



**HIGH
LEVEL
DESIGN**

**CURRICULUM: QUICK SERVICE
RESTAURANT CAFÉ OPERATOR**

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. On the other hand, developing countries like India are facing the challenge to create sufficient employment opportunities to harness the power of its demographic dividend: a fast-growing youth population. India is rapidly moving from the local family operated businesses to chain outlets and franchises. The customer is also evolving into a service conscious clientele and expects consistently good service from such branded outlets.

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. Since these are huge sectors comprising of multiple domains, we need to develop specific curricula for each sector for the training to be effective.

The Quick Service Restaurant (QSR) domain is one which includes elements of both Retail and Hospitality and has the potential to create millions of jobs.

Such restaurants are often manned by a small but effective staff who can perform multiple functions – like billing, food preparation, table service, etc. The quick service restaurants are of multiple types:

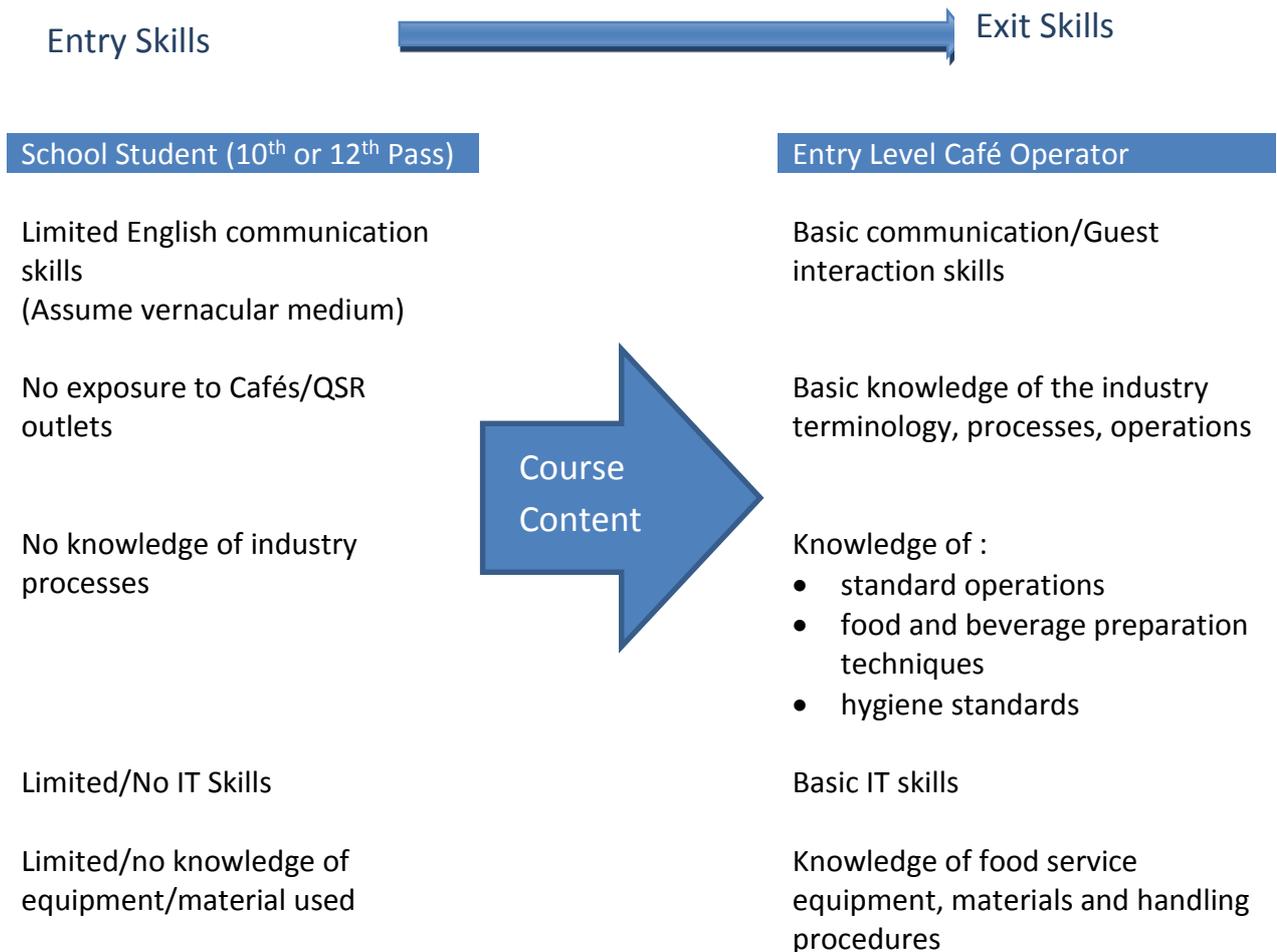
- Express Counters
- Self-service; Semi-service Outlets
- Self-service Restaurants
- Full-service Cafes/ Restaurants, etc.

