



IMPACT ASSESSMENT REPORT

**JUBILANT FOODWORKS LIMITED-FOOD INDUSTRY CAPACITY AND
SKILLS INITIATIVE- CORPORATE SOCIAL RESPONSIBILITY**

SEPTEMBER 2025

Prepared By



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ABBREVIATIONS

CSR - Corporate Social Responsibility

JFL - Jubilant Foodworks Limited

FICSI - Food Industry Capacity and Skill Initiative

QSR - Quick Service Restaurant

FICCI- Federation of Indian Chambers of Commerce and Industry

MSDE- Ministry of Skill Development & Entrepreneurship

MoFPI- Ministry of Food Processing Industries

NCVET- National Council for Vocational Education and Training

NSDC - National Skill Development Corporation

OECD- Organization for Economic Cooperation and Development

SGS- Société Générale de Surveillance

SDG- Sustainable Developmental Goals

ETHICAL CONSIDERATION

Informed consent: The interviews were done after receiving respondent's consent. Even after the interviews were completed, their permission was sought to proceed with their responses.

Confidentiality: The information provided by participants has been kept private. At no point were their data or identities disclosed. The research findings have been quoted in a way that does not expose the respondents' identities.

Comfort: The interviews were performed following the respondents' preferences. In addition, the interview time was chosen in consultation with them. At each level, respondents' convenience and comfort were considered.

Right to reject or withdraw: Respondents were guaranteed safety and allowed to refuse to answer questions or withdraw during the study.

ACKNOWLEDGEMENT

We, SGS, would like to express our gratitude to FICSI for entrusting us with this impact assessment assignment. We are extremely thankful for their assistance during the course of the study.

We thank everyone who supported and facilitated the study and contributed to gathering insights.

We truly appreciate all the intellectual guidance from the FICSI team throughout the study. Last but not least, we want to express our gratitude to everyone who spent the time answering the extensive survey.



ABOUT SGS

Founded in 1878, SGS is the world's leading company in testing, inspection, verification, and certification services, setting the global benchmark for quality, sustainability, and integrity across industries.

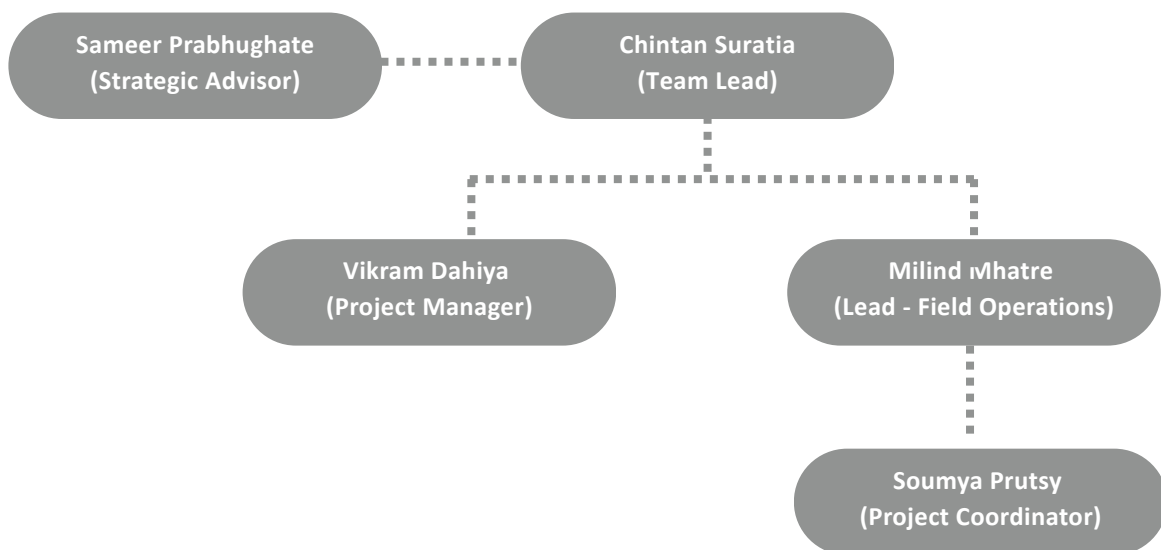
Our mission is to create a better, safer, and more interconnected world by helping businesses manage risk, improve efficiency, and drive sustainable growth. With tailored solutions spanning agriculture, automotive, consumer goods, energy, healthcare, and more, we support organizations in meeting regulatory requirements and achieving higher performance standards.

As a trusted global partner, SGS combines its impact-led approach, expertise, and extensive presence to deliver measurable results. We collaborate with corporations, philanthropic organizations, foundations, and social organizations to design and implement CSR programs, ensuring compliance while maximizing social impact. Our integrated platform enables corporates and institutions to meet CSR mandates effectively and sustainably.



