

# Participant Handbook

Sector  
**TOURISM AND HOSPITALITY**

Sub-Sector  
**RESTAURANT**

Occupation  
**Roadside Eateries**

Reference ID: **THC/Q3006, Version 1.0**  
**NSQF Level 4**



## Multi-Cuisine Cook





**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**TOURISM AND HOSPITALITY SKILL COUNCIL**

for

**SKILLING CONTENT : PARTICIPANT HANDBOOK**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Multi-cuisine Cook'** QP No. **'THC/Q3006 NSQF Level 4'**

Date of issuance: **October 10<sup>th</sup>, 2016**

Valid up to\*: **October 10<sup>th</sup>, 2018**

\*Valid up to the next review date of the Qualification Pack or the  
\*Valid up to' date mentioned above (whichever is earlier)

  
Authorized Signatory  
(Tourism and Hospitality Skill Council)

## Acknowledgements

Tourism and Hospitality Skill Council and ILFS would like to express their gratitude to all the individuals and organizations who have contributed in the preparation of this trainee manual.

We would like to thank Mr Arun Nanda, Chairman of Tourism and Hospitality Skill Council for his constant guidance and support. We would also like to acknowledge the efforts put in by the THSC team, our Governing Body members along with our Industry Partners who collaborated in the preparation of the different modules. Sincere appreciation is also extended to all who provided subject matter inputs and review for the individual modules.

The preparation of this manual would not have been possible without the support of the Tourism and Hospitality Industry. The Industry feedback has been extremely encouraging from inception to conclusion & it is with their inputs that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to all the aspiring youth who desire to achieve special skills which would be a lifelong asset for their future endeavors and help them make a bright career in the Tourism and Hospitality Sector.

October -2016

CEO

THSC

## About this book

The Indian Tourism & Hospitality industry has shown immense growth potential among the services sector in India. As one of the leading avenues for employment in the country, the role played by this industry in the economic development of India is pivotal. However despite its vast potential, the industry faces a key challenge of shortage of skilled and trained manpower.

There is a vast difference between the required skill and available skills of service providers in the industry today. To reduce the skill gap, appropriate skilling of workforce needs to be carried out. This will not only empower the service providers but also benefit the Tourism & Hospitality industry in terms of quality and productivity.

This Participant Handbook is developed to impart training for the skill and knowledge required to work as a Multi-cuisine Cook in the Tourism & Hospitality industry. It is designed based on Multi-cuisine Cook Qualification Pack under the National Skill Qualification Framework. It comprises of the following NOS/ topics.

- Arrange and manage food resources in the kitchen.
- Cook variety of food.
- Communicate with customer and colleagues.
- Maintain customer-centric service orientation.
- Maintain standard of etiquette and hospitable conduct.
- Follow gender and age sensitive service practices.
- Maintain IPR of organisation and customers.
- Maintain health and hygiene.
- Maintain safety at workplace.
- Learn a foreign or local language(s) including English.

This book is designed considering the lower educational background of the hospitality staff. Therefore special efforts have been made to explain the concept required for the job mostly through photos and illustrations.

Units and symbols used in the book have been listed below.

## Symbols Used



Key Learning  
Outcomes



Steps



Exercise



Tips



Notes



Objectives

## Table of Contents

S.No.	Modules and Units	Page No.
<b>1.</b>	<b>Introduction</b>	<b>1</b>
	Unit 1.1 – Introduction to the Training Programme	3
	Unit 1.2 – Introduction to the Tourism and Hospitality Sector	7
	Unit 1.3 – Introduction to Culinary History	10
<b>2.</b>	<b>Maintain Health and Hygiene (THC/N9906)</b>	<b>17</b>
	Unit 2.1 – Personal Hygiene	19
	Unit 2.2 – Health and Hygiene Procedures	21
	Unit 2.3 – Hygiene Standards and Safety	23
	Unit 2.4 – Housekeeping and Waste Disposal	26
<b>3.</b>	<b>Maintain Safety at Work (THC/N9907)</b>	<b>31</b>
	Unit 3.1 – Workplace Hazards	33
	Unit 3.2 – Safety Practices	34
	Unit 3.3 – Personal Protective Equipment	<b>37</b>
<b>4.</b>	<b>Arranging and Managing Food Resources in the Kitchen (THC/N3005)</b>	<b>41</b>
	Unit 4.1 – Food Production Materials and Equipment	43
	Unit 4.2 – Resources Used in Kitchen	58
	Unit 4.3 – Inventory Control	60
	Unit 4.4 – Storing Raw Materials and Cooked Food Materials	63
<b>5.</b>	<b>Basic Food and Beverage Production (THC/N3006)</b>	<b>69</b>
	Unit 5.1 – Basic Kitchen Operations	71
	Unit 5.2 – Quality Control System	138
	Unit 5.3 – Menu	142
<b>6.</b>	<b>Communicate with Customers and Colleagues (THC/N9901)</b>	<b>147</b>
	Unit 6.1 – Introduction to Communication	149
	Unit 6.2 – Communicating with the Team	151
	Unit 6.3 – Communicating with Guest	152
<b>7.</b>	<b>Maintain Customer-Centric Service Orientation (HCS/N9902)</b>	<b>159</b>
	Unit 7.1 – Customer Centric Orientation for Quality Assurance	161

