Qualification Pack

Guest Service Associate (Front Office)

QP Code: THC/Q0102

Version: 5.0

NSQF Level: 4

Tourism & Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place New Delhi 110001. || email:preetika.kaur@thsc.in

Contents

Qualification Pack

THC/Q0102: Guest Service Associate (Front Office)

Brief Job Description

The individual at work performs the task of a front office associate and performs all reservation operations as per organizational service standards.

Personal Attributes

The job requires the individual to be polite, well-groomed, committed, and service-oriented with great interpersonal skills and attention to details. The person should be able to work comfortably for long duration.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. THC/N0130: Perform Front Office Activities

2. THC/N0107: Handle Guest Service during the Stay

3. THC/N0119: Handle Guest Reservation Activities

4. THC/N9902: Ensure effective communication and service standards at workplace

5. THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

6. THC/N9907: Monitor and maintain health, hygiene and safety at workplace

7. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	4
Credits	17

Aligned to NCO/ISCO/ISIC Code	NCO-2015/4224.0100
Minimum Educational Qualification & Experience	12th grade Pass (or equivalent) OR 11th grade pass with 1-2 Years of experience relevant experience including apprenticeship OR 10th grade pass with 3 Years of experience year relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level (Level 3.0) with 2 Years of experience 3 Years(relevant experience including apprenticeship)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 Years
Last Reviewed On	NA
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
Version	5.0
Reference code on NQR	QG-04-TH-02013-2024-V1-THSC
NQR Version	5

THC/N0130: Perform Front Office Activities

Description

This NOS is about preparing for front office operations and undertaking daily front office duties like check-in/check-out, registration, allotting rooms, and attending to any other guest requirements.

Scope

The scope covers the following :

- Prepare for front office operations
- Complete the pre-arrival process
- Complete guest registration process
- Check reservation details and allot room to guest

Elements and Performance Criteria

Prepare for front office operations

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

PC1. identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.

PC2. interact with the supervisor/manager to understand service requirements and clarify doubts

PC3. report for duty on time

PC4. wear proper uniform as per the organizational policies

Complete the pre-arrival process

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

PC5. check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.

PC6. review the room assignment/allocation status, especially for VIPs, etc.

PC7. print Registration Card (for pre- registered guests)

PC8. prepare amenity vouchers

PC9. check that all special guest requests are taken care of

PC10. ensure all travel arrangements like pick-up, if any, are taken care of

PC11. arrange for special welcome arrangements as required

PC12. ensure all VIP/ group arrival requirements are arranged for accordingly

Complete guest registration process

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

PC13. greet and welcome the guest as per organizational policy

PC14. enquire the name of the guest to search for the reservation record

PC15. collect mandatory information from the guests

PC16. cross-check the identity document details of the guests against original

PC17. fill guest registration record, manually or in the property management system, and attach the counter signed true copies of valid ID documents

PC18. collect advance money from the guests if the reservation is not pre-paid

PC19. prepare advance receipt for advance payment

PC20. present the receipt to the guests as per organizational standards

PC21. update advance payment details in the PMS

Check reservation details and allot room to guest

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

PC22. cross-check the reservation details with the guest

PC23. check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g. pool view, suite, non-smoking, etc.)

PC24. check for availability of room as per guest's preference

PC25. inform walk-in guests about any non-availability of room and inform the next available date/time

PC26. inform guests of reservation of any non-availability of preferred room and provide alternate options

PC27. allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room

PC28. handle any special request from guest, e.g. wheelchair etc.