Project Timeline

Core Project Team



SETTING THE CONTEXT

India has one of the youngest populations in the world, with over 50% of its citizens below the age of 25. States like Uttar Pradesh, Bihar, Jharkhand, and Haryana have a high concentration of youth, many of whom lack access to formal education or employable skills.

According to the latest Annual Survey of Industries (ASI) for 2022-23, the total number of persons engaged in registered food processing sector was 22.96 lakhs. Unregistered food processing sector supported employment to 46.57 lakh worker as per the Annual Survey of Unincorporated Sector Enterprises, 2022-23 and constituted 15.21% of employment in the unregistered manufacturing sector.

The Quick Service Restaurant (QSR) industry, one of the fastest-growing segments within food services, is expected to expand from \$8.7 billion in 2024 to around \$16.3 billion by 2033, with an annual growth rate of 7–7.5%. This growth is especially visible in Tier 2 and Tier 3 cities, fueled by rising disposable incomes, changing dietary habits, urbanization, and the rise of cloud kitchens and delivery platforms. However, this rapid expansion is hindered by persistent challenges such as high employee turnover, inconsistent service quality, and a lack of adequately trained staff. Employers often point out that many recruits enter the sector without essential skills in hygiene, customer interaction, and workplace discipline—areas that are critical for sustaining long-term industry growth.

Youth from underserved communities are often excluded from this job market due to a lack of practical training, industry exposure, and soft skills. Many youth are unaware of the career possibilities in industries like QSR or do not view vocational training as a credible career pathway. The availability of training centers in rural or semi-urban areas is limited, and those that do exist often struggle with inadequate infrastructure, outdated curriculum, or weak industry connections. Social barriers especially for young women, such as limited mobility, safety concerns, and family responsibilities also restrict

Participation. Furthermore, even trained candidates may lack soft skills or confidence, and high attrition rates after job placement further reduce long-term impact.

The Quick Service Restaurant (QSR) sector stands out as one of India's fastest-growing industries, presenting immense potential for employment generation. However, unlocking this opportunity requires structured, industry-aligned vocational training in key areas like food safety, hygiene practices, customer interaction, and basic hospitality standards. Through this project, FICSI has taken a targeted step toward addressing these skill gaps by equipping youth with practical, job-ready competencies that align with the specific needs of the QSR industry.



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- <https://www.mofpi.gov.in/Schemes/human-resources-and-institutions/skill-developement>
 - <https://retail.economictimes.indiatimes.com/news/food-entertainment/personal-care-pet-supplies-liquor/manpower-demand-in-food-processing-to-be-5-3-lakh-persons-annually-mofpi/30006365>
 - <https://www.imarcgroup.com/india-quick-service-restaurants-market>
 - <https://economictimes.indiatimes.com/industry/services/hotels-/restaurants/hotel-restaurant-chains-face-staff-shortage-look-to-develop-new-talent/articleshow/92587944.cms>
 - <https://hospitality.economictimes.indiatimes.com/news/restaurants/the-level-of-non-compliance-in-the-qsr-space-is-deeply-concerning-teamlease-services-report/109676357>
 - <https://hospitality.economictimes.indiatimes.com/news/speaking-heads/how-skill-shortages-can-be-a-threat-to-growth-in-the-hospitality-sector/93339100>

ABOUT FICSI

The Food Industry Capacity & Skill Initiative (FICSI), also recognized as the Food Processing Sector Skill Council, is a nonprofit organization registered under the Societies Registration Act of 1860. This initiative has garnered support from the Federation of Indian Chambers of Commerce and Industry (FICCI) in collaboration with the Ministry of Skill Development & Entrepreneurship (MSDE) and the Ministry of Food Processing Industries (MoFPI). The organization's headquarters is situated at the third floor of the Shriram Bhartiya Kala Kendra Building, Copernicus Marg, New Delhi 110001.

FICSI operates as an autonomous entity within the industry, with the primary objective of cultivating a skilled workforce tailored for the Food Processing Industries. Its role extends to fostering a culture of food-related knowledge and enhancing the skills of individuals engaged in the food processing sector. Notably, FICSI is registered under the National Council for Vocational Education and Training (NCVET) as an Awarding Body.



ABOUT JUBILANT

Jubilant Food Works Limited is India's largest foodservice company and is part of the Jubilant Bhartia Group. Incorporated in 1995, the Company holds the exclusive master franchise rights from Domino's Pizza Inc. to develop and operate the Domino's Pizza brand in India, Sri Lanka, Bangladesh and Nepal. In India, it has a strong and extensive network of 1,816 Domino's restaurants across 393 cities. In Sri Lanka and Bangladesh, the Company operates through its wholly owned subsidiaries which currently has 48 and 17 restaurants respectively.

Jubilant Food Works also has exclusive rights to develop and operate Dunkin' restaurants in India and Popeyes restaurants in India, Bangladesh, Nepal and Bhutan. The Company currently operates 21 Dunkin' restaurants across six Indian cities and 13 Popeyes restaurants in two cities. In 2019, Jubilant Food Works launched its first owned-restaurant brand 'Hong's Kitchen' in the Chinese cuisine segment which now has 13 restaurants across three cities.



