

National Occupational Skill Standard (NOSS)

Occupational Title : Small Hotel and Lodge Assistant

Level : 1

Sector : Hospitality

Sub - Sector : Accommodation

NOSS ID/NSCO ID :

ISCO NO :



Council for Technical Education and Vocational Training

NATIONAL SKILL TESTING BOARD

MadhyapurThimi-02, Sanothimi, Bhaktapur, Nepal

Developed: 28-11-2025 (12-08-2082)



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DACUM Panel

S.No.	Name	Designation	Organization
1.	Mr. Naresh Adhikari	Manager	Green Garden Restaurent, Ratopul, Kathmandu.
2.	Mr. Pasang Lama	DCDP	Hotel Yak & Yeti, Durbarmarga
3.	Mr. Bishnu Prasad Upreti	Manager	TGDB, Nagarkot
4.	Mr. Dal Bahadur Shrees	Manager	Hotel Leader Palace, Thamel, Kathmandu.
5.	Mr. Ram Prasad Maharjan	Manager	TGDB, Nagarkot
6.	Mr. Santosh Kandel	Instructor	Gate Way Colege of Hospitality
7.	Mr.	Member	Management, Samakhushi, Kathmandu
8.	Mr. Chudamani Khanal	Hotel operator	Naya Nepal Hotel, Buspark, Kathmandu
9.	Mr. Shankar Bhandari	Manager	Hotel President, Sundhara, Kathmandu
10.	Mr. Bhim Thapa	DCDP	Hotel Yak & Yeti, Durbarmarga
11.	Mr. Bikash Bidari	Member	Gokarna Resort Gokarna, Kathmandu
12.	Mr. Dhruva Pd. Acharya	CDP	Hyatt Regency, Kathmandu

DACUM Facilitator/Co-facilitator:

1. Mr. Ram Hari Devkota
2. Mr. Ishwar Chandre Ghimire

DACUM Workshop on 12-13 June 2010



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Verification Panel

S.No.	Name	Designation	Organization
1.	Mr. Shreedhar Khanal	Senior Supervisor, FO	Hotel Royal Singhi, Dharbarmarga, Kathmandu
2.	Mr. Manoj Khadka	Assistant Housekeeper	Hotel Yak & Yeti, Dharbarmarga, Kathmandu
3.	Mr. Uddhav Dhakal	Manager	Royal Saino Restaurant & Bar, Durbarmarg, Kathmandu
4.	Mr. Mohan Khadka	Assistant Manager	Peaceful Cottage, Nagarkot
5.	Mr. Santosh Kandel	Instructor	Gate Way College of Hospitality Management, Samakhushi, Kathmandu
6.	Mr. Ramesh Gurung	Manager	Moods Studio Lounge, Thapathali, Kathmandu
7.	Mr. Mahesh Kharel	CDP	Hotel Yak & Yeti, Dharbarmarga, Kathmandu
8.	Mr. Bikash Bidari	CDP	Gokarna Resort Gokarna, Kathmandu
9.	Mr. Gyanendra Poudel	CDP	Hyatt Regency, Kathmandu
10.	Mr. Ramesh Pokhrel	Manager	Eco Home, Nagarkot
11.	Mr. Naresh Adhikari	Manager	Green Garden Restaurant, Ratopul, Kathmandu
12.	Mr. Manumohan Raut	Program coordinator	HMSCG International, Kathmandu

DACUM Facilitator/Co-facilitator:

1. Mr. Ram Hari Devkota
2. Mr. Ishwar Chandre Ghimire

Customized DACUM Workshop on 16 June 2010



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Technical Sub Committee

S.No.	Name	Designation	Organization
1.	Mr. Narendra Bajracharya	Coordinator	Hospitality Industry Tech. Sub Committee
2.	Mr. Chandra Bhakta Nakarmi	Director	NSTB, Bhaktapur
3.	Mr. Janak Raj Bharati	Chairperson/Executive Chef	Nepal Chef Association & Hotel Royal Singi, Ktm
4.	Mrs. Samjhana Basnyat	Program Coordinator	ISTHM, Kathmandu
5.	Mr. Anup Maharjan	Front Office Training Officer	ISTHM, Kathmandu
6.	Ms. Sharmilee Shakya	Member	House Keeping Expert, Hotel Lion, Kathmandu
7.	Mr. Deepak Prasad Poudel	Member	Deputy Director, NSTB
8.	Mr. Ishwar Chandre Ghimire	Mem. Secretary	Skill Testing Officer, NSTB

Recommended by Hospitality Industry Technical Sub Committee: 05 Jan 2011



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The National Occupational Skill Standard Developed by:

No	Name	Designation	Organization
1.	Mr. Narendra Bajracharya	Coordinator	Hospitality Industry Tech. Sub Committee
2.	Mr. Bhuvaneshor Dhungana	Director	NSTB, Sanothimi, Bhaktapur
3.	Ms. Samjhana Basnyat	Member	Principal, IST College, Gyaneshower, Kathmandu
4.	Mr. Bedanta Rayamajhi	Member	Hotel Shambala, Narayangopal chowk, Kathmandu
5.	Mr. Ram Krishna Parajuli	Member	National Skill Testing Board, Sanothimmi, Bhaktapur
6.	Mr. Anup Maharjan	Member	IST College, Gyaneshower, Kathmandu
7.	Mr. Bishal Adhikari	Member	Instructor NBPI, Kavrepalanchok
8.	Mr. Raju Regmi	Member	Hotel Ramada by Wyndham, Kathmandu
9.	Ms. Durga Kumari Awasthi	Member-Secretary	Skill Testing Officer, Hospitality Industry Tech. Sub Committee, NSTB, Sanothimi, Bhaktapur.
10.	Mr. Keshab Sharma Ghimire	Facilitator	Deputy Director, NSTB, Sanothimi, Bhaktapur
11.	Mr. Surya Prasad Adhikari	Facilitator	Skill Testing Officer, NSTB, Sanothimi, Bhaktapur

