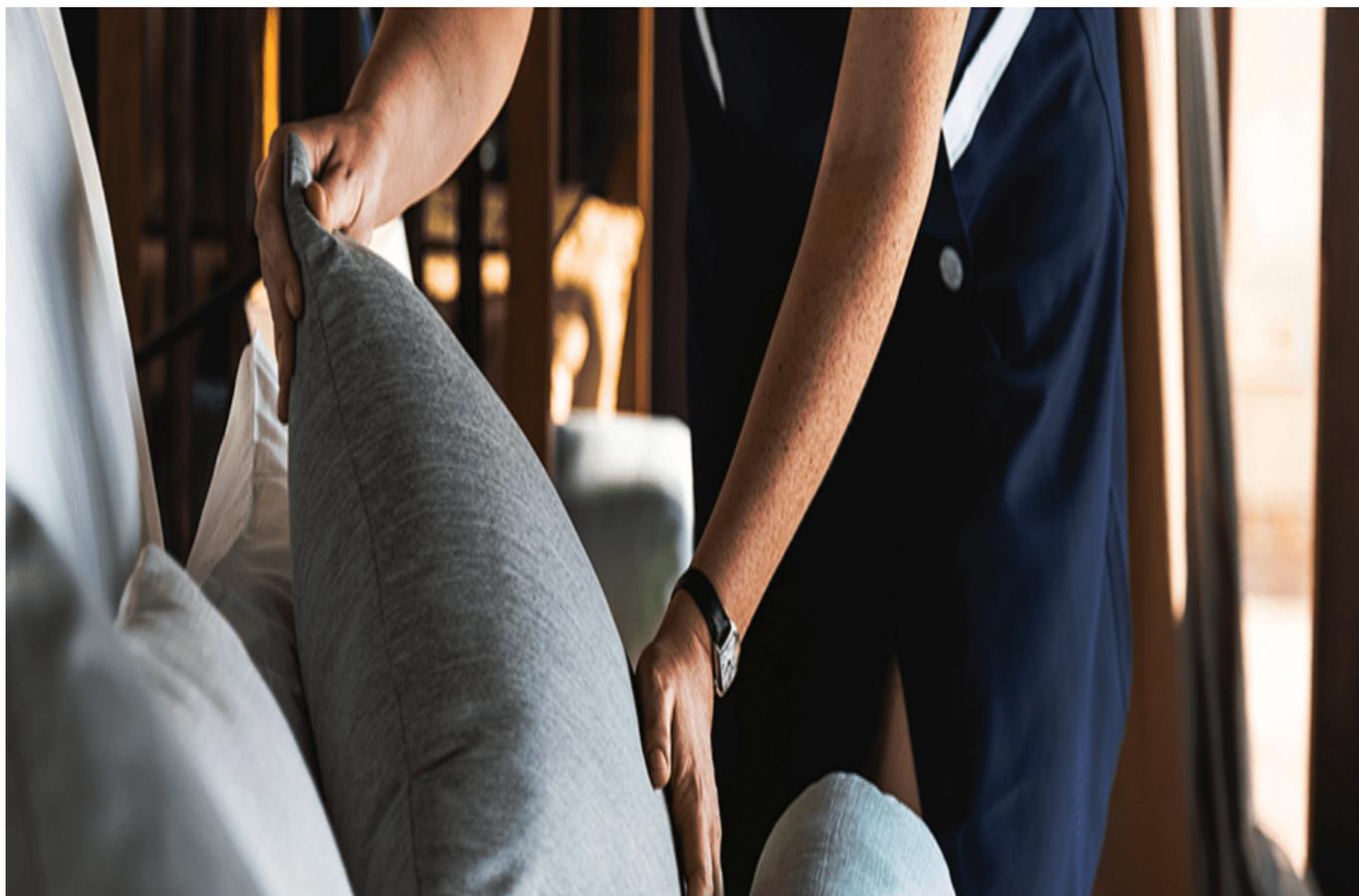


Qualification Pack



Guest Service Associate (Housekeeping)

Electives: Housekeeping Associate/ Laundry Associate

QP Code: THC/Q0202

Version: 4.0

NSQF Level: 4

Tourism & Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
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Qualification Pack

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Qualification Pack

THC/Q0202: Guest Service Associate (Housekeeping)

Brief Job Description

The individual at work cleans the guest rooms and other public areas. Additionally, they also clean the carpeted areas or polish various floors and surfaces. The individual at work may also perform various guest and other hotel laundry operations.

Personal Attributes

The job requires the individual to have a service-oriented approach, attention to details, and courteous behavior. It also requires the person to be physically fit to carry out housekeeping activities for long hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9901: Communicate effectively and maintain service standards](#)
2. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
3. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Housekeeping Associate

A Housekeeping Associate ensures the cleanliness and orderliness of designated areas, contributing to a comfortable and well-maintained environment.

1. [THC/N0240: Clean carpet & upholstery](#)
2. [THC/N0241: Polish the Floors and Surfaces](#)
3. [THC/N0208: Perform Cleaning Activities in Guest Room & Public Areas](#)

Elective 2: Laundry Associate

A Hotel Laundry Associate manages the timely and meticulous laundering of linens, towels, and other hotel textiles, ensuring a consistent supply of clean and well-presented items for guest accommodations.

1. [THC/N0219: Prepare for Laundry Duties](#)
2. [THC/N0221: Perform Laundry Operations](#)

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3. [THC/N0222: Deliver laundered items](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	4
Credits	27
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5131.0202
Minimum Educational Qualification & Experience	12th grade Pass (or equivalent) OR 11th grade pass with 1-2 Years of experience relevant experience OR 10th grade pass with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.5) with 1-2 Years of experience relevant experience
Minimum Level of Education for Training in School	10th Class
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	4.0



Qualification Pack

Reference code on NQR	QG-04-TH-02019-2024-V1-THSC
NQR Version	4

Qualification Pack

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

Provide specific services as per the guests' requirements

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

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PC19. follow gender and age sensitive service practices at all times

PC20. adhere to the company policies related to prevention of sexual harassment

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 hierarchy and reporting 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. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

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

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

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	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. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQF Clearance Date	30/04/2024

Qualification Pack

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

Generic Skills (GS)

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



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- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** 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.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

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

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** analyze the impact of not adhering to the health and safety procedures

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQF Clearance Date	30/04/2024

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

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 basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

THC/N0240: Clean carpet & upholstery

Description

This NOS is about cleaning or shampooing the carpets and furniture upholstery.