EXECUTIVE SUMMARY

The Skill Development Project, implemented under the CSR initiative of Jubilant FoodWorks Limited in collaboration with FICSI) focuses on the NCVET-approved job role of “Food Handler – FIC/Q9012.” The program consists of 210 hours of classroom training, including a visit to a Quick Service Restaurant (QSR) to help trainees become familiar with the working environment and operations of the QSR sector.

This initiative measures its impact by enabling underserved youth—particularly those with limited educational backgrounds and work experience—from Tier 2 and Tier 3 towns to gain meaningful employment in the growing QSR and food processing sectors.

At its core, the project achieved three major outcomes:

Workforce Readiness and Job Placement: The program effectively bridged the gap between training and employment, preparing first-time job seekers especially those with no prior work experience or immediate roles in the formal sector. High placement rates and quick workforce absorption reflect the industry relevance of the training and its alignment with real-time employer needs.

Livelihood Enhancement and Financial Inclusion: For a majority of participants, this was their first opportunity to earn a steady income. Even modest wages represented a significant shift from zero-income status, contributing to improved household financial stability. In many cases, beneficiaries transitioned from being dependents to active earners, boosting their self-worth and decision-making power within the family.

Social Empowerment and Gender Equity: The program created meaningful social impact, particularly for women. By offering structured skill training and employment pathways, it enabled women to overcome traditional barriers to workforce entry. The result was not only personal empowerment, but also a ripple effect within communities—encouraging more women to explore similar opportunities and helping shift perceptions around gender roles.

Beyond individual employment outcomes, the project has contributed to national goals of inclusive growth, regional equity, and youth empowerment. It fostered confidence, built professional identity, and created local role models who inspire change within their communities. The success of this model reinforces the value of targeted, industry-linked training programs as powerful tools for grassroots transformation.



IMPACT AT GLANCE

OUTPUT

93%

Rated quality of training as Good or Excellent

76%

Secured employment shortly after completion of training

94%

Confident on applying skills learned from training in employment

76%

Reported improvement in financial situation

96%

Feel that skills will be of use in building a career in QSR space

87%

of the respondents were unemployed before undergoing this training

SDG ALIGNMENT



OUTCOME

₹ 10,731

Average stipend of the trainees placed at Compass Group, Barbeque Nation, Absolute Barbeque etc.

ABOUT THE INTERVENTION

In the fiscal year 2023–24, Jubilant FoodWorks Limited (JFL), in strategic collaboration with the Food Industry Capacity and Skill Initiative (FICSI), launched a comprehensive skill development program under its Corporate Social Responsibility (CSR) initiative. The intervention was designed to address unemployment among youth from underprivileged backgrounds in Tier 2 and Tier 3 towns across Eastern, Central, and Northern India regions often overlooked in terms of formal skill-building and employment opportunities.

The project focused on equipping candidates with relevant skills in the food processing sector, especially tailored for the growing Quick Service Restaurant (QSR) industry, one of India's fastest-expanding sectors. Through structured training aligned with NSQF (National Skills Qualifications Framework) standards, the initiative emphasized job-readiness, hygiene and food safety, and workplace competencies required by leading QSR and food companies.

Key highlights of the intervention include:

- **Targeted Skilling and Certification:** Unemployed youth aged 18–22, with a minimum qualification of 10th grade and proficiency in a local language, were selected through a pre-screening aptitude test developed by JFL. Special efforts were made to ensure that at least 50% of participants were women, promoting gender inclusion.
- **Geographic Reach:** The project was successfully implemented in districts across Bihar, Haryana, Jharkhand, Odisha, Uttar Pradesh, and West Bengal, including remote and underserved locations such as Jamui, Dumka, Kendrapara, and Balrampur.
- **Placement-Oriented Approach:** Over 70% of trained candidates secured employment in the QSR industry, highlighting the practical alignment of training content with current labor market needs.
- **Received Assistance for Driving License:** Over 40% of the candidates received learner's and permanent driving license as a part of financial support under the project. This will further help them to get employment.

APPROACH AND METHODOLOGY

This section presents the methodology used to evaluate the impact of the intervention, detailing the study's design, data collection techniques, sampling methods, and the analytical framework applied to extract meaningful insights.

A mixed-methods strategy was adopted to ensure a thorough and in-depth assessment of the intervention's outcomes. By integrating both quantitative and qualitative tools, the study allowed for triangulation of data and provided a comprehensive view of stakeholder experiences and feedback. The evaluation also incorporated participatory techniques, engaging beneficiaries and community members directly in the process to improve the accuracy and relevance of the findings.