Recommended by Hospitality Industry Technical Sub Committee: 28 November 2025 (12 Mangsir 2082)



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1	Occupational Title: Small Hotel and Lodge Assistant Level: 1
2	Job Description: Small Hotel and Lodge Assistant L-1, maintain hygiene and sanitation, provide front desk services, clean and maintain guest room and public areas, serve food and beverages, prepare meal and store food items.
3	UNITS OF COMPETENCY: <ol style="list-style-type: none"> 1. Maintain hygiene and sanitation 2. Provide front desk services 3. Clean and maintain guest room and public areas 4. Serve food and beverages 5. Prepare meal 6. Store food items 7. Perform communication 8. Develop professionalism <p><i>*Note: Unit 7 and 8 are not for testing purpose.</i></p>
4	Qualifying Notes/Prerequisites: <ul style="list-style-type: none"> • Physical Requirements: Sound health • Entry Requirements: As per NSTB rules Additional Information: <ul style="list-style-type: none"> • Assessment Types: Performance Test only • Assessment Duration: 5 to 6 Hours (Full Competency only) • Recommended Group Size: 8 to 10 candidates



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5	Unit No: 1 Unit Title: Maintain hygiene and sanitation	Unit code:	
	Elements of competency	Performance standards	
	1.1 Maintain personal hygiene	1.1.1 Personal grooming maintained as per workplace hygiene practices or standards. 1.1.2 Hotel uniform worn as per task requirement. 1.1.3 Cuts and wounds covered and protected as per food safety guidelines.	
	1.2 Maintain food hygiene	1.2.1 Food commodities inspected for freshness and spoiled items discarded as per workplace practices. 1.2.2 Perishable and non-perishable food segregated and stored at correct temperature. 1.2.3 Cooked and uncooked food stored separately to avoid cross contamination.	
	1.3 Maintain workplace hygiene	1.3.1 Workplace cleaned and sanitized as per standard cleaning procedure. 1.3.2 Tools, equipment, and utensils cleaned, sanitized, and arranged in designated area. 1.3.3 Waste segregated and disposed safely as per 3R's principle. 1.3.4 Cleaning agents handled, stored and labelled as per workplace safety procedures.	
6	Task Performance Requirements (Tools, Equipment and Materials): <ul style="list-style-type: none"> Disposable paper, disinfectant, bleach, detergents, cleaning chemical agents, sanitizer, abrasives, solvent, scouring powder, wiper, drier, mop, scrubber, floor duster, floor wiper, dust pan, stick broom, fire extinguisher, buckets, iodine/potassium/chlorine, warm water, hot soapy water, dust bin, hand towel/drier, brushes, refrigerator, freezer and first aid kit. 		



7	<p>Safety and Hygiene (Occupational Health and Safety):</p> <ul style="list-style-type: none">• Use hotel uniform.• Sanitize tools, utensils and equipment and use safely.• Maintain personal, kitchen and food hygiene to stop spread of bacteria.• Cover cuts and abrasions.• Avoid slippery floors.• Isolate electric and fire hazards (tripping, electric shock, burns).
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8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Hygiene and sanitation: <ul style="list-style-type: none"> ○ Introduction ○ Types ○ Guidelines • Waste disposing technique • Cleaning tools, equipment and materials/agents: <ul style="list-style-type: none"> ○ Use and application ○ Handling techniques • Fire safety and fire drill • First Aid • Earthquake drill • DFTQC guidelines • Grooming and guidelines 		<ul style="list-style-type: none"> • Read and interpret manual/instructional guide.



9	Assessment of Competency						
Unit: 1							
Unit Title: Maintain hygiene and sanitation							
Candidate Details				Assessors Detail			
Candidate's Name:				Assessors' Name		ID/License No:	
Registration Number:				1.			
Symbol No:				2.			
Test Centre:				Test Date:			
Element of competency		Performance Standards		Standard Met	Standard Not Met	Evidence Type	Comments
1.1	Maintain personal hygiene	1.1.1	Personal grooming maintained as per workplace hygiene practices or standards.				
		1.1.2	Hotel uniform worn as per task requirement.				
		1.1.3	Cuts and wounds covered and protected as per food safety guidelines.				
1.2	Maintain food hygiene	1.2.1	Food commodities inspected for freshness and spoiled items discarded as per workplace practices.				
		1.2.2	Perishable and non-perishable food segregated and stored at correct temperature.				
		1.2.3	Cooked and uncooked food stored separately to avoid cross contamination.				



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<p>1.3 Maintain workplace hygiene</p>	<p>1.3.1 Workplace cleaned and sanitized as per standard cleaning procedure.</p> <p>1.3.2 Tools, equipment, and utensils cleaned, sanitized, and arranged in designated area.</p> <p>1.3.3 Waste segregated and disposed safely as per 3R's principle.</p> <p>1.3.4 Cleaning agents handled, stored and labelled as per workplace safety procedures.</p>				
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WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

SR- Supervisor’s report

SN–Simulation

RP- Role Play

PG –Photographs

VD- Video

CT – Certificates

TS – Testimonials (Reward)

PP – Product Produced

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Range Statement

Variable	Range
Personal grooming	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Bathing • Trimming nail • Trimming beard and mustache • Neat and clean hear (Making bun) • Maintaining oral hygiene
Hotel uniform	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Chef cap • Scarf • Chef coat • Trouser/pant • Apron • Gloves • Protective shoes • Duster • Shirt • Bow-tie • Waist coat



Workplace	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Kitchen • Restaurant • Lobby
Cleaning agents	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Bleach • Detergents • Hot water and steam