PC29. negotiate with the guest requesting ad hoc discounts, as per organizational guidelines

PC30. offer discount based on the seasonal occupancy and within the organization's stipulated limit

PC31. reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room

PC32. allot adjacent rooms, if available to the guests travelling in a group/families

PC33. ensure collection of advance money from the guests if the reservation is not pre-paid

PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)

PC35. upsell and cross- sell services to maximize revenue for the organization

PC36. update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)

PC37. ensure guest's satisfaction with room allocation as per their preference

PC38. handover room keys to bell attendant to escort guest to room

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's policy on reporting and documentation

KU2. organizational code of conduct, business etiquette, and grooming standards

KU3. organizational SOPs and guidelines for front office

KU4. organization's pricing, discount policy, and approval matrix

KU5. types of service departments in the hotel like F&B, housekeeping, etc.

KU6. duties and responsibilities of front office personnel

KU7. list of items to be kept in Front Desk safety locker (e.g. license firearms/valuables) during check-in

KU8. front office service cycle and daily operations

KU9. organization's guest profile and classification of guests (business/leisure)

KU10. regulatory requirements for guest registration/check-in and check-outs

KU11. types of rooms available, the facilities, tariff, and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details

KU12. packages, incentives and loyalty program offered by the organization

KU13. guest registration process

KU14. acceptable identity / proof documents

KU15. types of reservation - tentative, waitlisted, confirmed

KU16. different modes of reservation - written/verbal/online

KU17. cancellation/no-show policies for guests

KU18. peak/lean season for occupancy status and flow of guests

KU19. hotel property management system for check-in, check-out, room availability, invoicing, etc.

KU20. foreign exchange policies and rates

KU21. usage of internet and e-mails

KU22. types of vouchers like Visitors Paid Outs (VPO's), petty cash, charge voucher, cash receipt voucher, etc.

Generic Skills (GS)

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

GS1. read and interpret instructions, procedures, information, and signages in the workplace

GS2. communicate effectively and cordially with guests and respond to their queries/requests

GS3. exhibit politeness and courteousness under all circumstances and situations

GS4. manage time effectively for prompt and improved guest services

GS5. resolve delay or other problems during registration/check-in or check-out of guests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for front office operations	**10**	**10**	**-**	**5**
PC1. identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.	-	-	-	-
PC2. interact with the supervisor/manager to understand service requirements and clarify doubts	-	-	-	-
PC3. report for duty on time	-	-	-	-
PC4. wear proper uniform as per the organizational policies	-	-	-	-
Complete the pre-arrival process	**10**	**10**	**-**	**5**
PC5. check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.	-	-	-	-
PC6. review the room assignment/allocation status, especially for VIPs, etc.	-	-	-	-
PC7. print Registration Card (for pre- registered guests)	-	-	-	-
PC8. prepare amenity vouchers	-	-	-	-
PC9. check that all special guest requests are taken care of	-	-	-	-
PC10. ensure all travel arrangements like pick-up, if any, are taken care of	-	-	-	-
PC11. arrange for special welcome arrangements as required	-	-	-	-
PC12. ensure all VIP/ group arrival requirements are arranged for accordingly	-	-	-	-
Complete guest registration process	**20**	**20**	**-**	**5**
PC13. greet and welcome the guest as per organizational policy	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. enquire the name of the guest to search for the reservation record	-	-	-	-
PC15. collect mandatory information from the guests	-	-	-	-
PC16. cross-check the identity document details of the guests against original	-	-	-	-
PC17. fill guest registration record, manually or in the property management system, and attach the counter signed true copies of valid ID documents	-	-	-	-
PC18. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC19. prepare advance receipt for advance payment	-	-	-	-
PC20. present the receipt to the guests as per organizational standards	-	-	-	-
PC21. update advance payment details in the PMS	-	-	-	-
Check reservation details and allot room to guest	**20**	**25**	**-**	**10**
PC22. cross-check the reservation details with the guest	-	-	-	-
PC23. check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g. pool view, suite, non-smoking, etc.)	-	-	-	-
PC24. check for availability of room as per guest's preference	-	-	-	-
PC25. inform walk-in guests about any non-availability of room and inform the next available date/time	-	-	-	-
PC26. inform guests of reservation of any non-availability of preferred room and provide alternate options	-	-	-	-
PC27. allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. handle any special request from guest, e.g. wheelchair etc.	-	-	-	-
PC29. negotiate with the guest requesting ad hoc discounts, as per organizational guidelines	-	-	-	-
PC30. offer discount based on the seasonal occupancy and within the organization's stipulated limit	-	-	-	-
PC31. reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room	-	-	-	-
PC32. allot adjacent rooms, if available to the guests travelling in a group/families	-	-	-	-
PC33. ensure collection of advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
PC35. upsell and cross- sell services to maximize revenue for the organization	-	-	-	-
PC36. update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)	-	-	-	-
PC37. ensure guest's satisfaction with room allocation as per their preference	-	-	-	-
PC38. handover room keys to bell attendant to escort guest to room	-	-	-	-
NOS Total	**60**	**65**	**-**	**25**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0130
NOS Name	Perform Front Office Activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	5
Version	4.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