The assessment was conducted using the Organization for Economic Cooperation and Development (OECD) evaluation framework, which offered a structured approach across core criteria such as relevance, effectiveness, efficiency, impact, and sustainability. This framework supported a systematic analysis of the program's execution and outcomes, highlighting key strengths, areas for improvement, and potential for future expansion. The evaluation approach was specifically designed to help FICSI track progress toward its goals and support data-driven planning for future initiatives.



Fig 1: OECD framework deployed for the study

Phase I: Planning

In the initial planning phase, the SGS team worked closely with FICSI to develop a thorough understanding of the project's scope, objectives, and expected outcomes. Based on these consultations, tailored qualitative and quantitative data collection tools were designed to capture relevant information from key stakeholders. Field enumerators underwent structured training and orientation sessions led by SGS to ensure consistent and accurate data collection. A detailed fieldwork plan was developed in coordination with FICSI and its implementation partners, outlining logistics, timelines, and stakeholder engagement strategies.

Phase II: Implementation

During the implementation phase, the data collection tools were customized to suit the unique needs of different stakeholder groups, including beneficiaries, trainers, and program administrators. A pilot test was conducted to validate the tools for clarity, relevance, and reliability. Based on feedback, minor refinements were made before full-scale data collection commenced.

Phase III: Assessment and Dissemination

Following data collection, all datasets were rigorously cleaned, coded, and subjected to systematic analysis using both descriptive and thematic techniques. The findings were synthesized into a comprehensive impact assessment report, highlighting key insights, outcomes, and recommendations. The report serves as an evidence base for FICSI to assess program effectiveness and inform strategic planning for future interventions.

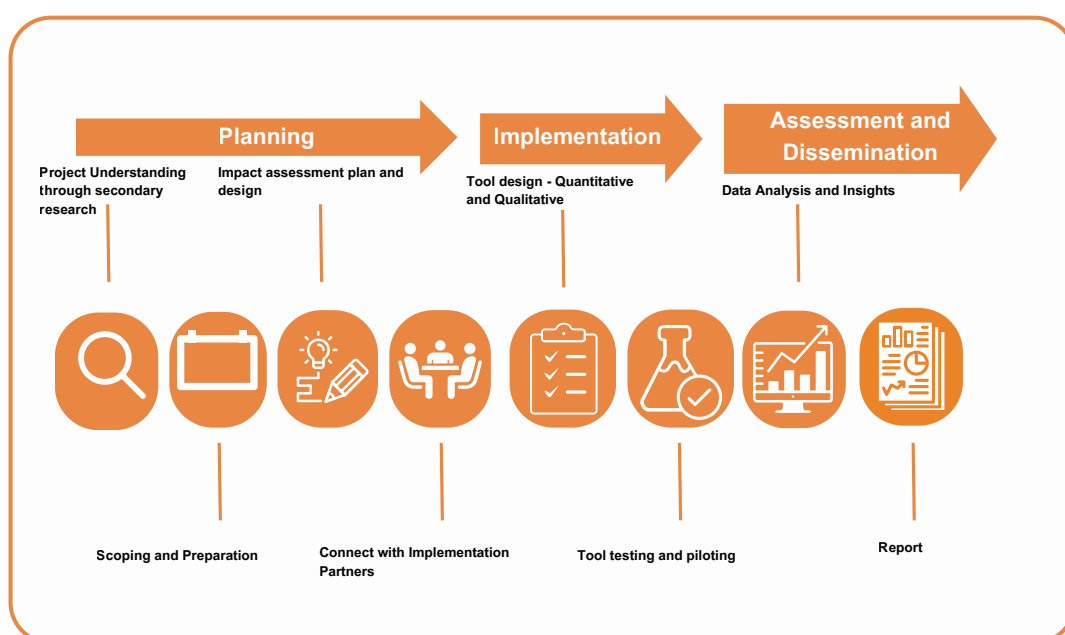


Fig 2: Technical Approach for the Impact Assessment Study

KEY FINDINGS



RELEVANCE

This section provides a comprehensive summary of the participants' demographic profiles and highlights key insights from the impact assessment, which included a total of 427 beneficiaries. The evaluation incorporates both quantitative and qualitative data, offering a well-rounded and representative view of the participants' backgrounds.

The data collected by our team reflects a regionally diverse and balanced representation of program participants. Uttar Pradesh comprised 30% of the total sample, followed by Jharkhand at 27%, while Haryana and West Bengal each accounted for 21%. This distribution indicates that our data collection process ensured fair and proportionate representation from various locations, capturing the voices of beneficiaries across different geographic regions.

The majority of participants had completed Secondary (56%) or Senior Secondary (39%) education, while only 5% held graduate degrees or higher. This distribution highlights that the selection of beneficiaries was well-aligned with the program's eligibility criteria, effectively targeting individuals with limited access to higher education but strong potential for vocational skill development.