5	Unit No: 2		Unit code:	
	Unit Title: Provide front desk services			
	Elements of competency	Performance standards		
	2.1 Prepare tools and equipment	2.1.1 Hotel uniform worn as per task requirement. 2.1.2 Personal grooming and hygiene maintained following grooming standards. 2.1.3 Tools and equipment collected and checked for serviceability. 2.1.4 Tools and equipment needed for front desk services arranged in designated area.		
2.2 Provide information and communication	2.2.1 General and hotel information collected and updated. 2.2.2 Guest queries answered promptly. 2.2.3 General and hotel information provided. 2.2.4 Reservation inquiry recorded.			
2.3 Perform guest check-in	2.3.1 Room status checked before guest arrival. 2.3.2 Guest greeted and welcomed. 2.3.3 Guest escorted to visit room. 2.3.4 Guest details and documents collected as per organization standard procedure and government rules. 2.3.5 Registration and accommodation details recorded along with payment method . 2.3.6 Advance deposit received, guest signature obtained and receipt provided. 2.3.7 Room checked-in into the system/log book and room key/card handed over.			



	2.4 Handle basic complaint	2.4.1 Guest greeted promptly and complaints listened attentively. 2.4.2 Guest complaints responded politely and promptly. 2.4.3 Guest complaints addressed coordinating with concerned personnel.
	2.5 Perform guest check-out	2.5.1 Guest greeted promptly and room key/card collected. 2.5.2 Payment settled including advance deposit/extra charges and receipt provided. 2.5.3 Luggage stored as per guest request. 2.5.4 Feedback obtained and transport arranged as per request.
6	Task Performance Requirements (Tools, Equipment and Materials): <ul style="list-style-type: none"> • Computer, pen, A4 paper, pencil, sharpener, eraser, highlighter, punching machine, stapler & pin, stick on notes, note pad, calculator, register, reservation form, telephone set, printer, record file, folders, registration card, luggage tag, photocopy machine, key card encoder, key card, POS machine, display board, mobile phone, first aid kit. 	
7	Safety and Hygiene (Occupational Health and Safety): <ul style="list-style-type: none"> • Use hotel uniform. • Isolate electric and fire hazards (tripping, electric shock, burns). • Safe handling of materials, tools and equipment. • Prevent from slippery surface. 	



8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Front desk <ul style="list-style-type: none"> ○ Introduction ○ Functions/roles • Duties and responsibilities <ul style="list-style-type: none"> ○ Bell boy ○ Front desk attendant • Tools and equipment <ul style="list-style-type: none"> ○ Introduction ○ Types ○ Usage • Forms and format <ul style="list-style-type: none"> ○ Registration ○ Luggage tag ○ Memo/slip • Attributes of front office personnel • Introduction of telephone etiquettes • Guest check-in and check-out procedures • Introduction of room status 		<ul style="list-style-type: none"> • Read and interpret manual/instructional guide.



9	Assessment of Competency					
	Unit: 2					
	Unit Title: Provide front desk services					
	Candidate Details			Assessors Detail		
Candidate's Name:			Assessors' Name		ID/License No:	
Registration Number:			1.			
Symbol No:			2.			
Test Centre:			Test Date:			
Element of competency	Performance Standards		Standard Met	Standard Not Met	Evidence Type	Comments
2.1 Prepare tools and equipment	2.1.1 Hotel uniform worn as per task requirement.					
	2.1.2 Personal grooming and hygiene maintained following grooming standards.					
	2.1.3 Tools and equipment collected and checked for serviceability.					
	2.1.4 Tools and equipment needed for front desk services arranged in designated area.					
2.2 Provide information and communication	2.2.1 General and hotel information collected and updated.					
	2.2.2 Guest queries answered promptly.					
	2.2.3 General inquiry and hotel information provided.					
	2.2.4 Reservation inquiry recorded.					
2.3 Perform guest check-in	2.3.1 Room status checked before guest arrival.					
	2.3.2 Guest greeted and welcomed.					



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	<p>2.3.3 Guest escorted to visit room.</p> <p>2.3.4 Guest details and documents collected as per organization standard procedure and government rules.</p> <p>2.3.5 Registration and accommodation details recorded along with payment method.</p> <p>2.3.6 Advance deposit received, guest signature obtained and receipt provided.</p> <p>2.3.7 Room checked-in into the system/log book and room key/card handed over.</p>				
2.4 Handle basic complaint	<p>2.4.1 Guest greeted promptly and complaints listened attentively.</p> <p>2.4.2 Guest complaints responded politely and promptly.</p> <p>2.4.3 Guest complaints addressed coordinating with concerned personnel.</p>				
2.5 Perform guest check-out	<p>2.5.1 Guest greeted promptly and room key/card collected.</p> <p>2.5.2 Payment settled including advance deposit and extra charges and receipt provided.</p> <p>2.5.3 Luggage stored as per guest request.</p> <p>2.5.4 Feedback obtained and transport arranged as per request.</p>				

WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

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Range Statement

Variable	Range
Hotel uniform	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Shirt • Pant • Blazer • Shoes • Tie
General	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Local transportation • Local attractions • Weather • Events • Hospital/police station
Guest queries	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Room rates • Hotel facilities and amenities • Mode of payment
Room status	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Occupied • Vacant • Reserved • Out of order (OOO)/ Out of service (OOS)



Documents	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Citizenship • Passport • Driving license • Voter ID/NID
Accommodation details	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Duration of stay • No of occupants • Meal plan
Payment method	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Cash • Card/credit • Digital payments
Complaints	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Room odour • Room amenities • Delay in services • Cleanliness