THC/N0107: Handle Guest Service during the Stay

Description

This OS unit is about handling guest services during the guest's stay that includes changing guest rooms as per request, attending to any guest requests/queries, delivering any received mails/messages/packages to the guest.

Scope

The scope covers the following :

- Respond to guest queries and requests
- Receive and deliver mails/messages/packages to guest

Elements and Performance Criteria

Respond to guest queries and requests

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

PC1. respond to guest queries/request on reservation/rooms/facilities, etc.

PC2. assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.

PC3. respond to clarification request on operating procedure of any equipment/controls inside the guest room

PC4. change the guest's room as per their preference or request, if possible

PC5. coordinate with bell desk to carry out room change procedure and luggage movement in presence of guest

Receive and deliver mails/messages/package to guest

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

PC6. screen packages/parcels for security check

PC7. deliver any received message/mail/package to the correct guest room on time

PC8. enter messages/mail/facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery

PC9. keep the deliverables safely at the front office/bell desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival and set an alert on the PMS

PC10. inform guest if there are any visitors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational code of conduct, business etiquette, and grooming standards

KU2. organizational service guidelines and policies

KU3. organizational policy on upgrades for guest rooms

KU4. customer complaints handling procedure and escalation matrix

KU5. hotel amenities and facilities

KU6. operating procedure of the room equipment/appliances

KU7. working of PMS (Property Management System)

KU8. details of local tourist spots, monuments, shopping areas, transportation, special tourism promotions, cultural events etc.

KU9. different cuisines offered in the restaurant

KU10. operational hours and details of different services in the hotel

KU11. accessible and restricted areas in the hotel premises

KU12. procedure for accepting and delivering guest mails/messages/packages

Generic Skills (GS)

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

GS1. read and interpret instructions, procedures, information and signs in the workplace

GS2. maintain documentation as per specified format

GS3. communicate effectively with guests and respond to their queries

GS4. plan, prioritize and sequence work operations as per job requirements

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Respond to guest queries and requests	**10**	**10**	**-**	**5**
PC1. respond to guest queries/request on reservation/rooms/facilities, etc.	-	-	-	-
PC2. assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.	-	-	-	-
PC3. respond to clarification request on operating procedure of any equipment/controls inside the guest room	-	-	-	-
PC4. change the guest's room as per their preference or request, if possible	-	-	-	-
PC5. coordinate with bell desk to carry out room change procedure and luggage movement in presence of guest	-	-	-	-
Receive and deliver mails/messages/package to guest	**10**	**10**	**-**	**5**
PC6. screen packages/parcels for security check	-	-	-	-
PC7. deliver any received message/mail/package to the correct guest room on time	-	-	-	-
PC8. enter messages/mail/facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery	-	-	-	-
PC9. keep the deliverables safely at the front office/bell desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival and set an alert on the PMS	-	-	-	-
PC10. inform guest if there are any visitors	-	-	-	-
NOS Total	**20**	**20**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0107
NOS Name	Handle Guest Service during the Stay
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	4
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

THC/N0119: Handle Guest Reservation Activities

Description

This OS unit is about attending to the guest reservation and modifying and canceling guest reservation as per SOP.