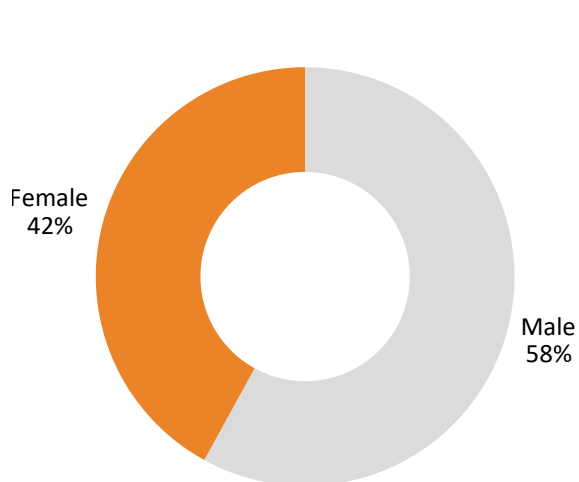


Fig 3: Gender Profile

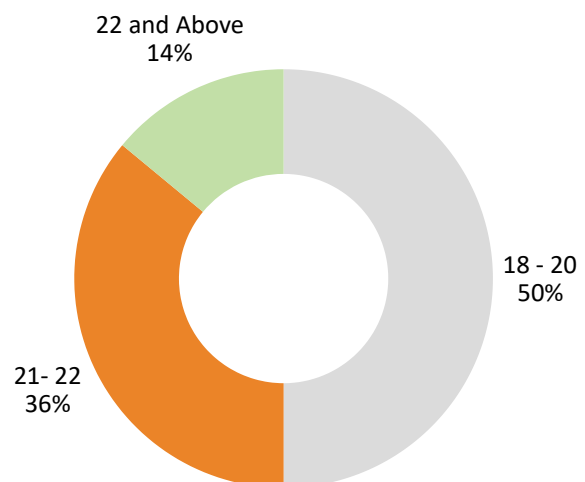


Fig 4: Age wise representation
(On the time of data collection)

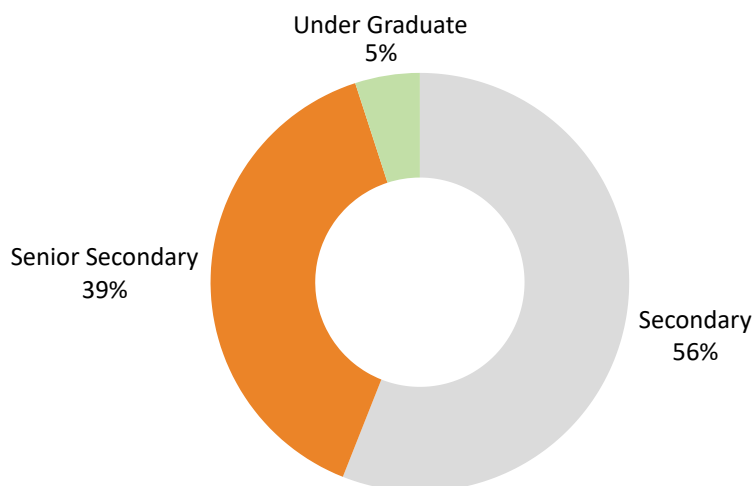


Fig 5: Education Profile

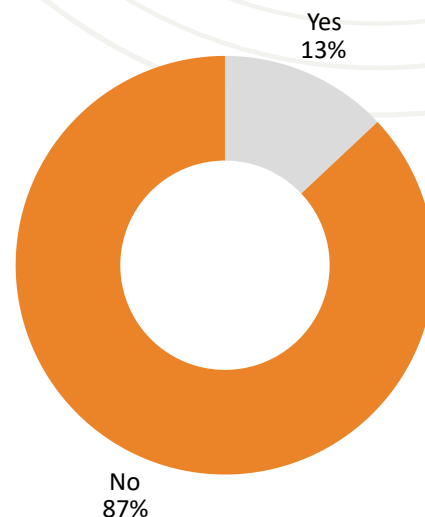


Fig 6: Whether the beneficiary was employed before this intervention?

Around 87% of the participants had no prior work experience, highlighting the program's importance in helping them enter the formal workforce for the first time. For many especially women, the intervention provided first time exposure to workplace practices, income-generating skills.

The demographic profile of participants highlights the strong relevance of the Skill Development Project to India's workforce development agenda. By reaching a diverse cross-section of states and ensuring balanced representation across regions, genders and educational backgrounds, the program effectively addresses gaps in access to industry-aligned training for youth at the start of their careers.

The initiative is particularly significant for those with limited prior work experience, serving as a crucial first entry point into the formal workforce. For many, especially women who have historically faced barriers to structured skill development and employment, this program provided an essential platform for acquiring practical skills, building confidence and accessing new livelihood opportunities.

In doing so, the project responds directly to national priorities of inclusive growth, youth empowerment and bridging regional and gender disparities in employment.

