Model Curriculum

QP Name: Guest Service Executive (Front Office)

QP Code: THC/Q0109

QP Version: 3.0

NSQF Level: 4.5

Model Curriculum Version: 3.0

Tourism & Hospitality Skill Council || #1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place, New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

Table of Contents

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	4.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4226.0201
Minimum Educational Qualification and Experience	12th-grade pass with 3 years of relevant experience including apprenticeship OR Completed 2-year diploma after 12th with2 years of relevant experience including apprenticeship OR Completed UG certificate or equivalent with 1.5 years experience including apprenticeship OR Previous relevant qualification of NSQF Level 4 with 1.5 years experience including apprenticeship
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	3.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	3.0
Minimum Duration of the Course	540 Hours, 0 Minutes (including ES and OJT)
Maximum Duration of the Course	540 Hours, 0 Minutes (including ES) & both Electives

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender, PwD and age-sensitivity
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene and safety standards at the workplace
- Describe the ways to enhance guest experience
- Employ appropriate skills and knowledge to manage cashiering activities
- Prepare sample guest reservation occupancy and forecasting reports
- Discuss effective ways to maintain guest relations
- Employ appropriate practices to train the staff
- Perform the steps of managing and monitoring guest reservation procedure

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0120 &V2.0– Handle Guest Complaints and Guide Front Office Staff NSQF Level 4.5	**30:00**	**80:00**	**10:00**	**00:00**	**120:00**
Module 1: Introduction to Front Office Management	02:00	00:00	00:00	00:00	02:00
Module 2: Enhance Guest Experiences	28:00	80:00	10:00	00:00	118:00
THC/N0110 &V3.0 – Perform Cashiering Activities NSQF Level 4.5	**60:00**	**110:00**	**10:00**	**00:00**	**180:00**
Module 3: Perform Cashiering Activities	60:00	110:00	10:00	00:00	180:00
THC/N0119 & v4.0: Handle Guest Relations NSQF Level 4.5	**45:00**	**35:00**	**10:00**	**00:00**	**90:00**
Module 4: Ensure Smooth Stay for the Guests	20:00	10:00	05:00	00:00	35:00
Module 5: Train the Front Office Staff	25:00	25:00	05:00	00:00	55:00
THC/N9902 &V2.0 – Ensure Effective Communication and Service Standard at Workplace NSQF Level 4.5	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**

Module 6: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 &V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NSQF Level 4.5	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 7: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 &V2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace NSQF Level 4.5	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 8: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 9. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 10. Constitutional values – Citizenship	0:30	01:00	00:00	00:00	01.30
Module 11. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 12. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 14. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 15. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 16. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 17. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 18. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 19. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 20. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	**204.00**	**306.00**	**30.00**	**0.00**	**540.00**

Module Details

Module 1: Introduction to Front Office Management
Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Guest Service Executive (Front Office)
- Explain the scope of work for a Guest Service Executive (Front Office)

Duration: *02:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the objectives and benefits of the Skill India Mission - Describe the Tourism and Hospitality Industry and its sub-sectors - Elaborate the hierarchy of hotel of small, medium and large establishments - Explain the basic terminologies used in the parlance of Hospitality Industry - Discuss various facilities and amenities in the Hotel Industry - Discuss various functions and organizational structure of Front Office Department in the Hotel Industry - Elaborate the job role and the available job opportunities for Guest Service Executive (Front Office) in the Tourism and Hospitality Industry	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Enhance Guest Experiences
Mapped to THC/N0120 &V2.0

Terminal Outcomes:

- Employ suitable practices to handle guest complaints
- Apply appropriate practices to maintain guest complaint records with their solution
- Describe Selection, coaching and counselling procedures for the Front Office Personnel
- Explain the procedure to guide and supervise Front Office Staff