QSRs in India find it difficult to get experienced talent and have to conduct and maintain their own training programs. Training for café operators is usually required three stages: Induction, On-going and Refresher.

The proposed curriculum is targeting self-service cafés and looks at the entry level of a Café Operator. This person can run a small Single-person outlet himself/ herself or be part of a small team which staffs a larger outlet. It looks at the Induction stage because our 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 QSR sector, such as that of café operator, we analysed what competencies will be needed to groom an unexposed secondary school student to become job ready to play the role of a Café Operator. The following high level input and output profile is what we need to build towards:



The Café operator would need the skills to perform a broad category of duties such as:*

Food Preparation

Café operators need to operate different equipment (Coffee making machines, Grills, Microwave ovens, Mixers etc.) for preparing food and beverages. They need to know the recipes, preparation guidelines and process for each item and prepare them with consistency and quality.

Point of Sales (POS) Operations

The POS is used for order taking, billing, stock management, attendance records and official communications among other tasks. The staff need to use the POS equipment for all café operations. They need basic IT skills for data entry, and sending emails, and generating reports.

- **Order Processing:** Café operators are also responsible for the processing of orders. They are responsible for every step of from taking the order, to seeing that it's passed on to correctly to its execution.
- **Billing:** In most QSR outlets order taking and billing are parallel operations. The operator should know about different payment options, applicable taxes and discounts and handling and securing cash.

Customer Interaction

The café operators should be equipped to answer queries and resolve complaints. They would need sufficient knowledge of current products and merchandise, promotional offers and company background to ensure a great customer experience.

- **Serving:** One of the principal duties of the café operator 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.
- **Upselling:** Café operators 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, enterprise standards, and employer procedures.

Café procedures

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

- **Stock Maintenance:** Café operators 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:** The staff needs to understand how to operate each equipment, and basic maintenance procedures. If there is some issue they cannot resolve, they need to send a request through the POS.
- **Outlet Maintenance:** Café operators are 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 when closing the café.

Workplace Interaction

Operators need to work in a disciplined manner, following instructions of supervisors and working effectively with colleagues. Each needs to take responsibility for their roles while interacting with others who have complementary roles for smooth functioning of café operations and service to customers.

Good coordination between the team is one of the important factors-as they keep juggling roles and each one is responsible for successful operations of the café. Cafés may have differently-abled team members, members with different mother tongues and they need to communicate seamlessly with each other to ensure a good customer experience.

Occupational Health and Safety Regulations

Café operators need 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 café operators, 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 Café operators must enable them to perform the core tasks (food preparation, serving, billing and promotions), guest interactions and have an understanding of handling and maintaining related equipment. 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:

QSR Café Operator				
Café Operations	English	Life Skills	Health Environment and Safety	IT Basics
<ul style="list-style-type: none"> Industry overview Preparing food and beverages POS operations Order processing Billing Serving procedures Upselling Stock keeping Equipment handling and maintenance Outlet maintenance 	<ul style="list-style-type: none"> Everyday English Café terminology Customer communications 	<ul style="list-style-type: none"> Managing Self Interacting with others Excelling at work QSR specific skills E.g.: Selling Career Planning Managing Finances 	<ul style="list-style-type: none"> Food Safety Hygiene Health Personal & Customer Safety Environment Rules and Regulation QSR/Café specific guidelines 	<ul style="list-style-type: none"> Computer Basics Internet Basics POS Operations