5	Unit No: 3 Unit Title: Clean and maintain guest room and public areas.	Unit code:
	<p style="text-align: center;">Elements of competency</p> <p>3.1 Prepare tools and equipment</p> <p>3.2 Clean and maintain guest room</p>	<p style="text-align: center;">Performance standards</p> <p>3.1.1 Hotel uniform worn as per task requirement.</p> <p>3.1.2 Tools and equipment identified and collected as per cleaning requirement.</p> <p>3.1.3 Cleaning agents and chemicals prepared as per manufacturer’s instruction.</p> <p>3.1.4 Housekeeping basket stocked with required materials and supplies.</p> <p>3.1.5 Tools and equipment arranged in designated area.</p> <p>3.2.1 Room status checked and appropriate cleaning procedures selected.</p> <p>3.2.2 Used linen, towels and trash removed and sorted as per hotel procedures.</p> <p>3.2.3 Dry and wet cleaning performed as per furniture type and cleaning required.</p> <p>3.2.4 Window and Mirrors cleaned and wiped to remove water spots and stains.</p> <p>3.2.5 Bed linen replenished and arranged as per hotel practice.</p> <p>3.2.6 Restroom fixtures dusted, cleaned and dried as per cleaning required.</p> <p>3.2.7 Guest restroom floor mopped and dried.</p> <p>3.2.8 Guest room and restroom amenities and supplies replenished and arranged as per hotel practice.</p> <p>3.2.9 Room inspected for maintenance issues and reported if necessary.</p> <p>3.2.10 Lost and found items deposited to front desk along with slip.</p> <p>3.2.11 Room inspected to ensure cleanliness, functionality and meet standard.</p> <p>3.2.12 Cleaning agents and chemicals, tools and equipment stored safely in designated area.</p>



	<p>3.3 Clean and maintain public areas</p>	<p>3.2.13 Waste disposed in designated area as per 3R's principle.</p> <p>3.3.1 Cleaning schedule followed as per hotel standards and public area usage.</p> <p>3.3.2 Litter and waste removed from public areas.</p> <p>3.3.3 Dry and wet cleaning performed as per floor/flooring type.</p> <p>3.3.4 Dry and wet cleaning performed as per furniture type.</p> <p>3.3.5 Fixtures and decorative items dusted and arranged neatly.</p> <p>3.3.6 Window and Mirrors cleaned and wiped to remove water spots and stains</p> <p>3.3.7 Restroom in public areas cleaned, restocked and sanitized.</p> <p>3.3.8 Maintenance issues identified and reported to concerned personnel.</p> <p>3.3.9 Cleanliness, safety and readiness of the area ensured through final inspection.</p> <p>3.3.10 Cleaning agents and chemicals, tools and equipment stored safely in designated area.</p> <p>3.3.11 Waste disposed in designated area as per 3R's principle.</p>
<p>6</p>	<p>Task Performance Requirements (Tools, Equipment and Materials):</p> <ul style="list-style-type: none"> Garbage bin, garbage bag, bin liner, dust pan, duster, scrubbing pad/brush, basket, vacuum cleaner, polishing machine, squeezer, brush, feather brush, carpet brush, broom, cobweb cleaner, mop, sponge, wiper, bucket, warm water, water pipes, pressure cleaning machine, cleaning agents, linen, towel, dryer, sanitizer, disinfectant, amenities, supplies, safety signs, lost and found slip, register, duty chart, notepad, pen and first aid kit. 	



7	Safety and Hygiene (Occupational Health and Safety): <ul style="list-style-type: none">• Use hotel uniform.• Maintain work area cleanliness and hygiene.• Maintain floors free of slip and trip hazards.• Cover cuts and abrasions.• Isolate electric and fire hazards (tripping, electric shock, burns).
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8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Housekeeping <ul style="list-style-type: none"> ○ Introduction ○ Roles/function • Daily cleaning and periodic cleaning <ul style="list-style-type: none"> ○ Introduction ○ Role and functions • Dry and wet cleaning <ul style="list-style-type: none"> ○ Introduction ○ Use and importance ○ Manual and mechanical cleaning technique • Tool, equipment and materials and cleaning agent and chemical <ul style="list-style-type: none"> ○ Types ○ Usage ○ Safe handling ○ Storage • Introduction of public areas and guest room area 		<ul style="list-style-type: none"> • Read and interpret instruction manual • Read and interpret expiry date • Read and interpret standard operating procedure (SOP)



	<ul style="list-style-type: none"> • Type of flooring • Types of amenities and supplies • Introduction of Lost and found • Occupational health and safety • Types of pest and common pests 		
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9	Assessment of Competency				
Unit: 3 Unit Title: Clean and maintain guest room and public areas					
Candidate Details			Assessors Detail		
Candidate's Name: Registration Number: Symbol No: Test Centre:			Assessors' Name 1. 2.		ID/License No:
Test Date:					
Element of competency	Performance Standards	Standard Met	Standard Not Met	Evidence Type	Comments
3.1 Prepare tools and equipment	3.1.1 Hotel uniform worn as per task requirement.				
	3.1.2 Tools and equipment identified and collected as per cleaning requirement.				
	3.1.3 Cleaning agents and chemicals prepared as per manufacturer's instruction.				
	3.1.4 Housekeeping basket stocked with required materials and supplies.				
	3.1.5 Tools and equipment arranged in designated area.				
3.2 Clean and maintain guest room	3.2.1 Room status checked and appropriate cleaning procedures selected.				
	3.2.2 Used linen , towels and trash removed and sorted as per hotel procedures.				