Scope

The scope covers the following :

- Attend to guest reservation
- Modify and cancel guest reservation

Elements and Performance Criteria

Attend to guest reservation

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

PC1. respond to guest inquiries as per SOP

PC2. provide the details and availability of various rooms and respective facilities to the guest based on guest preference and availability

PC3. inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines

PC4. obtain necessary details from guests to process the reservation

PC5. maintain reservation record of the guests

PC6. inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly

Modify and cancel guest reservation

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

PC7. make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/ downgrading room reservations in case of room unavailability

PC8. inform the guest about the cancellation policy and provide reservation cancellations services on guest's request

PC9. inform the guests about the modification/reservation cancellation made

PC10. process refund payments to guests in the event of cancellation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational culture and typical guest profile

KU2. organization's code of conduct

KU3. organization pricing and discount policy

KU4. organizational SOPs and guidelines for front office

KU5. different modes, sources and types of reservation

KU6. standard reservation, cancellation and amendments procedure

KU7. legal and operational aspects of guest registration

KU8. forecasting techniques for revenue and occupancy

KU9. different types of rooms in the accommodation industry

Generic Skills (GS)

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

GS1. read and interpret instructions, procedures, and information at the workplace

GS2. communicate effectively with guests and respond to their queries

GS3. assess and estimate manpower required for guest assistance

GS4. improve and modify own work practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Attend to guest reservation	**20**	**20**	**-**	**10**
PC1. respond to guest inquiries as per SOP	-	-	-	-
PC2. provide the details and availability of various rooms and respective facilities to the guest based on guest preference and availability	-	-	-	-
PC3. inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines	-	-	-	-
PC4. obtain necessary details from guests to process the reservation	-	-	-	-
PC5. maintain reservation record of the guests	-	-	-	-
PC6. inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly	-	-	-	-
Modify and cancel guest reservation	**20**	**20**	**-**	**10**
PC7. make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/ downgrading room reservations in case of room unavailability	-	-	-	-
PC8. inform the guest about the cancellation policy and provide reservation cancellations services on guest's request	-	-	-	-
PC9. inform the guests about the modification/reservation cancellation made	-	-	-	-
PC10. process refund payments to guests in the event of cancellation	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0119
NOS Name	Handle Guest Reservation Activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	3
Version	4.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

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

PC1. greet the guests promptly and appropriately as per organization's procedure

PC2. communicate with the guests in a polite and professional manner

PC3. build effective yet impersonal relationship with guests

PC4. identify guests' dissatisfactions and address complaints effectively

PC5. inform guests of any issue/problem well in advance

PC6. seek feedback from the guests and incorporate them to improve the guest experience

PC7. ensure essential information is passed on in a timely manner

PC8. ensure team members to maintain etiquette while interacting with each other

PC9. ensure the team members provide feedback to their peers

Maintain professional etiquette

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

PC10. ensure self and team members report to work on time

PC11. use the guests' names as many times as possible during the conversation with proper salutation

PC12. maintain personal integrity & ethical behaviour

PC13. make sure personal hygiene is maintained by self and others at all times

PC14. ensure self and team members adhere to the dress code as per organizational policy

PC15. respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

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

PC16. provide assistance to Persons with Disability, if asked

PC17. ensure self and team members comply to the organizational policies towards Persons with Disability

PC18. make sure gender and age sensitive service practices are followed at all times

PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members

PC20. support PwD team members in overcoming any challenges faced at work

PC21. make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies on behavioural etiquette and professionalism