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

Track	Modules	Content	Number of Hours (approx.)
Café Operations	Industry and product overview	Introduction to the industry, brand, terminology. These modules will provide an overview of the company and the products.	4
	Preparing food and beverages	These modules will cover the basic skills required to perform common Food and Beverages preparation tasks (e.g. Operating related equipment, Do's and don'ts etc.) They will be created as step by step 'how to' packages covering all required skills as per the job descriptions.	25

	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)	15
	Customer Interactions- Selling and Serving	Procedure modules will be combinations of Core Skill lessons/modules. These modules will cover the workflows that operators are required to perform for serving the customer.	14
	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 maintenance	Procedure modules will be combinations of Core Skill lessons/modules. These modules will cover the workflows that operators are required to generating reports and using them to tally stock. This includes Cleaning, Stock management, displays, etc. They will also cover the other SOPs for maintain the café operations.	15
Functional English	Core English Skills	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
	Domain Specific English	English related to Café Operations as well as Guest Interactions - specify the different scenarios and standards involved while interacting with the guests while serving them. (E.g.: Welcoming Guests)	10
Life Skills	Soft skills	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.	25
	Café and Guest Interaction	Interacting with guests and co-workers in the cafe	15
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.	20

	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)	10
IT Basics	Basic IT Skills	Basic computer skills modules that ensure learners can use simple programs and common applications necessary for them to perform their duties efficiently.	20
	Café / Domain specific system - POS and Café IT System	TBD	

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. Also, you learn skills through “learning by doing”

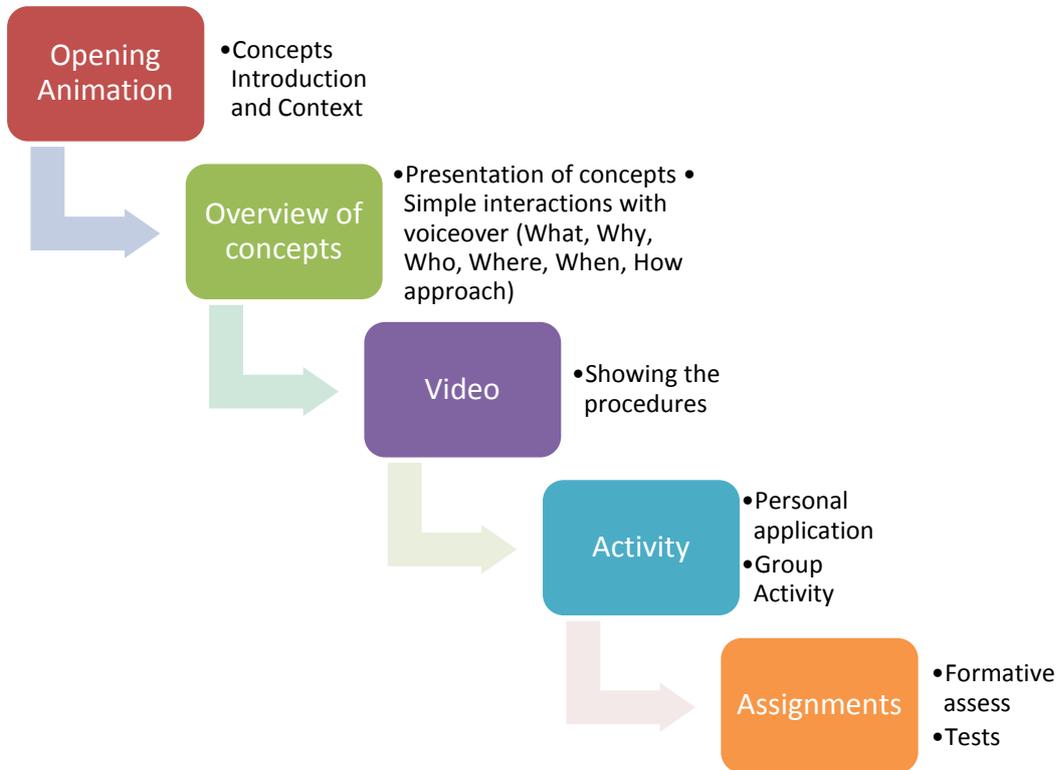
Peer Driven

All activities are done in groups – which is non-threatening and experiential. This helps the students pick up skills better through practice and feedback

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:



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 or experienced café operators. The ideal facilitator would have:

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

Acknowledgements

Café Coffee Day