Duration: 28:00	Duration: 80:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain different types of common guest complaints - Discuss the significance and procedure of handling guest complaints effectively - Explain the importance of following a timeline to complete corrective actions - Describe the significance of updating the guest regarding the status of action taken on their complaint - Discuss the techniques to obtain and analyse guest feedback - Elaborate the performance evaluation method of the Front Office employees - Explain various types of standard records and reports maintained at the Front Office	- Role play a situation to attend guest complaint and offer the best possible solution of the complaints - Dramatize how to escalate the guest complaints to the Supervisor or appropriate department - Perform the activities to monitor the progress of corrective action of the guest complaint within the set timeline - Prepare a sample customer review report to record history of customer complaint, nature of occurrence and their resolution - Dramatize a situation on selection, coaching and counselling of the Front Office Personnel and team members - Employ professional expertise to supervise Front Desk operation activities - Employ appropriate techniques to evaluate job performance of the Front Office employees and ensure the implementation of all hotel policies and house rules - Apply appropriate practices to review Front Office Work, Logbook and Activity reports as well as analyse the guest feedback form
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample customer review report, Sample performance record, Sample logbook, Sample activity report	

Module 3: Perform Cashiering Activities
Mapped to THC/N0110 &V3.0

Terminal Outcomes:

- Perform the steps to handle payment during guest check-in and check-out
- Apply suitable practices to ensure proper preparation and presentation of related vouchers and bills, like advance payment bill, master bill, commission vouchers, etc.
- Employ appropriate practices to update property management system
- Draft a sample master bill/invoice with added credit transaction from different points of sale
- Perform the closing activities for the shift

Duration: *60:00*	Duration: *110:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain various modes of payment, such as credit/debit card, cash, travel voucher, forex card, etc. - Discuss the importance and procedure of preparing payment receipt - Outline the overview of hotel property management system for check-in, check-out, room availability, etc. - Explain various types of vouchers and bills, such as Paid Outs (VPO), petty cash, charge voucher, cash receipt voucher, etc. used in the hotel - Elaborate the cash management processes - Explain types of ledgers like guest ledger, city ledger, etc. - State the significance of ensuring preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale	- Apply appropriate practices to ensure that advanced payment receipt is prepared properly - Employ proper practices to make sure the Front Office Associate presents the receipt to the guests - Perform the activities to receive payment from the guests and update the payment details and records in the Property Management System - Apply proper techniques to check the guest departure status or check-out request - Role play on how to inform all points of sale and other departments about the departure - Draft a sample master bill/invoice with added credit transaction from different points of sale - Demonstrate digital payment procedure - Dramatize on how to inform bell desk for carrying luggage out of guest room/lobby and communicate to housekeeping about guest departure - Demonstrate the procedure of closing the guest account - Show how to monitor and update the logbook - Perform the activities of account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift

	• Employ proper practices to handover the logbook and other required details to the next shift executive or associate

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample payment receipt, Various sample vouchers, like petty cash, commission voucher, allowance vouchers, etc. Sample master bill, Sample ledger account

![THSC logo]
![Government of India - Ministry of Skill Development & Entrepreneurship]
![NSDC - National Skill Development Corporation - Transforming the skill landscape]
![Skill India]

Module 4: Ensure Smooth Stay for the Guests
Mapped to THC/N0119 & v 4.0

Terminal Outcomes:

- Apply proper practices to ensure that the concerned person is intimated about the guest's arrival and the staff greet the guest as per standards
- Role play on how to assist guests in check-in and check-out process
- Dramatize on how to address guests' requests and handle their complaints
- Employ proper practices to ensure the feedback is sought from the guest regarding various facilities and amenities

Duration: *20:00*	Duration: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Outline the standard procedure and guidelines for front office staff - Discuss different types of rooms and standard check-in and check-out procedures in the hotels - Explain various types of guests, their profile and typical requirements - Describe the methods of checking for regular guests, VIP guests, etc., making appropriate arrangements and verifying all the facilities before the arrival of the guest - State the significance of ensuring that the concerned person is intimated about the guest's arrival and - Elaborate the methods to plan resources based on reservations - Explain the standard procedure to coordinate with other departments regarding guest service - Outline the importance of ensuring that front-desk staff, including receptionists and concierges, offer stellar customer service and provide memorable hospitality experiences to the guests and their concerns are resolved as standard procedure - Describe the techniques to handle dissatisfied guests, significance of taking corrective measures regarding dissatisfied guests and ensuring that the concerned person/department has taken appropriate measures to prevent the problem from re-occurring in the future	- Employ appropriate practices to ensure the staff and self greet the guest as per standards and engage with the guests on arrival to identify requirements and expectations - Role play on how to assist walk-in guests in the selection of the hotel room and with other requirements, coordinate guest check-ins to assigned rooms and inform guests about hotel services, including breakfast and dining options - Dramatize on how to address guests' requests, like in-room dining and coordinate with guests and staff - Role play on how to co-ordinate with concerned person for guest's check-out and arrange the bell boy for luggage transfer as well as assist guests with payments and other check-out facilities