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	<p>3.2.3 Dry and wet cleaning performed as per furniture type and cleaning required.</p> <p>3.2.4 Window and Mirrors cleaned and wiped to remove water spots and stains.</p> <p>3.2.5 Bed linen replenished and arranged as per hotel practice.</p> <p>3.2.6 Restroom fixtures dusted, cleaned and dried as per cleaning required.</p> <p>3.2.7 Guest restroom floor mopped and dried.</p> <p>3.2.8 Guest room and restroom amenities and supplies replenished and arranged as per hotel practice.</p> <p>3.2.9 Room inspected for maintenance issues and reported if necessary.</p> <p>3.2.10 Lost and found items deposited to front desk along with slip.</p> <p>3.2.11 Room inspected to ensure cleanliness, functionality and meet standard.</p> <p>3.2.12 Cleaning agents and chemicals, tools and equipment stored safely in designated area.</p> <p>3.2.13 Waste disposed in designated area as per 3R's principle.</p>				
<p>3.3 Clean and maintain public areas</p>	<p>3.3.1 Cleaning schedule followed as per hotel standards and public area usage.</p> <p>3.3.2 Litter and waste removed from public areas.</p> <p>3.3.3 Dry and wet cleaning performed as per floor/flooring type.</p> <p>3.3.4 Dry and wet cleaning performed as per furniture type.</p> <p>3.3.5 Fixtures and decorative items dusted and arranged neatly.</p>				



	<p>3.3.6 Window and Mirrors cleaned and wiped to remove water spots and stains</p> <p>3.3.7 Restroom in public areas cleaned, <i>restocked</i> and sanitized.</p> <p>3.3.8 Maintenance issues identified and reported to concerned personnel.</p> <p>3.3.9 Cleanliness, safety and readiness of the area ensured through final inspection.</p> <p>3.3.10 Cleaning agents and chemicals, tools and equipment stored safely in designated area.</p> <p>3.3.11 Waste disposed in designated area as per 3R's principle.</p>				
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WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

SR- Supervisor's report

SN-Simulation

RP- Role Play

PG –Photographs

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Range Statement

Variable	Range
Hotel uniform	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Apron • Trouser • Shoes • Hat • Gloves • Mask
Cleaning agents and chemicals	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Detergents • Abrasive • Alkaline • Bleach • Caustic soda • Acid • Liquid cleaner • Carpet cleaner • Deodorizers • Sanitizer • Disinfectant • Polishes



Room status	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Occupied • Arrival • Departure • Vacant
Linen	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Bed sheet • Pillow case • Blanket/duvet cover • Bath/hand/face towel
Dry and wet cleaning	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Dry cleaning <ul style="list-style-type: none"> ○ Dusting ○ Sweeping ○ Vacuuming ○ Cobweb removing ○ Dry mopping ○ Scrubbing • Wet cleaning <ul style="list-style-type: none"> ○ Wet mopping ○ Spotting ○ Wiping ○ Spraying ○ Pressure cleaning



	<ul style="list-style-type: none"> ○ Shampooing
Fixtures	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Light/lamp • Power sockets/switches • Bathroom sink • toilet (commode) • showerhead/bathtub • faucets • Wall-mounted TV • Telephone • Jet spray
Amenities and supplies	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Liquid soap • Soap bar • Moisturizer • Air freshener • Sanitizer • Toilet paper • Paper towel • Hand towel • Bin liner • Disposable bag



Maintenance issues	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Breakage • Leakage • Damage • Drainage problem • Wear and tear • Burnt out light • Functionality problem
3R's principle	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Reduce • Reuse • Recycle
Cleaning schedule	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Daily • Weekly • Fortnightly • Monthly
Public areas	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Lobby • Restaurant/dining area • Corridor/passage • Restroom • Staircase



Restock	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none">• Soap• Toiletries• Towels
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5	Unit No: 4 Unit Title: Serve food and beverages	Unit code:
	<p style="text-align: center;">Elements of competency</p> <p>4.1 Prepare tools and equipment</p> <p>4.2 Take and serve food and beverage order</p>	<p style="text-align: center;">Performance standards</p> <p>4.1.1 Hotel uniform worn as per task requirement.</p> <p>4.1.2 Tools and equipment identified and collected as per menu.</p> <p>4.1.3 Tableware cleaned and wiped to remove spots and stains.</p> <p>4.1.4 Service equipment arranged in designated places of service station.</p> <p>4.1.5 Restaurant tables and chairs arranged in designated area.</p> <p>4.1.6 Condiments and supplies arranged on dining table and service station.</p> <p>4.2.1 Water served as per preference of guest from the right-hand side of the guest.</p> <p>4.2.2 Menu presented to guest from right hand side of the guest.</p> <p>4.2.3 Special request and requirements of guests noted properly.</p> <p>4.2.4 Orders repeated to the guest for confirmation.</p> <p>4.2.5 Orders placed and sent KOT/BOT to kitchen/bar promptly.</p> <p>4.2.6 Cutleries provided and adjusted according to the menu choice.</p> <p>4.2.7 Beverage orders picked up promptly from the bar.</p> <p>4.2.8 Beverage orders served by announcing the name in sequence of guest priority with established standard of service.</p> <p>4.2.9 Food orders picked up promptly from the side station.</p> <p>4.2.10 Food orders served by announcing the name in sequence of guest priority with established standard of service.</p>



	4.3 Clear the guest table	<p>4.3.1 Guest permission taken for table clearance when they done with the meal.</p> <p>4.3.2 Soiled crockeries and cutleries cleared in sequence of guest priority with established standard of service and taken to the side-station.</p> <p>4.3.3 Crumbs of food removed from table in hygienic manner.</p> <p>4.3.4 Tables reset and made ready for the next sitting.</p>
	4.4 Settle bill	<p>4.4.1 Bills presented to guest in bill folder.</p> <p>4.4.2 Payment received from guest and handed over to cashier.</p> <p>4.4.3 Change amount returned to guest along with the bill.</p> <p>4.4.4 Guests thanked and given a warm farewell.</p>
6	<p>Task Performance Requirements (Tools, Equipment and Materials):</p> <ul style="list-style-type: none"> Hand towel/drier, sanitizer, cutleries, crockeries, glassware, linen, paper napkin, restaurant service equipment, dry bin, table, chair, restaurant supplies, tray, service trolley, center piece, register, garbage bin, first aid kit. 	
7	<p>Safety and Hygiene (Occupational Health and Safety):</p> <ul style="list-style-type: none"> Use hotel uniform. Sanitize tools, utensils and equipment and use safely. Maintain personal, kitchen and food hygiene to stop spread of bacteria. Cover cuts and abrasions. Avoid slippery floors. Isolate electric and fire hazards (tripping, electric shock, burns). 	



