the different scenarios and standards involved while interacting with the guests while serving them. (E.g.: Welcoming Guests)	10
Life Skills	General Upkeep	Life Skills training modules aim to equip employees with soft skills such as interpersonal skills, grooming and dress code, attendance and punctuality, self-management, etc.	20
	Workplace skills	These modules would equip them to deal with workplace situations more efficiently. (E.g.: Interacting with guests, managing money, ethics)	10

Health, Environment and Safety	Health and safety and regulations	To ensure a safe, quality environment for both guests and employees, outlets must follow certain facility safety regulations. These are for emergency management, worker safety, fire protection, environmental regulations, and more. These modules focus on all these elements using a practical, hands-on approach.	10
	Food safety guidelines	These modules will contain lessons specifying the food safety norms the required while servicing the customers(E.g.: Food handler Hygiene standards)	6
IT Basics		Basic computer skills modules that ensure learners can use simple programs and common applications necessary for them to perform their duties efficiently.	20

This document will be followed by the Curriculum Low Level Design Document which will break down the entire curriculum into 1 hour modules.

4. Pedagogical Approach

The key objective of the QSR curriculum is to promote learning through a learner-centric approach. Learning through peers and practicing the procedure till mastery is achieved, in a safe, simulated environment are also some of the highlights of the pedagogy used.

The approach in designing every lesson is:

Modular
Learning sessions do not extend beyond an hour, so as to not overwhelm the learner with too much information.

Real-life application
The modules focus on teaching how-to techniques with emphasis on applying techniques they learn to their own life situations.

Video illustration
Scenario based, procedural and learning videos that simulate work environments
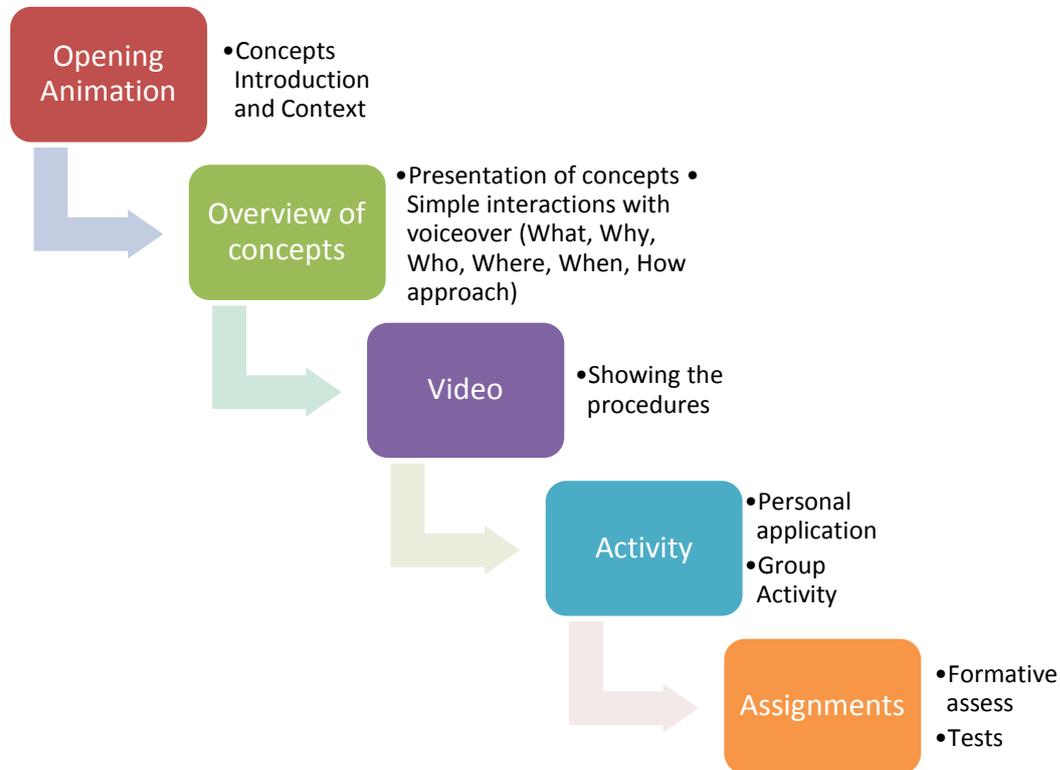
Activity based
All classroom activities are based on peer-learning methods to increase student engagement and motivation.

Trainers as a facilitator
 Trainers will facilitate the activities, ensure maximum participation and encourage learners with coaching and feedback.

The classroom session will run along the lines of:

Opening Animation — •Concepts Introduction and Context

Overview of concepts — •Presentation of concepts • Simple interactions with voiceover (What, Why, Who, Where, When, How approach)

Video — •Showing the procedures

Activity — •Personal application •Group Activity

Assignments — •Formative assess •Tests

Materials Provided:

This will include:

1. eLearning Lessons as well as online formative assessments
2. Student Handbook – covering the content presented
3. Facilitator Guide –tips for facilitation and further reading

Facilitator Profile:

The lessons could be facilitated by teachers or vocational trainers who are good subject matter experts. The ideal facilitator would have:

- Industry exposure or experience in the workplace
- Good hands-on practice
- Good communication skills
- Patience and motivational skills

Acknowledgements
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