Scope

The scope covers the following :

- Perform pre-cleaning activities
- Clean carpets
- Clean furniture upholstery
- Perform post-cleaning activities

Elements and Performance Criteria

Perform pre-cleaning activities

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

- PC1.** inspect the carpet or upholstery for stains and other marks that need to be cleaned
- PC2.** determine the method of cleaning to be performed like using soap and water, chemical treatment etc.
- PC3.** identify the appropriate chemical solution as per the requirement
- PC4.** collect supplies and cleaning equipment required for performing cleaning operation
- PC5.** arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles
- PC6.** clean and sanitize all equipment before use

Clean carpets

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

- PC7.** remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned
- PC8.** power vacuum the carpeted area/carpet to remove dry soil
- PC9.** mix water and detergents/chemicals/soap in containers as per specifications
- PC10.** treat the carpet using appropriate solutions like stain remover, grit remover, odour remover etc.
- PC11.** leave the solution on the carpet for specified time to loosen the dirt as per SOP
- PC12.** brush/scrub the carpet (use scrubber machine, if required)
- PC13.** clean old, delicate rug by hand to avoid damage
- PC14.** rinse the carpet thoroughly without over wetting the carpet
- PC15.** perform spot cleaning for deep stains using stain removal treatment
- PC16.** use hot water extraction/rotary shampooing techniques if carpet is still not clean
- PC17.** dry the carpet using drying machines

Clean furniture upholstery

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

- PC18.** dry dust the furniture to clean the dirt
- PC19.** vacuum the upholstery to remove dust and lint
- PC20.** clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners
- PC21.** apply appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains
- PC22.** use steam vacuum to clean the upholstery
- PC23.** check for any stain or dirt and damage after cleaning the furniture/upholstery
- PC24.** perform another stain treatment on areas, if not completely cleaned during the initial steam vacuuming

Perform post - cleaning activities

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

- PC25.** inspect the cleaned carpet or upholstery after drying to ensure cleanliness
- PC26.** crop the top of stained areas that cannot be cleaned, as per SOP
- PC27.** carry out minor repairs with a needle and thread to fix frayed edges
- PC28.** apply stain and moth repellent chemicals, if required
- PC29.** apply chemical agents or color seal to lock the color
- PC30.** rake the carpet or upholstery to restore its texture and appearance
- PC31.** apply protective solution and deodorizers
- PC32.** apply stain prevention solution to the furniture/upholstery
- PC33.** reset furniture once cleaning is complete

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the workplace
- KU2.** organizational SOPs for carpet and upholstery cleaning
- KU3.** types of cleaning procedures required for carpet and upholstery
- KU4.** types and preparation of chemical solutions for carpet and upholstery cleaning
- KU5.** types and operating procedure of cleaning equipment required for carpet, furniture/upholstery cleaning, e.g., wet and dry vacuum cleaner, stain remover, jet cleaners, dryers etc.
- KU6.** techniques to remove different types of stains
- KU7.** methods to inspect carpet quality and cleanliness
- KU8.** purpose and usage of PPE
- KU9.** precautions to be taken while cleaning carpets and upholstery
- KU10.** basic maintenance procedure of cleaning tools and equipment
- KU11.** basic carpet and upholstery repairing techniques

Generic Skills (GS)



Qualification Pack

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** prioritize work processes in order to complete them as per agreed schedule
- GS3.** improve and modify own work practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-cleaning activities</i>	15	20	-	10
PC1. inspect the carpet or upholstery for stains and other marks that need to be cleaned	-	-	-	-
PC2. determine the method of cleaning to be performed like using soap and water, chemical treatment etc.	-	-	-	-
PC3. identify the appropriate chemical solution as per the requirement	-	-	-	-
PC4. collect supplies and cleaning equipment required for performing cleaning operation	-	-	-	-
PC5. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
PC6. clean and sanitize all equipment before use	-	-	-	-
<i>Clean carpets</i>	20	30	-	10
PC7. remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned	-	-	-	-
PC8. power vacuum the carpeted area/carpet to remove dry soil	-	-	-	-
PC9. mix water and detergents/chemicals/soap in containers as per specifications	-	-	-	-
PC10. treat the carpet using appropriate solutions like stain remover, grit remover, odour remover etc.	-	-	-	-
PC11. leave the solution on the carpet for specified time to loosen the dirt as per SOP	-	-	-	-
PC12. brush/scrub the carpet (use scrubber machine, if required)	-	-	-	-
PC13. clean old, delicate rug by hand to avoid damage	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. rinse the carpet thoroughly without over wetting the carpet	-	-	-	-
PC15. perform spot cleaning for deep stains using stain removal treatment	-	-	-	-
PC16. use hot water extraction/rotary shampooing techniques if carpet is still not clean	-	-	-	-
PC17. dry the carpet using drying machines	-	-	-	-
<i>Clean furniture upholstery</i>	15	15	-	10
PC18. dry dust the furniture to clean the dirt	-	-	-	-
PC19. vacuum the upholstery to remove dust and lint	-	-	-	-
PC20. clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners	-	-	-	-
PC21. apply appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains	-	-	-	-
PC22. use steam vacuum to clean the upholstery	-	-	-	-
PC23. check for any stain or dirt and damage after cleaning the furniture/upholstery	-	-	-	-
PC24. perform another stain treatment on areas, if not completely cleaned during the initial steam vacuuming	-	-	-	-
<i>Perform post - cleaning activities</i>	15	15	-	10
PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness	-	-	-	-
PC26. crop the top of stained areas that cannot be cleaned, as per SOP	-	-	-	-
PC27. carry out minor repairs with a needle and thread to fix frayed edges	-	-	-	-
PC28. apply stain and moth repellent chemicals, if required	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. apply chemical agents or color seal to lock the color	-	-	-	-
PC30. rake the carpet or upholstery to restore its texture and appearance	-	-	-	-
PC31. apply protective solution and deodorizers	-	-	-	-
PC32. apply stain prevention solution to the furniture/upholstery	-	-	-	-
PC33. reset furniture once cleaning is complete	-	-	-	-
NOS Total	65	80	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0240
NOS Name	Clean carpet & upholstery
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

THC/N0241: Polish the Floors and Surfaces

Description

This OS unit is about inspecting surface to be polished and carrying out cleaning/polishing of various types of surfaces manually or using machines to remove stains, strip wax and sealant, sand, and buff the surface.

Scope

The scope covers the following :

- Perform pre-polishing activities
- Remove soft and stubborn stains
- Polish the surface manually
- Polish surface using machine

Elements and Performance Criteria

Perform pre-polishing activities

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

- PC1.** examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished
- PC2.** determine the type of surface, e.g. natural marble or cultured marble
- PC3.** assess the type of stain like simple or stubborn
- PC4.** determine the type of treatment required to polish the surface
- PC5.** arrange the required chemicals, tools and equipment for polishing

Remove soft and stubborn stains

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

- PC6.** ensure complete access to the area to be polished by removing all furniture and decorative items
- PC7.** protect walls and built-in furniture as per organizational SOP
- PC8.** place warning signs to prevent entry to the work area
- PC9.** remove any old, cracked, broken and damaged tile using hammer and chisel
- PC10.** clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit
- PC11.** clean the soft stains using appropriate method using water, mild soap, sponge etc.
- PC12.** scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP
- PC13.** prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth
- PC14.** apply the chemical solution suitable for the surface
- PC15.** cover the paste completely with plastic wrap with holes in it
- PC16.** tape the edges and leave it for drying

Qualification Pack

PC17. wipe and clean the chemical solution with a soft cloth

PC18. repeat the process if stain remains

Polish the surface manually

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

PC19. apply a thin layer of polish using clean soft cloth and allow it to dry

PC20. rinse the surface with warm water, or use soft cloth to clean the surface, as required

PC21. wipe the surface gently in a circular motion

PC22. spray sealant over the entire surface and leave it on for 15-30 minutes

PC23. dry the surface completely using a soft towel

PC24. repeat the sealer application process

Polish surface using machine

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

PC25. remove any residual wax or sealant from marble/granite

PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush

PC27. wipe with a clean mop/cloth when stripper begins to blister

PC28. repeat the wiping process till the bottom layer of wax or sealant is removed

PC29. attach the coarsest grit to the sanding machine

PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP

PC31. operate the sanding machine side-to-side with two to four passes

PC32. mop the surface after sanding

PC33. dry the surface using wet/dry vacuum cleaner

PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved

PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine

PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding

PC37. add a buffer pad to the sanding machine

PC38. spray polishing solution on the surface

PC39. buff the marble/granite surface with a rotary floor machine till it shines

PC40. mop the area to remove any dust/rubble

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant occupational health and safety requirements applicable in the work place

KU2. organizational SOPs for floor/surface polishing

KU3. types and operating procedure of cleaning equipment required for surface cleaning for marble/granite e.g. sanding machine, brush with nylon bristles

KU4. types of cleaning agents and chemicals used for cleaning

KU5. process of preparation of chemical solutions

KU6. methods to inspect surface quality

Qualification Pack

- KU7.** methods to check cleanliness of marble/granite surface post chemical treatment
- KU8.** types of surface - marble, granite, natural/cultured etc.
- KU9.** types of surface stains like simple, stubborn
- KU10.** techniques to treat/polish the surface and restore them
- KU11.** types and operating procedure of cleaning equipment/tools required for marble/granite treating and polishing like sanding machine, buffer pad, rotary machine, etc.
- KU12.** techniques to remove stains from marble/granite

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information
- GS2.** prioritize work processes in order to complete the work as per agreed schedule
- GS3.** improve and modify own work practices
- GS4.** communicate effectively with customers

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-polishing activities</i>	20	30	-	10
PC1. examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished	-	-	-	-
PC2. determine the type of surface, e.g. natural marble or cultured marble	-	-	-	-
PC3. assess the type of stain like simple or stubborn	-	-	-	-
PC4. determine the type of treatment required to polish the surface	-	-	-	-
PC5. arrange the required chemicals, tools and equipment for polishing	-	-	-	-
<i>Remove soft and stubborn stains</i>	15	20	-	10
PC6. ensure complete access to the area to be polished by removing all furniture and decorative items	-	-	-	-
PC7. protect walls and built-in furniture as per organizational SOP	-	-	-	-
PC8. place warning signs to prevent entry to the work area	-	-	-	-
PC9. remove any old, cracked, broken and damaged tile using hammer and chisel	-	-	-	-
PC10. clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit	-	-	-	-
PC11. clean the soft stains using appropriate method using water, mild soap, sponge etc.	-	-	-	-
PC12. scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth	-	-	-	-
PC14. apply the chemical solution suitable for the surface	-	-	-	-
PC15. cover the paste completely with plastic wrap with holes in it	-	-	-	-
PC16. tape the edges and leave it for drying	-	-	-	-
PC17. wipe and clean the chemical solution with a soft cloth	-	-	-	-
PC18. repeat the process if stain remains	-	-	-	-
<i>Polish the surface manually</i>	20	20	-	10
PC19. apply a thin layer of polish using clean soft cloth and allow it to dry	-	-	-	-
PC20. rinse the surface with warm water, or use soft cloth to clean the surface, as required	-	-	-	-
PC21. wipe the surface gently in a circular motion	-	-	-	-
PC22. spray sealant over the entire surface and leave it on for 15-30 minutes	-	-	-	-
PC23. dry the surface completely using a soft towel	-	-	-	-
PC24. repeat the sealer application process	-	-	-	-
<i>Polish surface using machine</i>	25	25	-	10
PC25. remove any residual wax or sealant from marble/granite	-	-	-	-
PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush	-	-	-	-
PC27. wipe with a clean mop/cloth when stripper begins to blister	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. repeat the wiping process till the bottom layer of wax or sealant is removed	-	-	-	-
PC29. attach the coarsest grit to the sanding machine	-	-	-	-
PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP	-	-	-	-
PC31. operate the sanding machine side-to-side with two to four passes	-	-	-	-
PC32. mop the surface after sanding	-	-	-	-
PC33. dry the surface using wet/dry vacuum cleaner	-	-	-	-
PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved	-	-	-	-
PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine	-	-	-	-
PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding	-	-	-	-
PC37. add a buffer pad to the sanding machine	-	-	-	-
PC38. spray polishing solution on the surface	-	-	-	-
PC39. buff the marble/granite surface with a rotary floor machine till it shines	-	-	-	-
PC40. mop the area to remove any dust/rubble	-	-	-	-
NOS Total	80	95	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0241
NOS Name	Polish the Floors and Surfaces
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

THC/N0208: Perform Cleaning Activities in Guest Room & Public Areas

Description

This OS unit is about preparing for cleaning duties, carrying out daily or periodic cleaning of guest rooms, including furniture, balcony/patio, guest bathroom, and change soiled linen. It is also about cleaning public areas like elevators, front office, dining areas, etc.

Scope

The scope covers the following :

- Prepare for cleaning activities
- Clean guest room
- Clean guest bathroom
- Clean elevators
- Clean lobby and Front Office area
- Clean dining area

Elements and Performance Criteria

Prepare for cleaning activities

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

- PC1.** collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor
- PC2.** collect the floor master key and sign the key control register
- PC3.** collect fresh linen as per occupancy status from the linen room
- PC4.** identify the appropriate cleaning agent as per the requirement
- PC5.** collect cleaning equipment required for performing cleaning operation
- PC6.** load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.
- PC7.** arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles
- PC8.** sanitize all equipment and supplies

Clean guest room

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

- PC9.** use appropriate signages to notify that cleaning process is on or to mark wet floors etc.
- PC10.** ensure proper ventilation in the room by drawing the curtains
- PC11.** check all the curtain hooks/rings and tracks while drawing the curtains
- PC12.** remove used cutlery, crockery and food trays, if any and inform room services to collect them
- PC13.** check functioning of all the electrical appliances
- PC14.** inform the supervisor for maintenance work of non-functional appliance, if required
- PC15.** empty the ashtrays and wastepaper basket into the trash bag on the cart

Qualification Pack

- PC16.** dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room
- PC17.** remove cobwebs or dust from the ceilings, if required
- PC18.** vacuum clean the upholstered items in the room
- PC19.** vacuum the carpet edge and floor
- PC20.** clean window frame and glass panes, if required
- PC21.** remove stains from furniture using appropriate cleaning agent
- PC22.** damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver
- PC23.** perform spot cleaning, if required
- PC24.** handle cleaning agents without spilling in the room to be cleaned
- PC25.** clear up any spillage as per the type of floor and the size and type of spillage
- PC26.** clean and polish the surface without causing any damage to the surfaces
- PC27.** re-arrange all the furniture and article after cleaning as per standard layout
- PC28.** spray room freshener to ensure room is free from unpleasant odour
- PC29.** ensure surfaces are dry and free of smears/dirt when work is finished
- PC30.** spray wash, scrub and clean the balcony railings
- PC31.** collect dirty linen in the floor cart/trolley
- PC32.** replace bed linen in rooms (both checked out and occupied rooms)
- PC33.** replenish guest supplies like snacks, tea/coffee bags etc.
- PC34.** verify if the heating, lighting and ventilation systems are set correctly after cleaning
- PC35.** collect and segregate waste according to organization's waste management policy
- PC36.** complete the documentation accurately
- PC37.** report damage to the supervisor, if any

Clean guest bathroom

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

- PC38.** empty the waste bins and place new bin liner
- PC39.** scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots
- PC40.** flush the WC and apply cleaning agent and leave it for a while
- PC41.** scrub and clean the WC using a toilet brush
- PC42.** damp dust the door and fixtures along with, the toilet roll holder, faucets etc.
- PC43.** clean and disinfect bath room phone
- PC44.** clean all the tiles, shower area, and vanity area using appropriate cleaning agent
- PC45.** wipe and clean the vanity mirror
- PC46.** clean bathroom walls using wet mop or sponge
- PC47.** wipe shower curtain, working from top towards the bottom, with a dry cloth or replace, if it is stained
- PC48.** replenish toiletries and other bathroom supplies if required
- PC49.** check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.

Qualification Pack

PC50. sweep and mop the bathroom floor using appropriate disinfectant

PC51. check bathroom doormat and replace, if required

PC52. report any damage spotted to the housekeeping control desk

PC53. leave the bathroom door open for air to circulate

Clean elevators

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

PC54. ensure that the elevator is taken off service mode

PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.

PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator

PC57. open and wipe the elevator doors

PC58. clean from top towards bottom while cleaning the elevator cabin

PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth

PC60. clean the mirrors and check the surface for streaks

PC61. wipe button with a damp duster

PC62. mop floor to eliminate stains

PC63. vacuum carpets using a high-power vacuum cleaner

PC64. report loose or ripped carpeting to the supervisor

PC65. keep the elevator door open till the floor and walls are completely dried

PC66. spray air freshener after cleaning

PC67. put the elevator back in service mode

Clean lobby and Front Office area

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

PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets

PC69. arrange the flowers, if required

PC70. water indoor plants as per the requirement

PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork

PC72. clean the glass surface and windows using glass-cleaner

PC73. damp-dust the doors, door handles, and knobs

PC74. suction clean the carpeted areas as per the requirement

PC75. remove any stain on the carpet or upholstery immediately

PC76. clean the lights and lighting fixtures

PC77. dust and wipe the railings, and furniture

PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution

PC79. sweep, mop or vacuum the floors, as required

PC80. spray room freshener at the end of cleaning

Clean dining area

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

PC81. open all the drapes/blinds for better lighting in the area

Qualification Pack

- PC82.** vacuum clean the carpet area
- PC83.** remove any food stains from the carpet, using appropriate cleaning agent
- PC84.** sweep and mop without leaving any food or spillage on the hard floor area
- PC85.** dust and wipe the furniture in the dining area
- PC86.** polish the furniture if required
- PC87.** clean wall hangings like paintings, pictures, etc. artworks, and corners
- PC88.** polish metal, glass, and wood items and surfaces, if required
- PC89.** wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical
- PC90.** report any repair or maintenance requirement to housekeeping control desk
- PC91.** report any lost and found items as per SOP
- PC92.** collect all dirty table linens and replace with fresh ones

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the workplace
- KU2.** organization's policy on reporting and documentation
- KU3.** organizational SOP for housekeeping
- KU4.** importance and proper usage of PPE during cleaning operations
- KU5.** inspection methods of housekeeping assigned area
- KU6.** cleaning methods for different areas/surfaces
- KU7.** types and use of cleaning and mixing agents, required for cleaning different areas/surface
- KU8.** types and operating procedure of cleaning equipment
- KU9.** different boards/signages for cleaning areas
- KU10.** room layouts and furniture arrangements
- KU11.** types of rooms and guest supplies
- KU12.** checklist and standard working condition for all room equipment/appliances
- KU13.** waste management as per organizational SOP
- KU14.** importance of paying attention to details while attending to and cleaning a guest room
- KU15.** maintenance procedure of all housekeeping equipment
- KU16.** types of waste and their characteristics
- KU17.** working procedure of elevators

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.** interpret operational instructions received from housekeeping supervisors
- GS3.** fill-in checklists, log sheets etc.
- GS4.** communicate effectively with guests and respond to their queries, if required



Qualification Pack

GS5. plan, prioritize and sequence work to increase efficiency

GS6. improve and modify own work practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for cleaning activities</i>	20	20	-	10
PC1. collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor	-	-	-	-
PC2. collect the floor master key and sign the key control register	-	-	-	-
PC3. collect fresh linen as per occupancy status from the linen room	-	-	-	-
PC4. identify the appropriate cleaning agent as per the requirement	-	-	-	-
PC5. collect cleaning equipment required for performing cleaning operation	-	-	-	-
PC6. load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.	-	-	-	-
PC7. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
PC8. sanitize all equipment and supplies	-	-	-	-
<i>Clean guest room</i>	20	25	-	15
PC9. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC10. ensure proper ventilation in the room by drawing the curtains	-	-	-	-
PC11. check all the curtain hooks/rings and tracks while drawing the curtains	-	-	-	-
PC12. remove used cutlery, crockery and food trays, if any and inform room services to collect them	-	-	-	-
PC13. check functioning of all the electrical appliances	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. inform the supervisor for maintenance work of non-functional appliance, if required	-	-	-	-
PC15. empty the ashtrays and wastepaper basket into the trash bag on the cart	-	-	-	-
PC16. dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room	-	-	-	-
PC17. remove cobwebs or dust from the ceilings, if required	-	-	-	-
PC18. vacuum clean the upholstered items in the room	-	-	-	-
PC19. vacuum the carpet edge and floor	-	-	-	-
PC20. clean window frame and glass panes, if required	-	-	-	-
PC21. remove stains from furniture using appropriate cleaning agent	-	-	-	-
PC22. damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver	-	-	-	-
PC23. perform spot cleaning, if required	-	-	-	-
PC24. handle cleaning agents without spilling in the room to be cleaned	-	-	-	-
PC25. clear up any spillage as per the type of floor and the size and type of spillage	-	-	-	-
PC26. clean and polish the surface without causing any damage to the surfaces	-	-	-	-
PC27. re-arrange all the furniture and article after cleaning as per standard layout	-	-	-	-
PC28. spray room freshener to ensure room is free from unpleasant odour	-	-	-	-
PC29. ensure surfaces are dry and free of smears/dirt when work is finished	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. spray wash, scrub and clean the balcony railings	-	-	-	-
PC31. collect dirty linen in the floor cart/trolley	-	-	-	-
PC32. replace bed linen in rooms (both checked out and occupied rooms)	-	-	-	-
PC33. replenish guest supplies like snacks, tea/coffee bags etc.	-	-	-	-
PC34. verify if the heating, lighting and ventilation systems are set correctly after cleaning	-	-	-	-
PC35. collect and segregate waste according to organization's waste management policy	-	-	-	-
PC36. complete the documentation accurately	-	-	-	-
PC37. report damage to the supervisor, if any	-	-	-	-
<i>Clean guest bathroom</i>	15	15	-	10
PC38. empty the waste bins and place new bin liner	-	-	-	-
PC39. scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots	-	-	-	-
PC40. flush the WC and apply cleaning agent and leave it for a while	-	-	-	-
PC41. scrub and clean the WC using a toilet brush	-	-	-	-
PC42. damp dust the door and fixtures along with, the toilet roll holder, faucets etc.	-	-	-	-
PC43. clean and disinfect bath room phone	-	-	-	-
PC44. clean all the tiles, shower area, and vanity area using appropriate cleaning agent	-	-	-	-
PC45. wipe and clean the vanity mirror	-	-	-	-
PC46. clean bathroom walls using wet mop or sponge	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC47. wipe shower curtain, working from top towards the bottom, with a dry cloth or replace, if it is stained	-	-	-	-
PC48. replenish toiletries and other bathroom supplies if required	-	-	-	-
PC49. check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.	-	-	-	-
PC50. sweep and mop the bathroom floor using appropriate disinfectant	-	-	-	-
PC51. check bathroom doormat and replace, if required	-	-	-	-
PC52. report any damage spotted to the housekeeping control desk	-	-	-	-
PC53. leave the bathroom door open for air to circulate	-	-	-	-
<i>Clean elevators</i>	10	10	-	5
PC54. ensure that the elevator is taken off service mode	-	-	-	-
PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator	-	-	-	-
PC57. open and wipe the elevator doors	-	-	-	-
PC58. clean from top towards bottom while cleaning the elevator cabin	-	-	-	-
PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth	-	-	-	-
PC60. clean the mirrors and check the surface for streaks	-	-	-	-
PC61. wipe button with a damp duster	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC62. mop floor to eliminate stains	-	-	-	-
PC63. vacuum carpets using a high-power vacuum cleaner	-	-	-	-
PC64. report loose or ripped carpeting to the supervisor	-	-	-	-
PC65. keep the elevator door open till the floor and walls are completely dried	-	-	-	-
PC66. spray air freshener after cleaning	-	-	-	-
PC67. put the elevator back in service mode	-	-	-	-
<i>Clean lobby and Front Office area</i>	15	20	-	10
PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets	-	-	-	-
PC69. arrange the flowers, if required	-	-	-	-
PC70. water indoor plants as per the requirement	-	-	-	-
PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork	-	-	-	-
PC72. clean the glass surface and windows using glass-cleaner	-	-	-	-
PC73. damp-dust the doors, door handles, and knobs	-	-	-	-
PC74. suction clean the carpeted areas as per the requirement	-	-	-	-
PC75. remove any stain on the carpet or upholstery immediately	-	-	-	-
PC76. clean the lights and lighting fixtures	-	-	-	-
PC77. dust and wipe the railings, and furniture	-	-	-	-
PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC79. sweep, mop or vacuum the floors, as required	-	-	-	-
PC80. spray room freshener at the end of cleaning	-	-	-	-
<i>Clean dining area</i>	10	10	-	10
PC81. open all the drapes/blinds for better lighting in the area	-	-	-	-
PC82. vacuum clean the carpet area	-	-	-	-
PC83. remove any food stains from the carpet, using appropriate cleaning agent	-	-	-	-
PC84. sweep and mop without leaving any food or spillage on the hard floor area	-	-	-	-
PC85. dust and wipe the furniture in the dining area	-	-	-	-
PC86. polish the furniture if required	-	-	-	-
PC87. clean wall hangings like paintings, pictures, etc. artworks, and corners	-	-	-	-
PC88. polish metal, glass, and wood items and surfaces, if required	-	-	-	-
PC89. wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical	-	-	-	-
PC90. report any repair or maintenance requirement to housekeeping control desk	-	-	-	-
PC91. report any lost and found items as per SOP	-	-	-	-
PC92. collect all dirty table linens and replace with fresh ones	-	-	-	-
NOS Total	90	100	-	60

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0208
NOS Name	Perform Cleaning Activities in Guest Room & Public Areas
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	5
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQF Clearance Date	31/01/2024

Qualification Pack

THC/N0219: Prepare for Laundry Duties

Description

This OS unit is about preparing for laundry duties like attending to laundry calls, collecting the items from uniform room, linen chutes and guest rooms for washing cycle/dry cleaning.

Scope

The scope covers the following :

- Collect and sort guest laundry
- Collect and sort in-house linen
- Collect and sort uniform

Elements and Performance Criteria

Collect and sort guest laundry

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

- PC1.** attend to a guest request for laundry
- PC2.** enter the call in the guest message register
- PC3.** inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.
- PC4.** pick up the laundry bag and filled laundry form from the guest room
- PC5.** note any special request such as removal of stains, alteration or button replacement, etc.
- PC6.** inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement
- PC7.** check and verify the clothes against the list and transfer them to the linen room
- PC8.** sort the garments for pressing/dry-cleaning/washing and place them in the respective bins
- PC9.** put the items that can color-bleed in hand wash bin
- PC10.** send the express laundry and pressing items to the respective sections immediately
- PC11.** segregate all clothes color-wise and fabric wise for machine wash
- PC12.** check the clothes for any repair or stray items left in the pocket
- PC13.** report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets
- PC14.** mark or tag the clothes as per organizational standards
- PC15.** record the details in the prescribed format
- PC16.** submit all the details and forms to the Laundry Manager

Collect and sort in-house linen

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

- PC17.** collect soiled linen from housekeeping
- PC18.** sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles

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- PC19.** sort the linen further by its type like towels, bedsheets, etc.
- PC20.** monogram the new linen before washing so that it can easily be identified and controlled for pilferage
- PC21.** separate the linen that requires repair and send to the tailor
- PC22.** separate the condemned or discarded linen before washing and send it to the tailor room for further use
- PC23.** remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc.

Collect and sort uniform

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

- PC24.** collect the soiled uniforms from the uniform department
- PC25.** count the uniform physically in front of the uniform attendant
- PC26.** enter all details in the uniform exchange register
- PC27.** sort uniform based on the nature of soiling or type of uniform like blazers, sarees, etc.
- PC28.** separate dark load from the light and white load

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** laundry workflow and departmental organization
- KU3.** types of in-house laundry items like bed linen, curtains, table cloths, etc.
- KU4.** different types of fabrics and their properties
- KU5.** standard guest and in-house laundry collection procedures
- KU6.** washing procedures for various fabrics
- KU7.** linen inspection and segregation process
- KU8.** sorting procedures for various items
- KU9.** standard tagging or marking process
- KU10.** various types of records to be maintained like laundry form, uniform, and linen registers, 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.** manage time effectively for prompt and improved guest services
- GS3.** fill up required forms
- GS4.** document all requirements and details
- GS5.** communicate effectively with co-workers and supervisors
- GS6.** coordinate with other departments for smooth functioning