KU2. organizational policies on gender sensitive service practices at workplace

KU3. organizational reporting and hierarchy structure

KU4. documentation policy and procedures of the organization

KU5. service quality standards as per organizational policies

KU6. complaint handling policy and procedures

KU7. SOP on personal hygiene

KU8. procedure of giving and receiving feedback positively

KU9. specific requirements of different age-groups of guests

KU10. age and gender specific etiquette

KU11. organizational policy with regards to Persons with disability

KU12. significance of professional etiquette and behaviour

Generic Skills (GS)

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

GS1. read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest

GS2. fill up documentation pertaining to job requirement

GS3. interact with team members to work efficiently

GS4. communicate effectively with the guests

GS5. spot and report potential areas of disruption to work process proactively

GS6. improve work processes by incorporating guest feedback

GS7. motivate self and colleagues to work effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Promote effective communication	**20**	**20**	**-**	**10**
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
Maintain professional etiquette	**10**	**10**	**-**	**5**
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
Ensure rendering of specific services as per the guests' requirements	**10**	**10**	**-**	**5**
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

PC1. prevent leak of new plans and designs to competitors

PC2. ensure protection of employee information

PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.

PC4. take immediate and appropriate action in case of any IPR violation

PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor

PC6. protect sensitive data with strong passwords and change passwords on a regular basis

PC7. ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

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

PC8. ensure the team refrains from infringing upon guest's professional deals and plans

PC9. make sure guest's personal information and financial data is protected all times

PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them

KU2. organisation's policies on intellectual property rights and confidential information

KU3. organisation's product, service or design patents

KU4. how Intellectual property protection is important for competitiveness of an organisation

KU5. guidelines for crafting effective SOPs regarding IPR

KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain organisational confidentiality	**6**	**3**	**-**	**3**
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
Maintain guests' privacy	**4**	**2**	**-**	**2**
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	**10**	**5**	**-**	**5**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	4.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

PC1. ensure that self and team's work area is clean and tidy

PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members

PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended

PC4. ascertain cleaning of the crockery and other articles as per established standards

PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals

PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule

PC7. maintain personal hygiene and ensure the team members do the same

PC8. report to the concerned authority in case any co-worker is unwell

PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

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

PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies

PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times

PC12. make sure first aid procedures are followed appropriately

PC13. identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

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

PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace

PC15. segregate waste into different coloured dustbins

PC16. handle waste as per SOP

PC17. recycle waste wherever applicable

PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies on safety procedures at workplace

KU2. procedure to maintain cleanliness standards at workplace

KU3. compliance norms for established health and hygiene procedures at workplace

KU4. importance of preventive health check-up and healthy living

KU5. purpose and usage of PPE such as gloves, protective goggles, masks, etc.

KU6. basic first aid procedures

KU7. methods to minimize accidental risks

KU8. the significance of safe handling of chemicals, acids, etc. for cleaning

KU9. instructions for operating and handling equipment as per standard

KU10. emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

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

GS1. read organizational policy documents, manuals, instructions and information displayed at the workplace

GS2. fill in relevant forms, formats and checklist accurately

GS3. communicate effectively with visitors, co-workers and supervisors

GS4. analyze importance of personal hygiene

GS5. analyze the impact of not adhering to the health and safety procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure personal and workplace hygiene	**15**	**15**	**-**	**5**
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
Maintain safe and secure working environment	**10**	**10**	**-**	**5**
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
Follow effective waste management and recycling practices at workplace	**5**	**10**	**-**	**5**
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	**30**	**35**	**-**	**15**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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 the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the 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 the theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**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
THC/N0130.Perform Front Office Activities	60	65	0	25	150	20
THC/N0107.Handle Guest Service during the Stay	20	20	0	10	50	20
THC/N0119.Handle Guest Reservation Activities	40	40	0	20	100	20
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	15
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	**220**	**235**	**-**	**95**	**550**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
VPOs	Visitors Paid Outs
PPE	Personal Protective Equipment
OH&S	Occupational Health and Safety
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
TVET	Technical and Vocational Education and Training
IPR	Intellectual Property Rights
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization

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.

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.