<b>8.</b>	<b>Follow Gender and Age Sensitive Practices (HCS/N9904)</b>	<b>165</b>
	Unit 8.1 – Age and Gender Specific Customer Services	167
	Unit 8.2 – Safety and Security Services Available	169
<b>9.</b>	<b>Maintain Standard of Etiquette and Hospitable Conduct (HCS/N9903)</b>	<b>175</b>
	Unit 9.1 – Etiquettes, Manners and Professional Behaviour	177
	Unit 9.2 – Branding	178
<b>10.</b>	<b>Learn a Foreign or Local Language(s) Including English (THC/N9909)</b>	<b>181</b>
	Unit 10.1 – Achieving Language Proficiency	183
<b>11.</b>	<b>Maintain IPR of Organisation and Customer (THC/N9905)</b>	<b>187</b>
	Unit 11.1 – Intellectual Property Rights (IPR)	189
<b>12.</b>	<b>Employability &amp; Entrepreneurship Skills</b>	<b>193</b>
	Unit 6.1 – Personal Strengths & Value Systems	197
	Unit 6.2 – Digital Literacy: A Recap	216
	Unit 6.3 – Money Matters	221
	Unit 6.4 – Preparing for Employment & Self Employment	232
	Unit 6.5 – Understanding Entrepreneurship	241
	Unit 6.6 – Preparing to be an Entrepreneur	268







# 1. Introduction

Unit 1.1 - Introduction to the Training Programme

Unit 1.2 - Introduction to the Tourism and Hospitality Sector

Unit 1.3 - Introduction to Culinary History



## Key Learning Outcomes



**At the end of this unit, you will be able to:**

1. Discuss the purpose and benefits of training programme
2. Discuss the National Occupation Standards and Qualification Pack
3. Explain the responsibilities and personal attribute of a Multi-Cuisine Cook
4. Discover historical background of tourism and hospitality sector
5. Examine American inns and English inns & international and domestic hotel chains
6. Discover world culinary history
7. Identify variety of cuisines available across the world
8. List the variety of dishes prepared in the countries

## UNIT 1.1: Introduction to the Training Programme

### Unit Objectives



**At the end of this unit, you will be able to:**

1. Discuss the purpose and benefits of training programme
2. Discuss the National Occupation Standards and Qualification Pack
3. Explain the responsibilities and personal attribute of a Multi-Cuisine Cook

### 1.1.1 Purpose and Benefits of the Training Programme

This training programme is developed to impart specific skills to individuals who wish to perform as a Multi-Cuisine Cook. The training program is based upon National Occupation Standards for a cooking. The National Occupation Standards have been described in the following subsection of this chapter.



*Fig.1.1.1.1- Classroom session*



*Fig.1.1.1.2 - Multi-Cuisine cooks at work*

The training programme will enable an individual to:

- arrange and manage food resources in the kitchen;
- cook variety of food;
- communicate with customer and colleagues;
- maintain customer-centric service orientation;
- maintain standard of etiquette and hospitable conduct;
- follow gender and age sensitive service practices;
- maintain IPR of organisation and customers;
- maintain health and hygiene;
- maintain safety at workplace;
- learn a foreign or local language(s) including English.

This training programme is developed to impart specific skills to individuals who wish to perform as a Multi-Cuisine Cook. The training program is based upon National Occupation Standards for a cooking. The National Occupation Standards have been described in the following subsection of this chapter.