8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Restaurant and dining area <ul style="list-style-type: none"> ○ Introduction ○ Types ○ Service equipment ○ Service sequence ○ Opening and closing process • Hygiene, sanitation and safety guidelines • Personal hygiene, grooming and attitude • Mise-en-place and mise-en-scene • Types of service • Introduction of table setup • Types of menu <ul style="list-style-type: none"> ○ A la carte ○ Table d'hôte • Meals <ul style="list-style-type: none"> ○ Breakfast ○ Lunch ○ Hi tea 		<ul style="list-style-type: none"> • Read and interpret manual/instructional guide.



	<ul style="list-style-type: none"> ○ Dinner ● Service tray <ul style="list-style-type: none"> ○ Types ○ Usage ○ Safe handling ● Kitchen and beverage/bar order ticket ● Billing/Cashiering ● Modes of payment ● Bill settlement 		
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9	Assessment of Competency						
Unit: 4							
Unit Title: Serve food and beverages							
Candidate Details				Assessors Detail			
Candidate's Name:				Assessors' Name		ID/License No:	
Registration Number:				1.			
Symbol No:				2.			
Test Centre:				Test Date:			
Element of competency	Performance Standards			Standard Met	Standard Not Met	Evidence Type	Comments
4.1 Prepare tools and equipment	4.1.1 Hotel uniform worn as per task requirement.						
	4.1.2 Tools and equipment identified and collected as per menu.						
	4.1.3 Tableware cleaned and wiped to remove spots and stains.						
	4.1.4 Service equipment arranged in designated places of service station.						
	4.1.5 Restaurant tables and chairs arranged in designated area.						
	4.1.6 Condiments and supplies arranged on dining table and service station.						
4.2 Take and serve food and beverage order	4.2.1 Water served as per preference of guest from the right-hand side of the guest.						
	4.2.2 Menu presented to guest from right hand side of the guest.						
	4.2.3 Special request and requirements of guests noted properly.						



	<p>4.2.4 Orders repeated to the guest for confirmation.</p> <p>4.2.5 Orders placed and sent KOT/BOT to kitchen/bar promptly.</p> <p>4.2.6 Cutleries provided and adjusted according to the menu choice.</p> <p>4.2.7 Beverage orders picked up promptly from the bar.</p> <p>4.2.8 Beverage orders served by announcing the name in sequence of guest priority with established standard of service.</p> <p>4.2.9 Food orders picked up promptly from the side station.</p> <p>4.2.10 Food orders served by announcing the name in sequence of guest priority with established standard of service.</p>				
4.3 Clear the guest table	<p>4.3.1 Guest permission taken for table clearance when they done with the meal.</p> <p>4.3.2 Soiled crockeries and cutleries cleared in sequence of guest priority with established standard of service and taken to the side-station.</p> <p>4.3.3 Crumbs of food removed from table in hygienic manner.</p> <p>4.3.4 Tables reset and made ready for the next sitting.</p>				
4.4 Settle bill	<p>4.4.1 Bills presented to guest in bill folder.</p> <p>4.4.2 Payment received from guest and handed over to cashier.</p> <p>4.4.3 Change amount returned to guest along with the bill.</p> <p>4.4.4 Guests thanked and given a warm farewell.</p>				

WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

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SN–Simulation

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CT – Certificates

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PP – Product Produced

CS – Case Study



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Range Statement

Variable	Range
Hotel uniform	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Shirt • Pant • Skirt • Waist coat • Apron • Gloves • Tie/bow tie/scarf • Plain black shoes • Full-length black socks • Notepad • Pen • Bottle opener • Waiter's cloth • Hair net
Tableware	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Cutleries • Crockeries • Glassware • Linen



Beverage	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none">• Non-alcoholic beverage<ul style="list-style-type: none">○ Tea○ Coffee○ Milk○ Juice
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5	Unit No: 5 Unit Title: Prepare meal	Unit code:
	<p style="text-align: center;">Elements of competency</p> <p>5.1 Prepare mise-en-place</p> <p>5.2 Prepare breakfast</p>	<p style="text-align: center;">Performance standards</p> <p>5.1.1 Chef uniform worn as per task requirement.</p> <p>5.1.2 Sanitized tools, equipment and utensils collected and arranged as per task requirement.</p> <p>5.1.3 Ingredients collected, measured and arranged as per standard recipe.</p> <p>5.1.4 Ingredients cleaned, cut and prepared as per standard recipe.</p> <p>5.1.5 Condiments prepared and arranged as per types of meal being prepared.</p> <p>5.1.6 Noodles boiled until soft and well cooked.</p> <p>5.1.7 Lump free batter prepared.</p> <p>5.1.8 Dry meat soaked in water.</p> <p>5.1.9 Frozen ingredients are thawed according to food safety guidelines.</p> <p>5.2.1 Cooking method is selected as per breakfast preparation.</p> <p>5.2.2 Egg dishes prepared as per recipe.</p> <p>5.2.3 Bread toasted till golden brown.</p> <p>5.2.4 French toast prepared as per recipe.</p> <p>5.2.5 Cereals portioned and presented with accompaniment.</p> <p>5.2.6 Processed meat item prepared as per recipe.</p> <p>5.2.7 Cut fruits arranged neatly with accompaniment.</p> <p>5.2.8 Cumin tempered Jira Aalu prepared.</p>