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect and sort guest laundry</i>	15	15	-	8
PC1. attend to a guest request for laundry	-	-	-	-
PC2. enter the call in the guest message register	-	-	-	-
PC3. inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.	-	-	-	-
PC4. pick up the laundry bag and filled laundry form from the guest room	-	-	-	-
PC5. note any special request such as removal of stains, alteration or button replacement, etc.	-	-	-	-
PC6. inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement	-	-	-	-
PC7. check and verify the clothes against the list and transfer them to the linen room	-	-	-	-
PC8. sort the garments for pressing/dry-cleaning/washing and place them in the respective bins	-	-	-	-
PC9. put the items that can color-bleed in hand wash bin	-	-	-	-
PC10. send the express laundry and pressing items to the respective sections immediately	-	-	-	-
PC11. segregate all clothes color-wise and fabric wise for machine wash	-	-	-	-
PC12. check the clothes for any repair or stray items left in the pocket	-	-	-	-
PC13. report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets	-	-	-	-
PC14. mark or tag the clothes as per organizational standards	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. record the details in the prescribed format	-	-	-	-
PC16. submit all the details and forms to the Laundry Manager	-	-	-	-
<i>Collect and sort in-house linen</i>	15	15	-	8
PC17. collect soiled linen from housekeeping	-	-	-	-
PC18. sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles	-	-	-	-
PC19. sort the linen further by its type like towels, bedsheets, etc.	-	-	-	-
PC20. monogram the new linen before washing so that it can easily be identified and controlled for pilferage	-	-	-	-
PC21. separate the linen that requires repair and send to the tailor	-	-	-	-
PC22. separate the condemned or discarded linen before washing and send it to the tailor room for further use	-	-	-	-
PC23. remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc.	-	-	-	-
<i>Collect and sort uniform</i>	10	10	-	4
PC24. collect the soiled uniforms from the uniform department	-	-	-	-
PC25. count the uniform physically in front of the uniform attendant	-	-	-	-
PC26. enter all details in the uniform exchange register	-	-	-	-
PC27. sort uniform based on the nature of soiling or type of uniform like blazers, sarees, etc.	-	-	-	-
PC28. separate dark load from the light and white load	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0219
NOS Name	Prepare for Laundry Duties
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

THC/N0221: Perform Laundry Operations

Description

This OS unit is about laundering all guest items and in-house linen and uniforms using appropriate methods.

Scope

The scope covers the following :

- Remove the stains through spotting
- Hand wash the garments
- Perform machine washing and drying
- Dry clean the garments
- Iron the garments
- Perform additional laundry services

Elements and Performance Criteria

Remove the stains through spotting

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

- PC1.** identify the type of stain
- PC2.** clean the table and the steam gun nozzle
- PC3.** arrange the chemicals required for spotting
- PC4.** place stain right side up on the perforated plate
- PC5.** steam the stain using a spray gun and steam pedal
- PC6.** apply appropriate chemical on the stain
- PC7.** rub the stain and reapply steam
- PC8.** dry the fabric after the stain is removed

Hand wash the garments

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

- PC9.** prepare the required solution or cleaning agent
- PC10.** segregate the hand wash clothes into light and dark color
- PC11.** separate the items in which the color bleeds
- PC12.** soak each lot separately
- PC13.** rub lightly with hands or brush, as appropriate
- PC14.** rinse the washed clothes
- PC15.** dry the clothes by hanging them
- PC16.** send the linen or garments for processing to the steam or cotton press unit according to fabric

Perform machine washing and drying

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

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- PC17.** load the machine as per its optimum capacity
- PC18.** measure required chemicals into the appropriate suspenders
- PC19.** set the program in the machine as per the fabric and wash load type
- PC20.** monitor the washer for correct water levels, water temperature, proper draining, and for any leakage, etc.
- PC21.** unload the machine at the end of the wash cycle
- PC22.** hang the items that require steam press for air drying
- PC23.** dry the other items in the dryer
- PC24.** monitor the dryer for correct load, right program settings, etc.
- PC25.** send the machine dried items to be pressed to the respective pressing units

Dry clean the garments

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

- PC26.** place the small and delicate items in a net bag before loading in the machine
- PC27.** load the dry-cleaning machine as per capacity
- PC28.** measure and add required chemicals as per the fabric
- PC29.** operate the dry-cleaning machine as per specifications
- PC30.** send the items to respective pressing units after dry-cleaning

Iron the garments

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

- PC31.** clean and feather brush the pressing unit
- PC32.** ensure there are no previous day's clothes on the shelf or rack
- PC33.** arrange sufficient number of hangers
- PC34.** fill up spray bottles with fresh water for dampening the clothes
- PC35.** iron the clothes manually or using the press unit, as applicable

Perform additional laundry services

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

- PC36.** assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals
- PC37.** clean the laundry machines as per specifications
- PC38.** keep storage areas and carts well-stocked, clean, and tidy
- PC39.** track maintenance and repairs of laundering equipment as directed by the Laundry Manager
- PC40.** keep the facility clean at all times
- PC41.** report any technical problems in the machinery or deficit in the inventory to laundry Manager

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** laundry workflow and departmental organization
- KU3.** procedure to wash the clothes

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- KU4.** types and operating procedure of laundry machines
- KU5.** steps of laundering and washing mechanism
- KU6.** types of fabrics and washing requirements
- KU7.** types of stain and their removal procedures
- KU8.** types of detergents and cleaning agents used for washing
- KU9.** methods of sorting the fabrics
- KU10.** washing, drying and ironing procedures
- KU11.** stain identification techniques
- KU12.** dry cleaning process
- KU13.** types of care symbols on the garments
- KU14.** cleaning and maintenance procedures for different washing machines and dryers

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 with co-workers and supervisors
- GS3.** manage time effectively for prompt and improved services
- GS4.** coordinate with different departments for smooth workflow

