

## National Occupational Standards



# Fundamentals of Managing Cloud Kitchen

Unit Code: FIC/N5502

Version: 1.0

NSQF Level: 3

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### Description

The Fundamentals of Managing a Cloud Kitchen course provides participants with a comprehensive understanding of food production tailored for delivery and takeaway, without the need for a dine-in space. The course covers key aspects including cuisine selection, menu development, and product portfolio planning. Participants will gain insight into the concept and benefits of operating a cloud kitchen, along with guidance on choosing the right location, designing the kitchen layout, selecting essential equipment, and adhering to relevant food safety regulations and licensing requirements

### Scope

The scope covers the following :

- Order handling and customer interaction
- Food preparation and safety
- Food packaging and dispatch
- Kitchen and supplies

### Elements and Performance Criteria

#### *Order handling and customer interaction*

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

- PC1.** register on food delivery applications following the applicable guidelines for smooth onboarding
- PC2.** determine the customer's requirements by reading the online order
- PC3.** navigate and use the delivery app (e.g. Zomato and Swiggy) interfaces for order handling
- PC4.** coordinate with delivery services for timely delivery
- PC5.** ensure accuracy in order fulfillment to meet customer expectations
- PC6.** handle online orders efficiently, ensuring timely preparation and delivery
- PC7.** handle basic customer inquiries and provide courteous service through digital communication channels

#### *Food preparation and safety*

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

- PC8.** prepare food by following the applicable culinary techniques and food safety standards
- PC9.** assist in the preparation of menu items and adjusting offerings based on preferences and demand
- PC10.** follow fundamental food safety and hygiene standards and practices, e.g., proper waste disposal and pest control, to ensure a clean kitchen with safe food handling
- PC11.** follow the FSSAI guidelines for caterers and applicable local and international food safety standards, such as HACCP, to maintain quality in cloud kitchen operations
- PC12.** maintain basic standards of quality and consistency in the offerings
- PC13.** assist in standardizing recipes to ensure consistency and quality

#### *Food packaging and dispatch*

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

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- PC14.** pack food items properly and prepare orders for dispatch to ensure they reach customers in optimal condition
- PC15.** use sustainable packaging materials with thermal insulation to maintain food quality during transportation

### *Kitchen and supplies*

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

- PC16.** use the appropriate kitchen management software to ensure prompt processing and fulfilment of orders
- PC17.** organize and use kitchen equipment as per the applicable procedures
- PC18.** perform regular maintenance and calibration of kitchen equipment to ensure their optimal performance and longevity
- PC19.** assist in checking material stock levels and report shortages or discrepancies
- PC20.** assist in the costing of ingredients to ensure profitability and cost control
- PC21.** use the food ingredients optimally to prevent any wastage
- PC22.** assist in identifying and sourcing quality food ingredients from reliable suppliers
- PC23.** assist in expanding the cloud kitchen's product portfolio based on customer feedback and market demand
- PC24.** carry out the assigned tasks within the given timeframe to support overall kitchen efficiency
- PC25.** assist in kitchen workflows and efficient material handling to avoid shortages or wastage
- PC26.** assist in process improvement, including cost-control measures by tracking expenses, basic logistics, etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the cloud kitchen concept, its purpose, and how it differs from traditional restaurants
- KU2.** the criteria for selecting a location for setting up a cloud kitchen
- KU3.** the market size, business opportunities, and basic financial investment for cloud kitchens
- KU4.** the appropriate kitchen layout for efficient operations and optimum productivity
- KU5.** different cloud kitchen models and their operational differences
- KU6.** the workflow of relevant e-commerce platforms, such as Zomato, Swiggy, etc.
- KU7.** the basics concerning regulatory considerations and site selection for setting up a cloud kitchen
- KU8.** the FSSAI guidelines for caterers
- KU9.** the licensing, permit and registration requirements for operating a cloud kitchen, including health and safety certifications
- KU10.** the process for registering the cloud kitchen on various food delivery applications and maintaining compliance with platform-specific requirements
- KU11.** the cloud kitchen menu planning and recipe development
- KU12.** the use of appropriate hardware and software systems essential for cloud kitchens
- KU13.** how to organize, calibration, use and maintain the kitchen equipment safely and effectively
- KU14.** the use of kitchen management software, online ordering platforms, and order handling tools

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- KU15.** various cuisines, trends, and customer preferences
- KU16.** the ingredients and preparation methods for different food items
- KU17.** the principles of ingredient costing and its impact on menu pricing and profitability
- KU18.** how to track ingredient costs and make adjustments based on market price fluctuations
- KU19.** the importance of following recipes accurately to maintain consistency and quality
- KU20.** the order lifecycle for a cloud kitchen from order receipt to delivery, including order entry, preparation, packaging, and dispatch
- KU21.** the basic packaging methods, including the use of appropriate packaging materials for efficient temperature control to maintain food quality
- KU22.** the effective use of social media and other channels to promote cloud kitchen services
- KU23.** the process of sourcing, storing, and utilizing raw materials for food products
- KU24.** the basics of logistics and material handling and record maintenance
- KU25.** the appropriate measures to be followed to efficient material handling to avoid shortages or wastage
- KU26.** the food safety standards and practices to prevent contamination and ensure the safe handling of food
- KU27.** the basic principles of customer service and engagement, including handling inquiries politely and providing good service
- KU28.** how to work efficiently during peak hours to avoid delays
- KU29.** the importance of accuracy and quality in order preparation and delivery
- KU30.** the basic workplace safety procedures to prevent accidents and injuries
- KU31.** the emergency protocols for kitchen emergencies
- KU32.** the importance of working collaboratively in a fast-paced environment
- KU33.** the importance of cost control through expense tracking and minimizing waste to support the financial health of the kitchen
- KU34.** the basic principles of cash handling and transaction processing
- KU35.** the importance of adapting to new processes and technologies
- KU36.** the importance of incorporating customer feedback in the kitchen menu
- KU37.** the process of building a product portfolio, including selecting and developing new items that align with customer preferences and brand identity
- KU38.** the basic understanding of sustainable practices in food sourcing, waste handling, and energy use
- KU39.** how to use social media platforms for marketing, customer engagement, and brand-building

## 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 and literature to get the latest information about the field of work
- GS3.** communicate clearly and politely
- GS4.** perform basic calculations

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- 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 any emergencies

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Order handling and customer interaction</i>	<b>7</b>	<b>10</b>	-	<b>4</b>
<b>PC1.</b> register on food delivery applications following the applicable guidelines for smooth onboarding	1	1	-	0.5
<b>PC2.</b> determine the customer's requirements by reading the online order	1	2	-	0.5
<b>PC3.</b> navigate and use the delivery app (e.g. Zomato and Swiggy) interfaces for order handling	1	1	-	0.5
<b>PC4.</b> coordinate with delivery services for timely delivery	1	1	-	0.5
<b>PC5.</b> ensure accuracy in order fulfillment to meet customer expectations	1	2	-	0.5
<b>PC6.</b> handle online orders efficiently, ensuring timely preparation and delivery	1	2	-	1
<b>PC7.</b> handle basic customer inquiries and provide courteous service through digital communication channels	1	1	-	0.5
<i>Food preparation and safety</i>	<b>6</b>	<b>13</b>	-	<b>4</b>
<b>PC8.</b> prepare food by following the applicable culinary techniques and food safety standards	1	2	-	0.5
<b>PC9.</b> assist in the preparation of menu items and adjusting offerings based on preferences and demand	1	2	-	0.5
<b>PC10.</b> follow fundamental food safety and hygiene standards and practices, e.g., proper waste disposal and pest control, to ensure a clean kitchen with safe food handling	1	3	-	1
<b>PC11.</b> follow the FSSAI guidelines for caterers and applicable local and international food safety standards, such as HACCP, to maintain quality in cloud kitchen operations	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> maintain basic standards of quality and consistency in the offerings	1	2	-	1
<b>PC13.</b> assist in standardizing recipes to ensure consistency and quality	1	2	-	0.5
<i>Food packaging and dispatch</i>	<b>2</b>	<b>4</b>	-	<b>2</b>
<b>PC14.</b> pack food items properly and prepare orders for dispatch to ensure they reach customers in optimal condition	1	2	-	1
<b>PC15.</b> use sustainable packaging materials with thermal insulation to maintain food quality during transportation	1	2	-	1
<i>Kitchen and supplies</i>	<b>15</b>	<b>23</b>	-	<b>10</b>
<b>PC16.</b> use the appropriate kitchen management software to ensure prompt processing and fulfilment of orders	2	3	-	1
<b>PC17.</b> organize and use kitchen equipment as per the applicable procedures	1	3	-	1
<b>PC18.</b> perform regular maintenance and calibration of kitchen equipment to ensure their optimal performance and longevity	2	3	-	1
<b>PC19.</b> assist in checking material stock levels and report shortages or discrepancies	1	2	-	1
<b>PC20.</b> assist in the costing of ingredients to ensure profitability and cost control	1	1	-	0.5
<b>PC21.</b> use the food ingredients optimally to prevent any wastage	1	2	-	1
<b>PC22.</b> assist in identifying and sourcing quality food ingredients from reliable suppliers	1	2	-	0.5
<b>PC23.</b> assist in expanding the cloud kitchen's product portfolio based on customer feedback and market demand	1	1	-	1
<b>PC24.</b> carry out the assigned tasks within the given timeframe to support overall kitchen efficiency	2	1	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> assist in kitchen workflows and efficient material handling to avoid shortages or wastage	1	2	-	1
<b>PC26.</b> assist in process improvement, including cost-control measures by tracking expenses, basic logistics, etc.	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FIC/N5502
<b>NOS Name</b>	Fundamentals of Managing Cloud Kitchen
<b>Sector</b>	Food Processing
<b>Sub-Sector</b>	
<b>Occupation</b>	Food Production and Kitchen Operations
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Minimum Job Entry Age</b>	16
<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass (or equivalent) OR 8th grade pass with 3 Years of experience in food processing industry OR Previous relevant Qualification of NSQF Level 2 with 3 Years of experience in food processing industry OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience in food processing industry
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	08/05/2028
<b>NSQC Clearance Date</b>	08/05/2025
<b>Reference code on NQR</b>	NG-03-FI-04211-2025-V1-FICSI
<b>NQR Version</b>	1.0
<b>CCN Category</b>	1