• Discuss the importance of ensuring that the feedback is sought from the guest regarding various facilities and amenities and incorporate them, if relevant	

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample guest portfolio, Sample list of guests' requests, Sample guest feedback form

Module 5: Train the Front Office Staff
Mapped to THC/N0119 & v 4.0

Terminal Outcomes:

- Apply proper techniques to conduct the need analysis for the staff to determine the training needs
- Prepare a sample front desk operations manual regarding the roles and best practices for front desk employees
- Explain the ways to conduct effective training for staff

Duration: *25:00*	Duration: *25:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the methods of identifying the latest developments, processes, and best practices followed in the front office department globally - Describe the methods of identifying the gaps between the available workforce and required skillset - Elaborate the procedure to prepare work and training manuals for front desk employees - Explain the ways to conduct effective training for staff	- Apply proper techniques to conduct the need analysis for the staff to determine the training needs - Prepare a sample front desk operations manual regarding the roles and best practices for front desk employees - Dramatize how to train the staff on various front-office activities - Role play on how to communicate standard policies and procedures to the staff
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample front desk operations manual for front desk employees, Sample list of front-office activities	

Module 6: Promote Effective Communication and Service Standard
Mapped to THC/N9902 &V2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: *15:00*	Duration: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace - Explain the importance of maintaining hygiene and wearing designated uniform - Discuss the importance of effective communication - Explain the importance of guest satisfaction and guest feedback - Outline the procedure and policy of handling complaints and feedback constructively - Discuss different ways to enhance guest experience - Describe various ways to handle team members - Discuss different ways to provide feedback to the team members - Explain the importance of gender and age sensitivity - Discuss gender and age-specific requirements of the guests - Discuss the specific needs of People with Disabilities - Discuss the standard policy to prevent Sexual harassment at workplace - Discuss the importance of timely submission of guests' feedback	- Demonstrate the standard procedure to welcome and greet the guests - Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors - Role play a situation on how to handle guests' dissatisfaction and complaints effectively - Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code - Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification - Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy
Mapped to THC/N9910 &V4.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: *15:00*	Duration: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification	• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard
Mapped to THC/N9907 &V2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: *15:00*	Duration: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the concept and importance of personal and workplace hygiene - Discuss procedure to maintain personal hygiene - Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment - Describe standard safety procedures to be followed while handling tools, material, and equipment - Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace - Explain the importance of preventive health check-up organized by the company - List the components of the first-aid kit - Describe the methods to minimize accidental risks and potential hazards in the workplace - Explain different safety warning signs and labels at workplace - Discuss ways to identify and segregate different types of waste at the workplace - Explain the procedure to report accident and other health related issues as per SOP	- Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles - Dramatize a situation to ensure work area is clean, hygienic and hazard free - Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions - Apply appropriate practices to follow basic first-aid procedures by self and team members - Apply effective waste management procedures at the workplace depending on the types of waste - Role play a situation on reporting safety and security issues to the concerned authority - Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 9: Introduction to Employability Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: *00:30*	Duration: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the Employability Skills required for jobs in various industries.	• List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Constitutional values - Citizenship
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: *00:30*	Duration: *01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen	Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Becoming a Professional in the 21st Century
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: _01:00_	Duration: _01:30_
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning.	• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Basic English Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
Discuss need of basic English skills	- Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. - Read and interpret text written in basic English. - Write a short note/paragraph / letter/e -mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Career Development & Goal Setting
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: *01:00*	Duration*: 01:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of career development & goal setting	• Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Communication Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team	• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Diversity & Inclusion
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of escalating sexual harassment issues as per POSH act.	• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Financial and Legal Literacy
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- List the common components of salary and compute income, expenditure, taxes, investments etc. - Discuss the legal rights, laws, and aids.	- Outline the importance of selecting the right financial institution, product, and service. - Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Essential Digital Skills
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the role of digital technology in today's life - Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. - Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely.	- Create sample word documents, excel sheets and presentations using basic features. - Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Entrepreneurship
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: *03:00*	**Duration**: *04:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the types of entrepreneurships and enterprises - Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. - Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement.	Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Customer Service
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: *02:00*	Duration: *03:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the significance of analyzing different types and needs of customers - Explain the significance of identifying customer needs and responding to them in a professional manner. - Discuss the significance of maintaining hygiene and dressing appropriately	Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Getting ready for Apprenticeship & jobs
Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the significance of maintaining hygiene and confidence during an interview. - List the steps for searching and registering for apprenticeship opportunities.	- Create a professional Curriculum Vitae (CV) - Perform a mock interview - Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module21: On-the-Job Training
Mapped to Guest Service Executive (Front Office)