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Remove the stains through spotting</i>	15	15	-	5
PC1. identify the type of stain	-	-	-	-
PC2. clean the table and the steam gun nozzle	-	-	-	-
PC3. arrange the chemicals required for spotting	-	-	-	-
PC4. place stain right side up on the perforated plate	-	-	-	-
PC5. steam the stain using a spray gun and steam pedal	-	-	-	-
PC6. apply appropriate chemical on the stain	-	-	-	-
PC7. rub the stain and reapply steam	-	-	-	-
PC8. dry the fabric after the stain is removed	-	-	-	-
<i>Hand wash the garments</i>	15	15	-	10
PC9. prepare the required solution or cleaning agent	-	-	-	-
PC10. segregate the hand wash clothes into light and dark color	-	-	-	-
PC11. separate the items in which the color bleeds	-	-	-	-
PC12. soak each lot separately	-	-	-	-
PC13. rub lightly with hands or brush, as appropriate	-	-	-	-
PC14. rinse the washed clothes	-	-	-	-
PC15. dry the clothes by hanging them	-	-	-	-
PC16. send the linen or garments for processing to the steam or cotton press unit according to fabric	-	-	-	-
<i>Perform machine washing and drying</i>	10	10	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC17. load the machine as per its optimum capacity	-	-	-	-
PC18. measure required chemicals into the appropriate suspenders	-	-	-	-
PC19. set the program in the machine as per the fabric and wash load type	-	-	-	-
PC20. monitor the washer for correct water levels, water temperature, proper draining, and for any leakage, etc.	-	-	-	-
PC21. unload the machine at the end of the wash cycle	-	-	-	-
PC22. hang the items that require steam press for air drying	-	-	-	-
PC23. dry the other items in the dryer	-	-	-	-
PC24. monitor the dryer for correct load, right program settings, etc.	-	-	-	-
PC25. send the machine dried items to be pressed to the respective pressing units	-	-	-	-
<i>Dry clean the garments</i>	20	20	-	10
PC26. place the small and delicate items in a net bag before loading in the machine	-	-	-	-
PC27. load the dry-cleaning machine as per capacity	-	-	-	-
PC28. measure and add required chemicals as per the fabric	-	-	-	-
PC29. operate the dry-cleaning machine as per specifications	-	-	-	-
PC30. send the items to respective pressing units after dry-cleaning	-	-	-	-
<i>Iron the garments</i>	10	10	-	5
PC31. clean and feather brush the pressing unit	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. ensure there are no previous day's clothes on the shelf or rack	-	-	-	-
PC33. arrange sufficient number of hangers	-	-	-	-
PC34. fill up spray bottles with fresh water for dampening the clothes	-	-	-	-
PC35. iron the clothes manually or using the press unit, as applicable	-	-	-	-
<i>Perform additional laundry services</i>	10	10	-	5
PC36. assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals	-	-	-	-
PC37. clean the laundry machines as per specifications	-	-	-	-
PC38. keep storage areas and carts well-stocked, clean, and tidy	-	-	-	-
PC39. track maintenance and repairs of laundering equipment as directed by the Laundry Manager	-	-	-	-
PC40. keep the facility clean at all times	-	-	-	-
PC41. report any technical problems in the machinery or deficit in the inventory to laundry Manager	-	-	-	-
NOS Total	80	80	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0221
NOS Name	Perform Laundry Operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	5
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

THC/N0222: Deliver laundered items

Description

This OS unit is about checking the guest and in-house laundered items for proper finishing and quality, and delivering them to appropriate places.

Scope

The scope covers the following :

- Check quality of laundered items
- Deliver guest laundry
- Deliver in-house laundry and uniform

Elements and Performance Criteria

Check quality of laundered items

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

- PC1.** check the garments for missing buttons, stains, zippers, tears, etc.
- PC2.** inspect the linen for wear and tear and stubborn stains
- PC3.** check for any discoloration of items
- PC4.** verify the quality of washing and dry cleaning for all items
- PC5.** check if all items are properly pressed and folded as per the standards

Deliver guest laundry

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

- PC6.** verify the items with the laundry slip
- PC7.** remove the tag from guest laundry
- PC8.** ensure guest requirements for all items are met
- PC9.** pack the garment in a proper laundry bag as per the procedure
- PC10.** deliver the guest items on time
- PC11.** make sure the right items are returned to their correct owners
- PC12.** request guest to count or check the items and confirm
- PC13.** present the invoice for guest signature, as per standards
- PC14.** submit the signed invoice to supervisor for further processing as per SOP

Deliver in-house laundry and uniform

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

- PC15.** fold the laundry items manually or using automatic folding and stacking machines, as applicable
- PC16.** transport the ready laundered linen to the designated area such as linen room
- PC17.** deliver the laundered uniform to the designated department
- PC18.** organize and store the stock at designated locations

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** inspection methods for quality of laundered items
- KU3.** ironing techniques for different items
- KU4.** packing and folding techniques of different type of laundry items
- KU5.** standard procedure to present the invoice to the guest
- KU6.** delivery procedures for laundered items

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 with co-workers
- GS3.** manage time effectively for prompt and improved services
- GS4.** document all requirements and details

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check quality of laundered items</i>	10	10	-	5
PC1. check the garments for missing buttons, stains, zippers, tears, etc.	-	-	-	-
PC2. inspect the linen for wear and tear and stubborn stains	-	-	-	-
PC3. check for any discoloration of items	-	-	-	-
PC4. verify the quality of washing and dry cleaning for all items	-	-	-	-
PC5. check if all items are properly pressed and folded as per the standards	-	-	-	-
<i>Deliver guest laundry</i>	15	15	-	10
PC6. verify the items with the laundry slip	-	-	-	-
PC7. remove the tag from guest laundry	-	-	-	-
PC8. ensure guest requirements for all items are met	-	-	-	-
PC9. pack the garment in a proper laundry bag as per the procedure	-	-	-	-
PC10. deliver the guest items on time	-	-	-	-
PC11. make sure the right items are returned to their correct owners	-	-	-	-
PC12. request guest to count or check the items and confirm	-	-	-	-
PC13. present the invoice for guest signature, as per standards	-	-	-	-
PC14. submit the signed invoice to supervisor for further processing as per SOP	-	-	-	-
<i>Deliver in-house laundry and uniform</i>	15	15	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. fold the laundry items manually or using automatic folding and stacking machines, as applicable	-	-	-	-
PC16. transport the ready laundered linen to the designated area such as linen room	-	-	-	-
PC17. deliver the laundered uniform to the designated department	-	-	-	-
PC18. organize and store the stock at designated locations	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0222
NOS Name	Deliver laundered items
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

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.

Qualification Pack

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/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	10
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
Total	95	115	-	40	250	30

Elective: 1 Housekeeping Associate

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0240.Clean carpet & upholstery	65	80	0	40	185	20
THC/N0241.Polish the Floors and Surfaces	80	95	0	40	215	20
THC/N0208.Perform Cleaning Activities in Guest Room & Public Areas	90	100	0	60	250	30

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	235	275	-	140	650	70

Elective: 2 Laundry Associate

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0219.Prepare for Laundry Duties	40	40	0	20	100	20
THC/N0221.Perform Laundry Operations	80	80	0	40	200	30
THC/N0222.Deliver laundered items	40	40	0	20	100	20
Total	160	160	-	80	400	70

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.