EFFECTIVENESS

The training program was very well-received by the participants, with 93% rating it as either Excellent or Good. This indicates a high level of satisfaction with both the training content and the way it was delivered. It highlights that the program successfully met the expectations of participants and upheld a strong quality of instruction.

A total of 96% of participants shared that the training helped them improve their skills for working in the food processing or QSR industry. This shows that the training content was both relevant and practical, preparing them for real job opportunities in the sector.



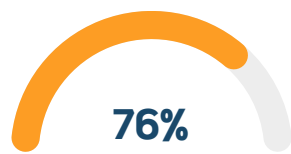
The breakdown of what participants learned gives a clearer picture of how the training helped them. About 36% said they improved their customer service and communication skills, which are very important for front-end jobs in QSRs where talking to customers is a big part of the work. Another 33% said they learned important food safety and hygiene practices—something that’s especially important now, after COVID, when cleanliness is taken very seriously.

Around 22% said they got better at food preparation and cooking, showing the training matched well with kitchen job needs. About 5% learned about financial and digital tools, helping them manage money, use digital systems, and even prepare for small business opportunities. Only 4% mentioned learning about waste management, but this shows some growing awareness of sustainability, which could be given more focus in future training.

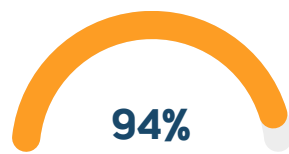
EFFICIENCY

The training program was successful in helping participants find jobs, with 76% securing employment in the food processing or QSR sector soon after finishing the course. Notably, 52% were placed within just one month. This quick shift into the workforce shows that the program was well connected to industry needs and effectively prepared participants for immediate job opportunities.

In terms of employment types, a majority (54%) were placed in food preparation roles, such as handlers or preparatory staff, reflecting the emphasis on technical kitchen skills within the training. Additionally, 23% joined as kitchen staff and 20% as service staff, suggesting that the program effectively catered to a range of roles within the QSR value chain. A smaller segment took up roles as assistants, cashiers or helpers, indicating the diversity of job outcomes based on individual skill sets and employer needs.



**Secured placement
post training**



**Able to apply the skills
learned during training in
day-to-day work**

About 65% of participants were placed in full-time jobs, indicating steady and long-term entry into the workforce. Additionally, 9% took up part-time roles, and 2% started their own small businesses, reflecting initial steps toward entrepreneurship. Most participants reported monthly average incomes ₹10,731 placed at Compass Group, Barbeque Nation, Absolute Barbeque.

While these earnings may seem modest, they mark a meaningful change—especially for the 87% who had never worked before—offering a chance to support their families financially and build personal confidence.

Beyond employment, the training also led to behavioral shifts in daily practices. A substantial 67% of participants reported consistently applying hygiene habits such as proper handwashing, which are critical in food-handling environments. Additionally, 18% became more aware of the importance of using safety and hygiene products and 9% adopted structured safety management practices.

IMPACT

73% reported that their jobs improved their financial situation, suggesting that the income earned was not only consistent but substantial enough to elevate their overall standard of living. The impact of the skill development program went far beyond just helping participants find jobs. For many, it brought real improvements in their overall quality of life. Financially, participants who were previously unemployed began earning a steady income, which helped reduce the financial burden on their families and allowed them to contribute to household expenses, savings, or even support younger siblings' education. This shift from dependency to earning gave many a sense of pride and self-reliance.

At the household level, the change was equally significant. Earning members gained greater respect and recognition within their families, and in some cases, their opinions started carrying more weight in household decisions. This was especially true for women participants, who not only broke traditional gender roles by stepping into the workforce but also became active contributors to their family's financial health.

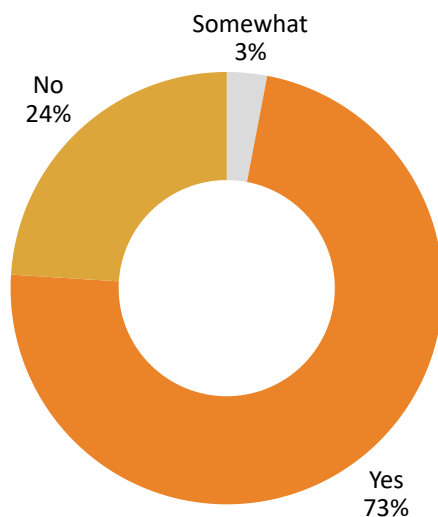
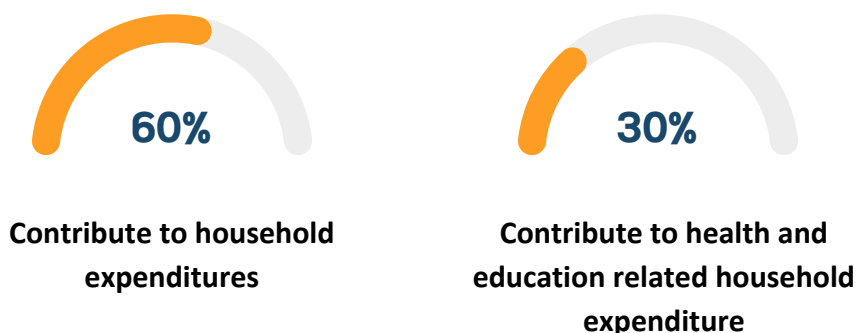


Fig 7: Has the job improved financial situation?