*Fig.1.1.4 - Classroom session*

The training programme will enable an individual to:

- arrange and manage food resources in the kitchen;
- cook variety of food;
- communicate with customer and colleagues;
- maintain customer-centric service orientation;
- maintain standard of etiquette and hospitable conduct;
- follow gender and age sensitive service practices;
- maintain IPR of organisation and customers;
- maintain health and hygiene;
- maintain safety at workplace;
- learn a foreign or local language(s) including English.

After successful completion of training and passing the assessment you will be issued a certificate. This will get you an employment as a multi-cuisine cook in food production area. This certificate will help you to get job and earn better wages than an untrained person.

### 1.1.2 Introduction to QP and NOS

This training programme is intended for imparting basic skill and knowledge relevant to cooking occupation required to perform in a kitchen. This programme is based on qualification pack called **Multi-Cuisine Cook**. The Qualification Pack Code for **Multi-cuisine Cook** is **THC/Q3006**. It is also called a **QP**.

A QP consists of a set of National Occupational Standards (NOS). NOS specifies the standard competency a worker must achieve when carrying out a function in the workplace.

Under Multi-Cuisine Cook QP there are ten NOSs, which detail the functions to be performed in a kitchen by a Multi-Cuisine Cook.

NOS Code	Major Function/Task
THC/N3005	Arrange and Manage Food Resources in the Kitchen
THC/N3006	Cook Variety of Food
THC/N9901	Communicate with Customer and Colleagues
THC/N9902	Maintain Customer-Centric Service Orientation
THC/N9903	Maintain Standard of Etiquette and Hospitable Conduct
THC/N9904	Follow Gender and Age Sensitive Service Practices
THC/N9905	Maintain IPR of Organisation and Customers
THC/N9906	Maintain Health and Hygiene
THC/N9907	Maintain Safety at Workplace
THC/N9909	Learn a Foreign or Local Language(s) including English

### 1.1.3 Responsibilities of Multi-Cuisine Cook

In a kitchen, a multi-cuisine cook is expected to perform the following tasks:

- arrange and manage food resources in the kitchen;
- cook variety of food;
- communicate with customer and colleagues;
- maintain customer-centric service orientation;
- maintain standard of etiquette and hospitable conduct;
- follow gender and age sensitive service practices;
- maintain IPR of organisation and customers;
- maintain health and hygiene;
- maintain safety at workplace;
- learn a foreign or local language(s) including English.

### 1.1.4 Personal Attributes of a Multi-Cuisine Cook

In addition to cooking skills, a multi-cuisine cook should possess some soft skills and personal attributes. They are:

- Awareness of health, safety and environmental norms
- Understanding of relevant code of practices and organisational policies
- Communicate clearly with superiors/ subordinates
- Ability to work in a well-organised and accurate way
- Mental and physical fitness to work in harsh environment
- Ability to work effectively in a team
- Awareness of personal hygiene
- Planning and organising skills
- Reliability
- Honesty
- Hard working attitude
- Courteous behaviour
- Dedicated attitude

### 1.1.5 Growth Path and Qualification Pack

The growth path represents the work progression of a Multi-Cuisine Cook and also shows the requirement for progression into the next level.

