

Qualification Pack



Fundamentals of Small Food Business Operations

QP Code: FIC/N9712

Version: 1.0

NSQF Level: 2

Food Industry Council for Skills and Innovation || Shriram Bharatiya Kala Kendra, 3rd floor, 1,
Copernicus Marg, Mandi House, New Delhi
Delhi 110001 || email: Tarun@ficsi.in

Qualification Pack

Contents

FIC/N9712: Fundamentals of Small Food Business Operations	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
FIC/N9712: Fundamentals of Small Food Business Operations	5
Assessment Guidelines and Weightage	13
<i>Assessment Guidelines</i>	13
<i>Assessment Weightage</i>	14
Acronyms	15
Glossary	16

Qualification Pack

FIC/N9712: Fundamentals of Small Food Business Operations

Brief Job Description

This NOS is about managing small food outlets, including daily operations, customer service, and basic hygiene.

Personal Attributes

undefined

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N9712: Fundamentals of Small Food Business Operations](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	
Occupation	Food Sales and Retail Operations
Country	
NSQF Level	2
Credits	7
Aligned to NCO/ISCO/ISIC Code	
Minimum Educational Qualification & Experience	Ability to read and write OR Previous relevant Qualification of NSQF Level (1)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	16 Years

Qualification Pack

Last Reviewed On	NA
Next Review Date	25/02/2029
NSQC Approval Date	25/02/2026
Version	1.0
Reference code on NQR	NG-02-FI-05209-2026-V1-FICSI
NQR Version	1.0

Qualification Pack

FIC/N9712: Fundamentals of Small Food Business Operations

Description

This NOS is about managing small food outlets, including daily operations, customer service, and basic hygiene.

Scope

The scope covers the following :

- Perform safety and sanitation related functions
- Apply food safety practices
- Prepare and set up the outlet
- Serve customers and manage daily operations
- Perform end-of-day closure activities
- Develop entrepreneurial and customer-focused Skills

Elements and Performance Criteria

Perform safety and sanitation related functions

To be competent, the user/individual on the job must be able to:

- PC1.** follow basic food safety, hygiene, and personal cleanliness practices while preparing, serving, and selling food.
- PC2.** clean and sanitize cooking utensils, serving tools, and food preparation areas before and after use.
- PC3.** maintain cleanliness of the work area, counters, and equipment during daily operations.
- PC4.** identify and report signs of pests, rodents, or contamination, and take preventive measures.
- PC5.** use and maintain basic safety equipment such as fire extinguishers, first-aid kits, and protective gloves.

Apply food safety practices

To be competent, the user/individual on the job must be able to:

- PC6.** assess food quality (freshness, appearance, taste) and remove or discard spoiled or expired items.
- PC7.** separate raw ingredients from cooked and ready-to-eat food to prevent cross-contamination.
- PC8.** label packaged food or containers with date of preparation or expiry as per norms.
- PC9.** implement FIFO and FEFO stock rotation to minimize food wastage and maintain quality.
- PC10.** follow Good Hygiene Practices (GHP) and Good Manufacturing Practices (GMP) for small setups.

Prepare and set up the outlet

To be competent, the user/individual on the job must be able to:

- PC11.** identify and select a suitable location considering customer flow, cleanliness, and safety.
- PC12.** obtain and maintain necessary permits, licenses, and registrations.

Qualification Pack

- PC13.** arrange and set up the cart/outlet, equipment, utensils, and serving materials as per menu requirements.
- PC14.** check and stock raw materials, ingredients, packaged items, and fuel in required quantities.
- PC15.** ensure all equipment and tools are functioning properly before starting operations.
- PC16.** ensure proper storage of hot, cold, and dry food items to maintain freshness and safety.
- PC17.** maintain cleanliness of cart, counters, utensils, equipment, and surrounding area before starting operations.
- PC18.** perform hygiene and safety checks before starting daily operations.

Serve customers and manage daily operations

To be competent, the user/individual on the job must be able to:

- PC19.** communicate politely and effectively with customers.
- PC20.** take and confirm orders, noting any dietary or allergen requirements.
- PC21.** prepare and serve food items according to recipes, portion sizes, and allergen control guidelines.
- PC22.** ensure food quality by checking freshness, expiry dates, appearance, and allergen-related risks.
- PC23.** display menu, prices, allergen information, and promotional material clearly at the outlet.
- PC24.** handle customer payments through cash or digital methods (UPI, wallets, QR codes).
- PC25.** track daily sales, raw material usage, and expenses in a simple record-keeping system.
- PC26.** maintain cleanliness and hygiene during operational hours to prevent contamination.
- PC27.** manage simple on-the-spot customer complaints or feedback effectively.

Perform end-of-day closure activities

To be competent, the user/individual on the job must be able to:

- PC28.** clean and sanitize the cart, work area, utensils, and equipment after operations.
- PC29.** segregate and safely dispose of food waste, packaging, and garbage.
- PC30.** store remaining raw materials and equipment for the next day.
- PC31.** reconcile cash and digital transactions and record daily earnings.
- PC32.** secure documents, licenses, and important items in a safe place.
- PC33.** review daily operations to identify areas of improvement for service, hygiene, and business efficiency.
- PC34.** reflect on customer feedback and adapt service or menu items accordingly.
- PC35.** check equipment and tools for maintenance needs to ensure readiness for the next day.

Develop entrepreneurial and customer-focused skills

To be competent, the user/individual on the job must be able to:

- PC36.** assess personal strengths, weaknesses, and capacity to run a small food business independently.
- PC37.** identify suitable products/menu items based on customer demand, available resources, and skills.
- PC38.** observe customer preferences, competitor offerings, and market trends to improve product/service offerings.
- PC39.** apply basic customer service skills, including polite communication, handling feedback, and ensuring consistent product quality.

Qualification Pack

PC40. use digital tools and social media platforms to promote the business and attract customers.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic food safety procedures and hygiene norms applicable to small food businesses
- KU2.** personal hygiene practices for food handlers, including proper handwashing, use of clean clothing, aprons, gloves, and head coverings
- KU3.** the methods for cleaning and sanitizing utensils, equipment, and food contact surfaces
- KU4.** identification and prevention of common food hazards, including physical, chemical, and microbial contamination
- KU5.** pest control and prevention methods suitable for small kitchens, carts, and stalls
- KU6.** correct storage, packaging, and display techniques to maintain freshness and prevent contamination
- KU7.** principles and implementation of FIFO (First In, First Out) and FEFO (First Expired, First Out) stock rotation
- KU8.** proper use and maintenance of basic safety equipment, such as fire extinguishers, first-aid kits, and protective gloves
- KU9.** FSSAI hygiene, labeling, and regulatory compliance requirements relevant to small food businesses
- KU10.** importance of self-assessment in identifying personal strengths, weaknesses, and capacity for entrepreneurship
- KU11.** methods for identifying and selecting suitable food products or menu items based on customer demand, available resources, and personal skills
- KU12.** techniques for observing customer preferences, competitor offerings, and current market trends to improve products or services
- KU13.** fundamentals of customer service, including polite communication, feedback handling, and maintaining consistent product quality
- KU14.** use of digital tools and social media platforms for business promotion and customer engagement
- KU15.** principles of basic pricing, record-keeping, and managing simple digital transactions for small food businesses
- KU16.** factors to consider when selecting and evaluating a food outlet or cart location, including customer flow, hygiene, and safety
- KU17.** process of obtaining and maintaining permits, licenses, and approvals required for operating a small food business
- KU18.** process of arranging and setting up equipment, utensils, workstations, and storage areas efficiently
- KU19.** basic cooking and food preparation methods, such as boiling, frying, grilling, and steaming, suitable for small food operations
- KU20.** methods for handling customer orders accurately, including attention to dietary restrictions and allergen requirements
- KU21.** techniques for maintaining quality control during service, including checks for freshness, portion size, and allergen management

Qualification Pack

- KU22.** cleaning and sanitizing procedures to be followed at the end of daily operations
- KU23.** safe disposal methods for food waste, packaging, and residues in compliance with local rules
- KU24.** process for reconciling daily cash and digital transactions and maintaining simple records
- KU25.** basic maintenance procedures for equipment and tools and the planning required for next-day operations

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** maintain work-related notes and records
- GS2.** read the relevant guides & literature to get the latest information
- GS3.** communicate clearly and politely
- GS4.** perform basic calculations
- GS5.** listen attentively to understand the instructions being given
- GS6.** identify solutions to work-related issues
- GS7.** plan and prioritize tasks to ensure timely completion
- GS8.** make quick decisions in case of emergencies