		5.2.9 Prepared breakfast plated with proper accompaniment and garnish.
	5.3 Prepare snacks	5.3.1 Tareko aaloo with spices prepared. 5.3.2 Chowmein prepared as per recipe. 5.3.3 Vegetable Pakauda prepared as per the recipe. 5.3.4 Sandeko Sukuti prepared as per recipe. 5.3.5 Sausages deep fried until golden brown. 5.3.6 Prepared snacks plated and garnished.
	5.4 Prepare lunch and dinner	5.4.1 Rice prepared as per recipe. 5.4.2 Dal prepared as per recipe. 5.4.3 Seasonal vegetables prepared as per recipe. 5.4.4 Tangy and spicy achar prepared as per recipe. 5.4.5 Prepared lunch and dinner plated and garnished.
6	Task Performance Requirements (Tools, Equipment and Materials): <ul style="list-style-type: none"> First aid kit, hand towel/drier, hand wash, disposable paper, duster, stock pot, pan, ladle, spoon, chopping boards, knives, cleaver, food processor, strainer, wooden spatula, peeler, cooking range, refrigerator, freezer, weighing scale, label sticker, marker/pen, food wrapper, garbage bag, garbage bin, cutleries, crockeries. 	



7	<p>Safety and Hygiene (Occupational Health and Safety):</p> <ul style="list-style-type: none">• Use chef uniform.• Sanitize tools, utensils and equipment and use safely.• Maintain personal, kitchen and food hygiene to stop spread of bacteria.• Cover cuts and abrasions.• Avoid slippery floors.• Isolate electric and fire hazards (tripping, electric shock, burns).
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8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Kitchen tools, equipment and utensils <ul style="list-style-type: none"> ○ Introduction ○ Types ○ Uses ○ Safe handling • Hygiene <ul style="list-style-type: none"> ○ Introduction ○ Types (Personal and workstation) ○ Guidelines • Safety <ul style="list-style-type: none"> ○ Introduction ○ Personal and kitchen safety ○ Use and importance of first aid and first aid kit • Introduction of standard recipe • Introduction of methods of cooking • Introduction of accompaniment and garnish • Introduction of Mise-en-place • Introduction of food commodity 		<ul style="list-style-type: none"> • Read and interpret manual/instructional guide.



	<ul style="list-style-type: none">• Introduction of food contamination• Introduction and types of kitchen• Duties and responsibilities of Chef• Culinary terminology		
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9	Assessment of Competency					
Unit: 5						
Unit Title: Prepare meal						
Candidate Details			Assessors Detail			
Candidate's Name:			Assessors' Name		ID/License No:	
Registration Number:			1.			
Symbol No:			2.			
Test Centre:			Test Date:			
Element of competency	Performance Standards		Standard Met	Standard Not Met	Evidence Type	Comments
5.1 Prepare mise-en-place	5.1.1 Chef uniform worn as per task requirement. 5.1.2 Sanitized tools, equipment and utensils collected and arranged as per task requirement. 5.1.3 Ingredients collected, measured and arranged as per standard recipe. 5.1.4 Ingredients cleaned, cut and prepared as per standard recipe. 5.1.5 Condiments prepared and arranged as per types of meal being prepared. 5.1.6 Noodles boiled until soft and well cooked. 5.1.7 Lump free batter prepared. 5.1.8 Dry meat soaked in water. 5.1.9 Frozen ingredients are thawed according to food safety guidelines.					



5.2 Prepare breakfast	5.2.1 Cooking method is selected as per breakfast preparation. 5.2.2 Egg dishes prepared as per recipe. 5.2.3 Bread toasted till golden brown. 5.2.4 French toast prepared as per recipe. 5.2.5 Cereals portioned and presented with accompaniment. 5.2.6 Processed meat item prepared as per recipe. 5.2.7 Cut fruits arranged neatly with accompaniment. 5.2.8 Cumin tempered Jira Aalu prepared. 5.2.9 Prepared breakfast plated with proper accompaniment and garnish.				
5.3 Prepare snacks	5.3.1 Tareko aaloo with spices prepared. 5.3.2 Chowmein prepared as per recipe. 5.3.3 Vegetable Pakauda prepared as per the recipe. 5.3.4 Sandeko Sukuti prepared as per recipe. 5.3.5 Sausages deep fried until golden brown. 5.3.6 Prepared snacks plated and garnished.				
5.4 Prepare lunch and dinner	5.4.1 Rice prepared as per recipe. 5.4.2 Dal prepared as per recipe. 5.4.3 Seasonal vegetables prepared as per recipe. 5.4.4 Tangy and spicy achar prepared as per recipe. 5.4.5 Prepared lunch and dinner plated and garnished.				



Range Statement

Variable	Range
Chef uniform	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Chef coat • Trouser • Scarf • Apron • Non-slippery shoes
Ingredients	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Egg • Cereals • Breads • Milk • Ham/sausage/bacon • Dry meat(Sukuti) • Potato • Seasonal fruits • Seasonal vegetables • Mix lentil • Tomato • Rice



	<ul style="list-style-type: none"> • Noodles • Oil/ghee • Onion • Garlic • Ginger • Chilly (dry and fresh) • Fresh coriander • Salt • Turmeric powder • Nepali spices • Corn flour • Sugar • Lemon
Condiments	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Honey • Tomato sauce/ketchup • Hot sauce • Achar
Cooking method	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Boiling • Frying • Simmering • Sautéing



Egg dishes	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Boiled egg • Omelet
Cereals	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Corn flakes • Porridge • Oats
Processed meat	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Ham • Bacon • Sausage • Dry meat (Sukuti)
Breakfast	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Egg • Bread toast and French toast • Milk and cereals • Sausage, ham and bacon • Vegetables



Snacks	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Tareko aalu • Chowmein • Pakauda • Sukuti sadeko • Fried sausage
Lunch and dinner	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Rice • Daal • Seasonal Vegetables • Achar