COHERENCE

The Skill Development Project is well-aligned with India's national priorities and international development goals. It supports the Skill India Mission and the National Policy on Skill Development and Entrepreneurship (2015) by providing demand-driven, industry-relevant training to underserved youth, especially in Tier 2 and Tier 3 towns. By focusing on high-growth sectors like food processing and QSR, the project also complements broader initiatives such as Make in India and Aatmanirbhar Bharat, while promoting entrepreneurship and youth employability.

The program prioritizes gender inclusion in line with initiatives like Beti Bachao, Beti Padhao, with nearly half of participants being women—many of whom gained their first exposure to structured work environments.

The project contributes to multiple Sustainable Development Goals (SDGs):

- SDG 1 (No Poverty) and SDG 8 (Decent Work and Economic Growth) through employment generation,
- SDG 2 (Zero Hunger) – by promoting food safety and hygiene, the program indirectly supports safe and nutritious food practices,
- SDG 3 (Good Health and Well-being) – improved hygiene behaviors and safer food handling enhance public health outcomes,
- SDG 4 (Quality Education) via skill-based learning,
- SDG 5 (Gender Equality) by empowering women economically,
- SDG 6 (Clean Water and Sanitation) – training modules on hygiene and safe practices reinforce the importance of clean water use in food preparation,
- SDG 7 (Affordable and Clean Energy) – future scale-up could integrate energy-efficient practices in QSR kitchens,
- SDG 9 (Industry, Innovation, and Infrastructure) – the project strengthens industry-ready workforce pipelines, indirectly supporting sectoral growth and service infrastructure,
- SDG 10 (Reduced Inequalities) by reaching disadvantaged regions and communities.

SUCCESS STORY

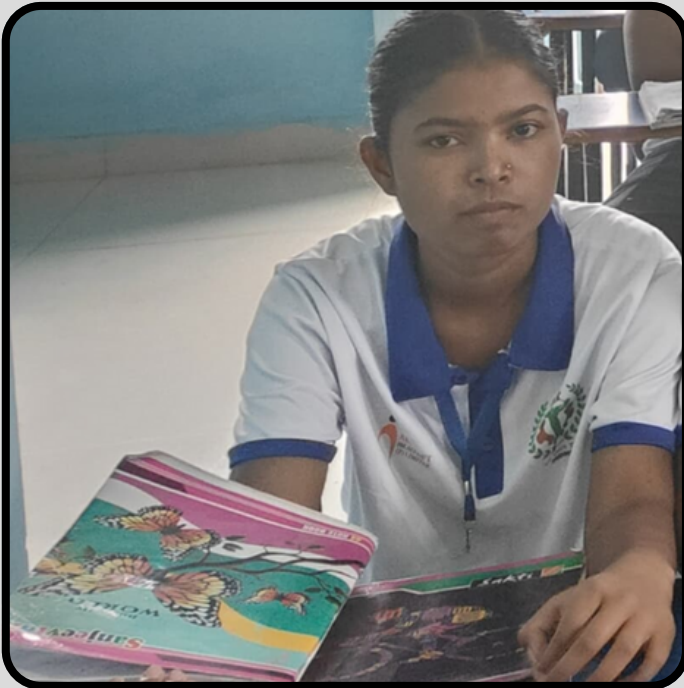


Suyata Karmakar, a young and determined woman from Katapukur Koley Bagan in Hooghly, West Bengal, grew up in a household with limited resources. Her father, Ratan Karmakar, was the sole breadwinner, earning just ₹6,000 per month—an income that barely met the family's basic needs. Despite these financial hardships, Suyata held onto her dream of building a stable future and supporting her family.

Her aspirations took shape when she enrolled in the JFL_FICSI CSR Project's Food Handler Training Program. Through the program, Suyata not only gained technical knowledge and food safety skills but also the confidence to step into the professional world. Her hard work paid off when she secured placement at the Chandan Nagar Domino's Store, marking the beginning of a new chapter in her life.

Today, Suyata stands as an example of how skill development and determination can transform challenges into opportunities, inspiring many others in her community to pursue their dreams.

SUCCESS STORY



Reshma Kullu is a 22-year-old girl from a small tribal village called Gadegaon, in the Kanke block of Ranchi. Like many young women in her village, her life was limited to household chores, especially cooking in her small kitchen. She never thought that one day, she would dream of working at some reputed brand or even opening her own kitchen.