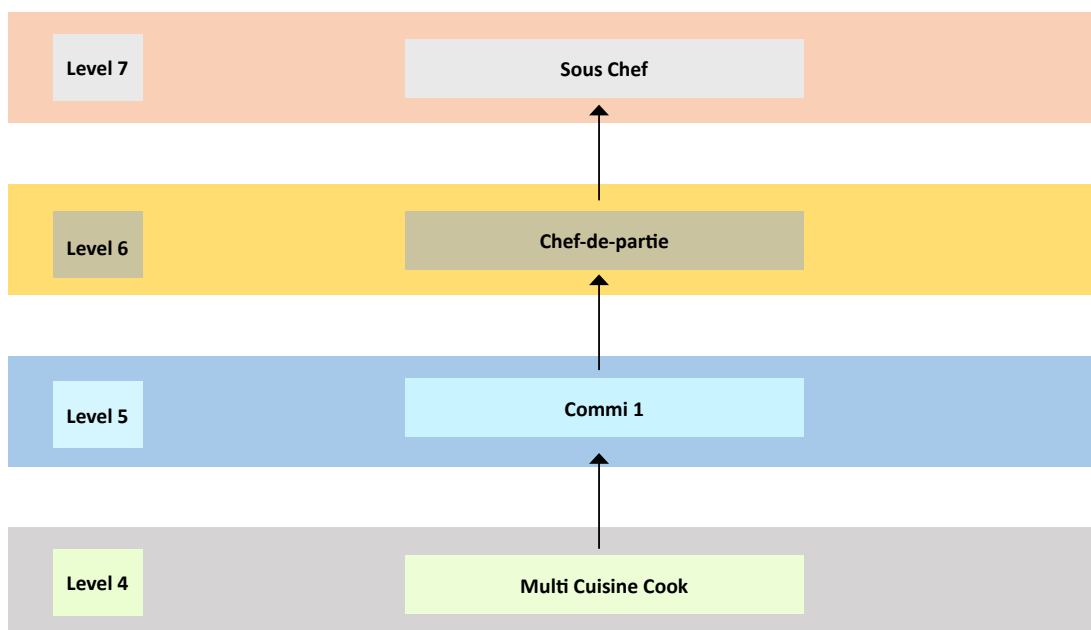


Fig.1.1.5. Growth Path

## UNIT 1.2: Introduction to the Tourism and Hospitality Sector

### Unit Objectives



**At the end of this unit, you will be able to:**

1. Discover historical background of tourism and hospitality sector
2. Examine American inns and English inns & international and domestic hotel chains

### 1.2.1 Tourism and Hospitality Sector

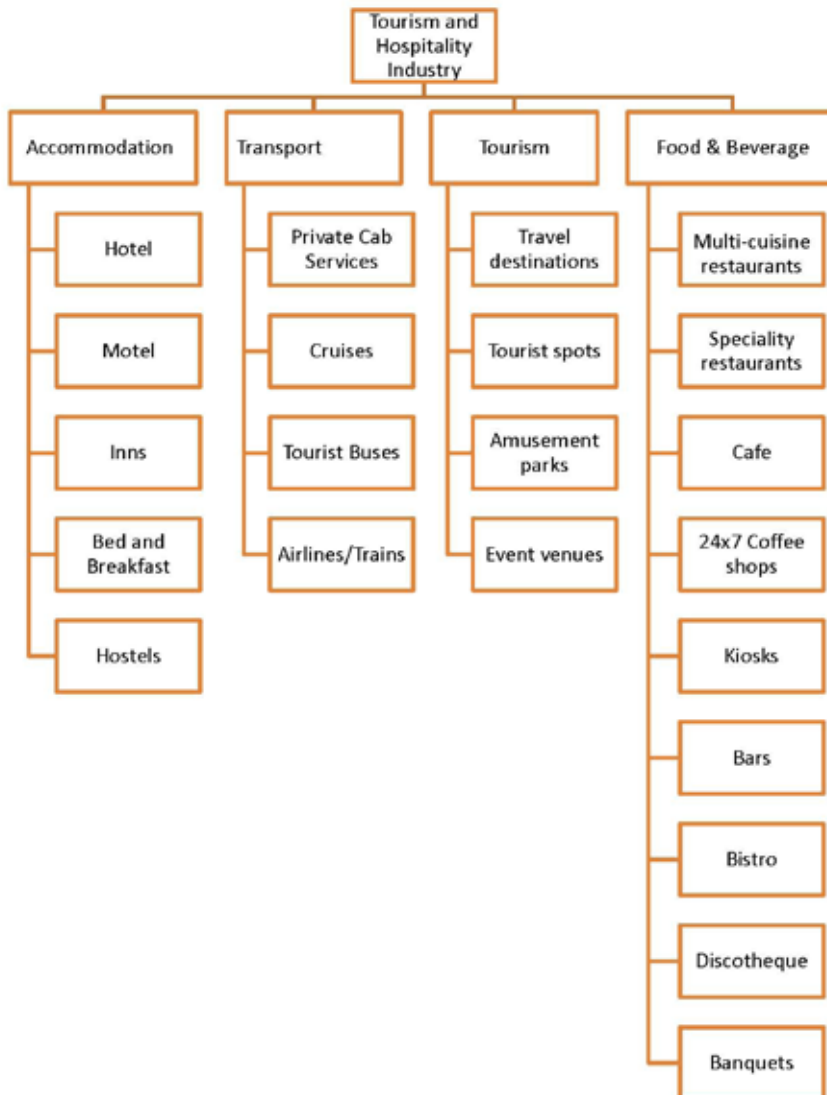
The concept of hospitality dates back to Ancient Greece and Rome. It is referred to in quite a few of their writing. Researchers believe that people then believed they had to be hospitable due to superstitious fears. This idea has clearly evolved over the last few centuries. Today, hospitality is not just inviting someone to your home; it is an industry that caters to travellers from around the world.