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform safety and sanitation related functions</i>	3	5	-	2
PC1. follow basic food safety, hygiene, and personal cleanliness practices while preparing, serving, and selling food.	0.5	1	-	0.5
PC2. clean and sanitize cooking utensils, serving tools, and food preparation areas before and after use.	0.5	1	-	0.5
PC3. maintain cleanliness of the work area, counters, and equipment during daily operations.	0.5	1	-	0.5
PC4. identify and report signs of pests, rodents, or contamination, and take preventive measures.	0.5	1	-	0.5
PC5. use and maintain basic safety equipment such as fire extinguishers, first-aid kits, and protective gloves.	1	1	-	-
<i>Apply food safety practices</i>	3	5	-	2
PC6. assess food quality (freshness, appearance, taste) and remove or discard spoiled or expired items.	0.5	1	-	-
PC7. separate raw ingredients from cooked and ready-to-eat food to prevent cross-contamination.	0.5	1	-	0.5
PC8. label packaged food or containers with date of preparation or expiry as per norms.	0.5	1	-	0.5
PC9. implement FIFO and FEFO stock rotation to minimize food wastage and maintain quality.	0.5	1	-	0.5
PC10. follow Good Hygiene Practices (GHP) and Good Manufacturing Practices (GMP) for small setups.	1	1	-	0.5
<i>Prepare and set up the outlet</i>	7	13	-	4
PC11. identify and select a suitable location considering customer flow, cleanliness, and safety.	1	2	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. obtain and maintain necessary permits, licenses, and registrations.	1	2	-	0.5
PC13. arrange and set up the cart/outlet, equipment, utensils, and serving materials as per menu requirements.	1	2	-	0.5
PC14. check and stock raw materials, ingredients, packaged items, and fuel in required quantities.	1	2	-	0.5
PC15. ensure all equipment and tools are functioning properly before starting operations.	1	2	-	0.5
PC16. ensure proper storage of hot, cold, and dry food items to maintain freshness and safety.	1	1	-	0.5
PC17. maintain cleanliness of cart, counters, utensils, equipment, and surrounding area before starting operations.	0.5	1	-	0.5
PC18. perform hygiene and safety checks before starting daily operations.	0.5	1	-	0.5
<i>Serve customers and manage daily operations</i>	8	14	-	5
PC19. communicate politely and effectively with customers.	1	2	-	0.5
PC20. take and confirm orders, noting any dietary or allergen requirements.	1	2	-	0.5
PC21. prepare and serve food items according to recipes, portion sizes, and allergen control guidelines.	1	2	-	1
PC22. ensure food quality by checking freshness, expiry dates, appearance, and allergen-related risks.	1	2	-	0.5
PC23. display menu, prices, allergen information, and promotional material clearly at the outlet.	1	2	-	0.5
PC24. handle customer payments through cash or digital methods (UPI, wallets, QR codes).	1	1	-	0.5
PC25. track daily sales, raw material usage, and expenses in a simple record-keeping system.	0.5	1	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. maintain cleanliness and hygiene during operational hours to prevent contamination.	0.5	1	-	0.5
PC27. manage simple on-the-spot customer complaints or feedback effectively.	1	1	-	0.5
<i>Perform end-of-day closure activities</i>	6	8	-	4
PC28. clean and sanitize the cart, work area, utensils, and equipment after operations.	1	1	-	0.5
PC29. segregate and safely dispose of food waste, packaging, and garbage.	1	1	-	0.5
PC30. store remaining raw materials and equipment for the next day.	1	1	-	0.5
PC31. reconcile cash and digital transactions and record daily earnings.	1	1	-	0.5
PC32. secure documents, licenses, and important items in a safe place.	0.5	1	-	0.5
PC33. review daily operations to identify areas of improvement for service, hygiene, and business efficiency.	0.5	1	-	0.5
PC34. reflect on customer feedback and adapt service or menu items accordingly.	0.5	1	-	0.5
PC35. check equipment and tools for maintenance needs to ensure readiness for the next day.	0.5	1	-	0.5
<i>Develop entrepreneurial and customer-focused skills</i>	3	5	-	3
PC36. assess personal strengths, weaknesses, and capacity to run a small food business independently.	1	1	-	1
PC37. identify suitable products/menu items based on customer demand, available resources, and skills.	0.5	1	-	0.5
PC38. observe customer preferences, competitor offerings, and market trends to improve product/service offerings.	0.5	1	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC39. apply basic customer service skills, including polite communication, handling feedback, and ensuring consistent product quality.	0.5	1	-	0.5
PC40. use digital tools and social media platforms to promote the business and attract customers.	0.5	1	-	0.5
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9712
NOS Name	Fundamentals of Small Food Business Operations
Sector	Food Processing
Sub-Sector	
Occupation	Food Sales and Retail Operations
NSQF Level	2
Credits	7
Version	1.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 50% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FIC/N9712.Fundamentals of Small Food Business Operations	30	50	-	20	100	100
Total	30	50	-	20	100	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.