Reshma has started working with QSR listed on Swiggy and is preparing for interviews at KFC. But her biggest dream is to start her own food business. "One day, I want to open a nice, clean kitchen here in Ranchi where food is both tasty and safe," she says with a smile.

Reshma's journey shows how skill training can do more than get a job. It can build confidence, change habits, and create big dreams in small places.

"Pehle sirf khana banana aata tha, ab samajh aaya ki kaise professional ban ke banana hai. Mere sapne ab bada ho gaye hain."

SUCCESS STORY



Saurav, a 22-year-old from Sohna, Gurugram, had always faced tough times. Despite finishing his senior secondary education, he could only find small, uncertain jobs that didn't help much at home. Things changed when he enrolled in the training program.

The training gave Saurav more than just knowledge—it gave him confidence. He learned how to work in a team, follow hygiene rules, and speak with customers. After completing the course, he was selected during a placement drive and got his first real job as a delivery boy in Gurugram, earning ₹12,000 per month.

Today, Saurav supports his family, follows all safety practices, and feels proud of his work. His family respects him more, and his friends now look up to him. He dreams of growing further—maybe becoming a supervisor or starting his own small venture one day.

“Aaj main maa ko paise bhejta hoon, apne pairon par khada hoon. Ye sab training ki wajah se hi hua.”

TESTIMONIALS

Placed candidates

“

Before joining the training, I had no idea how to work in a professional kitchen. Now I understand everything from food safety to teamwork. I recently got my first job at a Domino's outlet, and it feels amazing to contribute to my family's income.

”

-Doli kumari, Giridh

“

“The biggest change for me was learning customer service skills. Earlier I was shy, but now I can confidently talk to customers and explain menu items. My manager appreciates how I greet every customer with a smile.”

”

-Reshma Kullu, Ranchi

“

“This was my first step into the professional world. The training taught me how to maintain hygiene, handle food properly, and work in a team. Today I am working in a reputed QSR chain and saving money every month.”

”

-Priyanka Kumari, Ranchi

“

“I used to think only big-city people could work in branded restaurants. But after this training, I got a job in my hometown itself. I feel proud when customers call me by name and appreciate my service.”

”

-Meena Hansda, Ranchi

“

“Apart from job skills, I learned discipline and time management. Earlier I was always late, but now I reach before my shift starts. My supervisor noticed my punctuality and said I could be promoted soon.”

”

-Mansha Singh, South 24 Paraganas

“

“The exposure to industry practices helped me understand how every small hygiene step matters. Now, whether it's washing hands or checking food temperature, I follow all protocols. Customers notice the difference, and that makes me happy.”

”

-Parveen, Gurugram

TESTIMONIALS

Employers

Department: Human Resource

“FICSI-trained candidates have consistently demonstrated excellent skills, professionalism, and adaptability. The training equips them with both technical expertise and the right workplace attitude. We hire between 600–800 trained professionals every month, and FICSI has played a significant role in helping us meet this demand through well-prepared, job-ready talent. Their coordination and responsiveness have made this partnership highly effective.”

-Mr. Jayanta Saha, Barbeque Nation, GM-HR

“Candidates trained through FICSI arrive with strong discipline, solid knowledge of hygiene protocols, and practical kitchen skills. Their readiness to contribute from day one reflects the quality of training they receive. This collaboration has been invaluable in meeting our staffing needs without compromising on service standards.”

-Mr. Selim Ali , Mainland China, HR Manager

“FICSI’s training produces candidates who are well-versed in both food preparation and customer engagement. They bring energy, efficiency, and a strong service mindset to our teams. The program’s focus on industry-relevant skills has helped us onboard talent that fits seamlessly into our operations.”

-Mr. Susovan Dutta , WOW Momo Group, HR Manager

“We’re grateful to have Jito on our team. After the training, she’s shown a big change in how she works. She keeps everything clean, treats customers with real warmth, and takes great care with every order especially in making sure our food is packed safely and properly. She also inspires other employees to maintain hygiene. we’re grateful for her dedication.”

-Pradeep Sharma, Pawan Rajsthani Vyanjan, HR Manager

CONCLUSION

The Skill Development Program has made a real difference in the lives of youth, especially those from less-privileged backgrounds. The training reached youth from different states like Uttar Pradesh, Jharkhand, Haryana, and West Bengal. It gave equal chance to men and women, and to those who had finished only school-level education. This shows that the relevance and need of the program.

After the training, more than 75% of the participants got jobs, and over half of them were placed within one month. Most got full-time work, which gave them a steady income and more confidence. Many had never worked before, and this job became their first step into the professional world. Women, in particular, felt proud to contribute to their families for the first time. Also, 96% said they felt inspired to tell others in their village to join similar training.

Overall, the program helped young people learn useful skills, earn a living, and feel confident about their future. It also helped reduce inequality and encouraged more women to work. With continued support, this kind of training can help many more youth build a better life for themselves and their communities.





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