The hospitality industry is a prospering industry that comprises of a large category of sectors within the service industry. This includes accommodation, restaurants, transport services and travel and tourism. Amusements parks and event management agencies also fall within the scope of the hospitality industry.



*Fig.1.1.6 - A Restaurant*

## 1.2.2 Sectors of the Hospitality Industry



## 1.2.3 Food and Beverage Industry

As a multi-cuisine cook, you would be working with the Food and Beverage industry. Let's learn about the components of this sub-sector in detail.

1. Multi-cuisine restaurants  
These restaurants serve international cuisine.
2. Specialty restaurants  
These restaurants offer regional, authentic cuisine.



3. **Café**  
Cafes generally serve snacks with some stimulating drinks like tea, coffee, etc.
4. **24x7 Coffee shop**  
It is a multi-cuisine restaurant open for 24 hours. It serves breakfast, lunch and dinner.
5. **Kiosks**  
It is a restaurant where you have to collect food from the counter. It is a single point service.
6. **Bars**  
They are F&B outlets where you get alcoholic drinks, along with some starter or entrée.
7. **Bistros**  
It is a restaurant which serves medium food that is moderately priced. Bistros usually serve Persian food.
8. **Discotheque**  
It is a place where people/customers come to have their drinks, along with some titbits. It usually has a dance floor.
9. **Banquet**  
It is a party hall where food and drinks are served as part of a celebration or get-together.

## UNIT 1.3: Introduction to Culinary History

### Unit Objectives



**At the end of this unit, you will be able to:**

1. Discover world culinary history
2. Identify variety of cuisines available across the world
3. List the variety of dishes prepared in the countries

### 1.3.1 Culinary History

Human beings are the only animals who cook food before eating it. Cooking is an ancient procedure, which was derived by the primitive man. He held a piece of meat close to a fire that he had lit to warm himself. When he did this he realised that the cooked meat was tasty as well as easy to masticate.

However, food preparation is a modern term in professional cookery, while cookery is defined as a chemical process. Cuisine is style of cooking food, which differs from country to country. A country's cuisine is largely influenced by the availability of ingredients, climatic conditions, religious restrictions, economic situations, and import & export facilities.

### 1.3.2 Cuisines around the World

#### French Cuisine

French cuisine is one of the oldest and finest cuisines in the world. It is known for artistic temperament.

#### History

The history of French cuisine dates back to the middle ages. The French meals included spiced meats such as pork, beef, poultry, and fish. The presentation of the meal was also very important during this time. The French preferred lavish and colourful the display. For that the cooks would use edible items such as saffron, egg yolk, spinach, and sunflower for colour.

The French were greatly influenced by the advancing culinary arts in Italy during the 15<sup>th</sup> and 16<sup>th</sup> centuries. However, the Italian chefs were ahead of French culinary experts, and had already begun creating dishes such as lasagna, manicotti. Additionally, they had experimented using ingredients like truffles, garlic, and mushrooms. Even though the culinary cultures of these two countries have taken different roads, the French owe much of their culinary development to the Italians and their intervention in the 1500s.

Known for fitness and its distinct flavours, French Cuisine is considered one of the finest across the globe. France has contributed greatly to the global cuisine and is known for its diverse style of cooking. French cooking is quite an easy process, more complex is the garnishing. However, garnishes and accompaniments play a major role in French food; some dishes are identified by them.



Fig.1.3.1 - French Cuisine

French cooking mainly depends on sauces. Food is either cooked with sauces or sauce is served with a dish. Moreover, every ingredient in a French dish speaks its language. Climatic variations add distinct flavour and richness to the herbs, fruits and vegetables. The subtle taste in French food is due to the spices and herbs including basil, parsley, celery, bayleaf, chives, rosemary, thyme, paprika, etc.

Finest fish is available and eaten in the northern regions of France, while certain other regions are known for hard cheese and mushrooms. Cheese is extensively used in a French dish; either as a base or to garnish and blend with soups. French menus have a separate course in a meal dedicated to cheese. Nearly all the regions in the country have their own variety of cheese.

Neufchatel, Camembert and Roquefort are some of them. Another ingredient that brings a new flavour to the French cuisine is Wine. It brings an unusual flavour to the food, making its taste unique. Vegetables are served with the meat dishes and they act as fillers. Some of the well-known vegetables include broccoli, cardoon, turnips, swede and seakale. Key French dish is flesh food including beef, lamb, pork, veal, turkey and duck.

### Italian Cuisine

Italian food is a key part of Italian culture. This is true as their food and wine is linked to their family history. Despite the technological progress and an increase in the pace of life, Italians still enjoy sitting at a table, at home or at the restaurant and having a meal together.

#### History

Though people in Italy pass down recipes from generation to generation, they also like innovating and working on new foods or new ways to prepare familiar dishes. Italians also work on matching their foods with different wines.

Though Italy traces certain culinary traditions to Rome and Athens, the first real Italian cuisine was developed in Sicily. Arabs introduced spinach, almonds and rice in the region following their invasion in the ninth century.

In the 12th century, a Norman king came across people making long strings made from flour and water called atriya in Sicily. Atriya was changed to trii over time and it is the term used for spaghetti in southern Italy. The list of popular food introduced by Normans includes casseroles, salt cod (baccalà) and stockfish.

### Techniques and Ingredients

Italian cuisine makes use of various ingredients ranging from fruits, vegetables, sauces, meats, etc. Ingredients from the northern part of the country include fish (such as cod, or baccalà), potatoes, rice, corn (maize), sausages, pork, and different types of cheese. Other popular Italian dishes include rigatoni (tubes or cylinders), lasagne (sheets), fusilli (swirls) and spaghetti (thin rods).

Pasta dishes that feature tomato are found across the country. Pasta comes in a variety of shapes – penne, maccheroni, spaghetti, linguine, fusilli, lasagne. There are other varieties too, with ingredients like ravioli and tortellini. The dish is called pasta in Italy if the pasta is the primary ingredient. It is usually served with sauce. Dumplings, like gnocchi (made with potatoes) and noodles like spätzle, are at times also considered pasta.

Pizza is the name given to a dish that features a flat bread topped with mozzarella cheese, tomato sauce, meat, vegetables and condiments. Though the term pizza was first recorded in the 10th century, modern pizza finds its origin in Naples, Italy. Neapolitan pizza, Pugliese pizza, Sicilian pizza and pizza margarita are some of the most famous varieties of pizza.

Pizza is a flat bread, commonly topped with selection of meat, mozzarella cheese, tomato sauce, vegetables and condiments. The term pizza was first recorded in 10<sup>th</sup> century in Latin manuscript from Gaeta in central Italy. However, modern pizza was invented in Naples, Italy. Neapolitan pizza, Pugliese pizza, Sicilian pizza and pizza margarita are some of well-known pizza across the world.

### Chinese Cuisine

Considered as one of the oldest civilisation in the world, the Chinese cuisine is has greatly evolved through all these years.

#### History

Chinese cooking is influenced by famines because hard times have always led them to seek new food sources. One thousand years before the birth of Christ they were already experimenting with fancy cooking, recording their recipes on silk and bamboo. Chinese cuisine is considered as one of the best part of the world. The Chinese value gastronomy greatly, putting every edible thing to use and creating different ways to use bizarre plants and roots.

These plants and roots include bamboo shoots, chrysanthemum petals, lily bulbs and jasmine flower. While cooking the Chinese consider all characteristic of food such as texture, palatability, colour and fragrance. All of their food dishes cooked with proportion, harmony and balance. Simple Chinese ingredients provide the food its subtle flavour. Some of them are peanut oil, soya sauce, garlic, sherry, ginger root, chilli sauce, pepper, vinegar, noodles, corn flour, pork, eggs and bean sprouts.

The Chinese use the usual cooking techniques in a different way, with stir-fry being most popular. The others include steam, sauté, deep-fry and roast. Stir-frying is a similar sautéing, only done on intense heat. China has five predominant styles of cooking, which come from five regions.

South-eastern or **Cantonese** that was influenced by western travellers, while **Shantung style** was influenced by the active trade that took place between Peking and Shantung. Next is **Szechwan style**; food prepared using this style is very spicy and oily. This is because they use deep-frying method. Known for its rich seasoning, spicy blend with sweet and sour taste, **Honan style** originates from Honan province. The fifth is Fukien style, which is famous for sea food and clear light soups.