5	Unit No: 6		Unit code:
	Unit Title: Store food items		
	Elements of competency	Performance standards	
	6.1 Prepare storage area	6.1.1 Hotel uniform used in accordance with task requirement. 6.1.2 Storage area cleaned and sanitized. 6.1.3 Containers cleaned, sanitized and dried. 6.1.4 Containers arranged in a designated place.	
	6.2 Store raw food commodities	6.2.1 Raw food commodities checked and segregated as per nature. 6.2.2 Raw food commodities covered/wrapped and labelled by label tag. 6.2.3 Raw food commodities stored in correct temperature as per nature of food commodities. 6.2.4 Food commodities used as per "first in, first out" (FIFO) principle.	
6.3 Store cooked food	6.3.1 Cooked food rapidly cooled to room temperature within two hours. 6.3.2 Cooked food covered/wrapped and labelled. 6.3.3 Cook food stored in correct temperature. 6.3.4 Cook food used as per FIFO principle.		
6.4 Hold prepared food	6.4.1 Cooked food transferred to holding equipment. 6.4.2 Temperature of cooked food maintained above 72 degrees Celsius. 6.4.3 Temperature of cold prepared food maintained above 0 and below 5 degrees Celsius. 6.4.4 Temperature of food in holding equipment checked frequently. 6.4.5 Cold prepared food kept away from hot serving dishes.		



<p>6</p>	<p>Task Performance Requirements (Tools, Equipment and Materials):</p> <ul style="list-style-type: none"> • Sanitizer, cleaning agent, hand towel/drier, duster, mop, blast chiller, Gastronome (GN) pan, Ice, freezer, refrigerator, log book, wrapping foil, labelling sticker, marker, bowl, tray, basket, shelves, bain-marie, hot-case, thermometer, raw food commodities and cooked/partially cooked food items.
<p>7</p>	<p>Safety and Hygiene (Occupational Health and Safety):</p> <ul style="list-style-type: none"> • Use hotel uniform. • Sanitize tools, utensils and equipment and use safely. • Maintain personal, kitchen and food hygiene to stop spread of bacteria. • Cover cuts and abrasions. • Avoid slippery floors. • Isolate electric and fire hazards (tripping, electric shock, burns).



8	Required Knowledge		
	Technical Knowledge	Applied Calculation	Graphical Information
	<ul style="list-style-type: none"> • Nature of food <ul style="list-style-type: none"> ○ Perishable and nonperishable ○ Cooked and partially cooked ○ Quality • Storage area <ul style="list-style-type: none"> ○ Types (Cold storage, dry storage and deep freeze) ○ Safe and danger temperature zone • Food rotation (FIFO, LIFO) • Contamination <ul style="list-style-type: none"> ○ Types (Physical, biological and chemical) ○ Effects (Food borne illness and food poisoning) ○ Symptoms ○ Prevention • Prepared food holding <ul style="list-style-type: none"> ○ Hot and cold holding ○ Holding technique ○ Holding time period and temperature • Occupational health and safety 		<ul style="list-style-type: none"> • Read and interpret manual/instructional guide.



9	Assessment of Competency							
Unit: 6								
Unit Title: Store food items								
Candidate Details				Assessors Detail				
Candidate's Name:				Assessors' Name		ID/License No:		
Registration Number:				1.				
Symbol No:				2.				
Test Centre:				Test Date:				
Element of competency		Performance Standards			Standard Met	Standard Not Met	Evidence Type	Comments
6.1 Prepare storage area		6.1.1 Hotel uniform used in accordance with task requirement. 6.1.2 Storage area cleaned and sanitized. 6.1.3 Containers cleaned, sanitized and dried. 6.1.4 Containers arranged in a designated place.						
6.2 Store raw food commodities		6.2.1 Raw food commodities checked and segregated as per nature. 6.2.2 Raw food commodities covered/wrapped and labelled by label tag. 6.2.3 Raw food commodities stored in correct temperature as per nature of food commodities. 6.2.4 Food commodities used as per "first in, first out" (FIFO) principle.						



6.3 Store cooked food	6.3.1 Cooked food rapidly cooled to room temperature within two hours. 6.3.2 Cooked food covered/wrapped and labelled. 6.3.3 Cook food stored in correct temperature. 6.3.4 Cook food used as per FIFO principle.				
6.4 Hold prepared food	6.4.1 Cooked food transferred to holding equipment. 6.4.2 Temperature of cooked food maintained above 72 degrees Celsius. 6.4.3 Temperature of cold prepared food maintained above 0 and below 5 degrees Celsius. 6.4.4 Temperature of food in holding equipment checked frequently. 6.4.5 Cold prepared food kept away from hot serving dishes.				

WT- Written Test

OQ- Oral Question

PT- Practical Test

DO – Direct Observation

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Range Statement

Variable	Range
Hotel uniform	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Chef coat • Apron • Toque (Cap/hat) • Hair net • Scarf/Neckerchief • Gloves • Safety shoes • Trouser
Storage area	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Cold storage/Refrigerator • Dry storage • Deep freeze/freezer
Containers	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Tray • Basket • Shelves



Raw food commodities	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Perishable <ul style="list-style-type: none"> ○ Dairy products ○ Vegetable ○ Fruits • Non perishable <ul style="list-style-type: none"> ○ Pulses ○ Dry fruits ○ Flours ○ Canned food commodities ○ Packed food items
Label	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Name of food commodities • Storage day, date and time • Amount
Temperature	<p><i>May include but not limited to:</i></p> <ul style="list-style-type: none"> • Perishable: above 0 and below 5 degree Celsius • Frozen food: -18 degree Celsius and below • Dry Food: 10 to 22 degree Celsius (room temperature)



Holding equipment

May include but not limited to:

- Hot prepared food
 - Bain-marie
 - Chafing dish
 - Hot case
- Cold prepared food
- Display counter



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