Mandatory Duration: 30:00	Recommended Duration: 00:00
Location: On Site	

Terminal Outcomes

- Demonstrate positive body language when dealing with guests and colleagues
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace
- Role play a situation to attend guest complaint and offer the best possible solution of the complaints
- Prepare a sample customer review report to record history of customer complaint, nature of occurrence and their solution
- Dramatize a situation on selection, coaching and counselling the Front Office Personnel and team members
- Employ appropriate techniques to evaluate the job performance of the Front Office employees and ensure implementation of all hotel policies and house rules
- Apply appropriate practices to review Front Office Work, Logbook and Activity reports as well as analyse the guest feedback form
- Apply appropriate practices to ensure that advanced payment receipt is prepared properly
- Employ proper practices to make sure the Front Office Associate present the receipt to the guests
- Perform the activities to receive payment from the guests and update the payment details in the Property Management System
- Employ appropriate practices to ensure proper creation and presentation of master bill or invoice
- Demonstrate digital payment procedure
- Demonstrate the procedure of closing the guest account
- Perform the activities of account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift
- Employ proper practices to handover the logbook and other required details to the next shift executive or associate
- Employ appropriate practices to ensure the staff and self greet the guest as per standards and engage with the guests on arrival to identify requirements and expectations

- Role play on how to assist walk-in guests in the selection of the hotel room and with other requirements, coordinate guest check-ins to assigned rooms and inform guests about hotel services, including breakfast and dining options
- Dramatize on how to address guests' requests, like in-room dining and coordinate with guests and staff
- Role play on how to co-ordinate with concerned person for guest's check-out and arrange the bell boy for luggage transfer as well as assist guests with payments and other check-out facilities
- Apply proper techniques to conduct the need analysis for the staff to determine the training needs
- Prepare a sample front desk operations manual regarding the roles and best practices for front desk employees
- Dramatize how to train the staff on various front-office activities
- Role play on how to communicate standard policies and procedures to the staff

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Diploma / Degree / Post Graduate	Hotel/ Hospitality /	5	Front Office	1	Front Office	

Trainer Certification	
Domain Certification	**Platform Certification**
"Guest Service Executive (Front Office)", "THC/Q0109", Minimum accepted score is 80%	Recommended that the trainer is certified for the job role "Trainer (VET and skills)" ,mapped to the qualification pack "MEP/Q2601, V2.0" . The minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Diploma / Degree / Postgraduate	Hotel/ Hospitality	5	Front Office	0	-	-

Assessor Certification	
Domain Certification	**Platform Certification**
"Guest Service Executive (Front Office)", "THC/Q0109" Minimum accepted score is 80%	Recommended that the assessor is certified for the job role "Assessor (VET and skills)" ,mapped to the qualification pack "MEP/Q2701, V2.0" . The minimum accepted score is 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

   - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
   - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
   - Assessment agency deploys the ToA certified Assessor for executing the assessment
   - SSC monitors the assessment process & records
   - If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

   - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
   - Check the duration of the training.
   - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
   - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
   - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
   - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
   - Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

   - Question papers created by the Subject Matter Experts (SME)
   - Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
   - Questions are mapped with NOS and PC
   - Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
   - Assessor must be ToA certified
   - Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:
   - Time-stamped & geotagged reporting of the assessor from assessment location
   - Centre photographs with signboards and scheme specific branding
   - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
   - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:
   - Surprise visit to the assessment location

- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access
   - Hard copies of the documents are stored
   - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights