

## Qualification Pack



# Guest Service Executive (Front Office)

QP Code: THC/Q0109

Version: 5.0

NSQF Level: 4.5

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## Qualification Pack

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## Qualification Pack

### THC/Q0109: Guest Service Executive (Front Office)

#### Brief Job Description

The individual at work provides either front office executive or guest relations executive services as per organizational standards.

#### Personal Attributes

The job requires the individual to be polite, well-groomed, committed, service-oriented, and to have pleasant demeanor, and attention to detail. It also requires physical fitness and ability to work in standing position for long hours.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0120: Handle guest complaints and guide front office staff](#)
2. [THC/N0110: Perform cashiering activities](#)
3. [THC/N0119: Handle Guest Reservation Activities](#)
4. [THC/N9902: Ensure effective communication and service standards at workplace](#)
5. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
6. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Front Office Management
<b>Country</b>	India
<b>NSQF Level</b>	4.5
<b>Credits</b>	18

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4226.0201
<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th grade Pass with 3 Years of experience relevant experience including apprenticeship OR Completed 2nd year diploma after 12th with 2 Years of experience relevant experience including apprenticeship OR UG in relevant field (Completed UG certificate or equivalent) with 1-2 Years of experience relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level (4) with 1-2 Years of experience relevant field</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	20 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	31/01/2027
<b>NSQC Approval Date</b>	31/01/2024
<b>Version</b>	5.0
<b>Reference code on NQR</b>	QG-4.5-TH-02014-2024-V1-THSC
<b>NQR Version</b>	5

## Qualification Pack

### THC/N0120: Handle guest complaints and guide front office staff

#### Description

This OS unit is about handling and resolving guest complaints, and mentoring the front office staff to improve guest satisfaction.

#### Scope

The scope covers the following :

- Handle guest complaints
- Guide and supervise front office staff

#### Elements and Performance Criteria

##### *Handle guest complaints*

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

- PC1.** address the requests raised by the guests and offer a possible solution to the problem if it is under the purview
- PC2.** inform the right person or department to handle the guest complaint as per the requirement
- PC3.** set an appropriate time duration for completion of corrective actions
- PC4.** monitor the progress of the corrective action
- PC5.** ensure that the guest is updated regarding the actions that are being taken
- PC6.** make sure proper record of the history of such incidents, nature of occurrence and their solution is maintained

##### *Guide and supervise front office staff*

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

- PC7.** provide support to the HR in the selection of front office personnel
- PC8.** coach and counsel the front desk team members to ensure quality operation
- PC9.** supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests
- PC10.** evaluate the job performance of each front office employee
- PC11.** ensure implementation of all hotel policies and house rules
- PC12.** review daily front office work, logbook and activity reports
- PC13.** analyze guest feedback forms on a daily basis

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational culture and guest profile
- KU2.** tasks of different sections within front office operation
- KU3.** types of guest complaints

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- KU4.** guest complaint handling procedures
- KU5.** recruitment process of front office personnel
- KU6.** organizational functions of front office department
- KU7.** duties and responsibilities of front office personnel
- KU8.** techniques to obtain and analyze guest feedback
- KU9.** various types of standard records and reports maintained at the front office
- KU10.** performance evaluation methods

## 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 and follow operational instructions and prioritize work
- GS3.** communicate effectively with guests and respond to their queries

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle guest complaints</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> address the requests raised by the guests and offer a possible solution to the problem if it is under the purview	-	-	-	-
<b>PC2.</b> inform the right person or department to handle the guest complaint as per the requirement	-	-	-	-
<b>PC3.</b> set an appropriate time duration for completion of corrective actions	-	-	-	-
<b>PC4.</b> monitor the progress of the corrective action	-	-	-	-
<b>PC5.</b> ensure that the guest is updated regarding the actions that are being taken	-	-	-	-
<b>PC6.</b> make sure proper record of the history of such incidents, nature of occurrence and their solution is maintained	-	-	-	-
<i>Guide and supervise front office staff</i>	<b>25</b>	<b>25</b>	-	<b>15</b>
<b>PC7.</b> provide support to the HR in the selection of front office personnel	-	-	-	-
<b>PC8.</b> coach and counsel the front desk team members to ensure quality operation	-	-	-	-
<b>PC9.</b> supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests	-	-	-	-
<b>PC10.</b> evaluate the job performance of each front office employee	-	-	-	-
<b>PC11.</b> ensure implementation of all hotel policies and house rules	-	-	-	-
<b>PC12.</b> review daily front office work, logbook and activity reports	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> analyze guest feedback forms on a daily basis	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0120
<b>NOS Name</b>	Handle guest complaints and guide front office staff
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Front office management
<b>NSQF Level</b>	5
<b>Credits</b>	4
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/01/2024
<b>Next Review Date</b>	31/01/2027
<b>NSQF Clearance Date</b>	31/01/2024

## Qualification Pack

### THC/N0110: Perform cashiering activities

#### Description

This OS unit is about handling payment of guests during check-in. It also includes preparation of invoice, handling bills received from the other departments, and closing the guest account on check out.

#### Scope

The scope covers the following :

- Receive payments during check-in
- Manage invoicing and payment procedure on check out
- Ensure closing shift for cashiering activities

#### Elements and Performance Criteria

##### *Receive payments during check-in*

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

- PC1.** reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)
- PC2.** collect advance money from the guests if the reservation is not pre-paid
- PC3.** ensure the advance receipt is prepared for advance payment
- PC4.** make sure the front office associate presents the receipt to the guests as per organizational standards
- PC5.** ensure updation of advance payment details in the PMS

##### *Manage invoicing and payment procedure on check out*

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

- PC6.** check for guest departure status or check-out request
- PC7.** inform all points of sale and other departments about the departure
- PC8.** check receipt of advance payment by the guest for final bill
- PC9.** ensure preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale such as restaurants, cafeteria, bar/pub, spa, salon, etc. to close the guest account on check out
- PC10.** update front office records manually or in the PMS (Property Management System)
- PC11.** prepare master bill/invoice with added credit transaction from different points of sale
- PC12.** collect payment as per agreed tariff, applicable discount, applicable taxes, and GST in the pre-determined mode of payment (cash/debit or credit card/forex card, etc.) and as per company guidelines on accepting foreign currency
- PC13.** inform bell desk for carrying luggage out of guest room/lobby
- PC14.** communicate to housekeeping about guest departure

##### *Ensure closing of shift for cashiering activities*

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

- PC15.** make sure the guest account is closed on payment of dues

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- PC16.** ascertain all payment details are updated manually or on the PMS, as applicable
- PC17.** monitor the maintenance and updation of the logbook for the shift
- PC18.** ensure a daily account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift
- PC19.** handover the logbook and other required details to the next shift executive or associate as per organizational standards

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs and guidelines for invoicing and payment
- KU2.** organization's pricing and discount policy and approval matrix
- KU3.** front office service cycle and daily operations
- KU4.** regulatory requirements for guest registration/check-in and check-outs
- KU5.** types of rooms available, the facilities, tariff, rate structures and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details
- KU6.** list of items to be kept in Front Desk safety locker (e.g. licensed firearms/valuables) during check-in
- KU7.** hotel property management system for check in, check out, room availability, invoicing, etc.
- KU8.** foreign exchange policies and rates
- KU9.** basic accounting principles
- KU10.** types of vouchers like Visitors Paid Outs (VPO's ), petty cash, charge voucher, cash receipt voucher, etc.
- KU11.** digital payment methods
- KU12.** daily cash management process
- KU13.** types of ledger, like guest ledger, city ledger, etc. and other cashiering reports/records
- KU14.** cash chest/vault handling and cash management process
- KU15.** usage of internet and e-mails
- KU16.** invoice processing procedure

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively and cordially with guests and respond to their queries/requests
- GS3.** manage time effectively for prompt and improved guest services
- GS4.** identify immediate or temporary solutions to resolve delays or other payment problems during check-in or check-out of guests (credit/debit card transaction failure, fake currency issues, etc.)

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive payments during check-in</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
<b>PC2.</b> collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
<b>PC3.</b> ensure the advance receipt is prepared for advance payment	-	-	-	-
<b>PC4.</b> make sure the front office associate presents the receipt to the guests as per organizational standards	-	-	-	-
<b>PC5.</b> ensure updation of advance payment details in the PMS	-	-	-	-
<i>Manage invoicing and payment procedure on check out</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC6.</b> check for guest departure status or check-out request	-	-	-	-
<b>PC7.</b> inform all points of sale and other departments about the departure	-	-	-	-
<b>PC8.</b> check receipt of advance payment by the guest for final bill	-	-	-	-
<b>PC9.</b> ensure preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale such as restaurants, cafeteria, bar/pub, spa, salon, etc. to close the guest account on check out	-	-	-	-
<b>PC10.</b> update front office records manually or in the PMS (Property Management System)	-	-	-	-
<b>PC11.</b> prepare master bill/invoice with added credit transaction from different points of sale	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> collect payment as per agreed tariff, applicable discount, applicable taxes, and GST in the pre-determined mode of payment (cash/debit or credit card/forex card, etc.) and as per company guidelines on accepting foreign currency	-	-	-	-
<b>PC13.</b> inform bell desk for carrying luggage out of guest room/lobby	-	-	-	-
<b>PC14.</b> communicate to housekeeping about guest departure	-	-	-	-
<i>Ensure closing of shift for cashiering activities</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> make sure the guest account is closed on payment of dues	-	-	-	-
<b>PC16.</b> ascertain all payment details are updated manually or on the PMS, as applicable	-	-	-	-
<b>PC17.</b> monitor the maintenance and updation of the logbook for the shift	-	-	-	-
<b>PC18.</b> ensure a daily account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift	-	-	-	-
<b>PC19.</b> handover the logbook and other required details to the next shift executive or associate as per organizational standards	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0110
<b>NOS Name</b>	Perform cashiering activities
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Front office management
<b>NSQF Level</b>	5
<b>Credits</b>	6
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/01/2024
<b>Next Review Date</b>	31/01/2027
<b>NSQC Clearance Date</b>	31/01/2024

## Qualification Pack

### THC/N0119: Handle Guest Reservation Activities

#### Description

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

#### Scope

The scope covers the following :

- Attend to guest reservation
- Modify and cancel guest reservation

#### Elements and Performance Criteria

##### *Attend to guest reservation*

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

- PC1.** respond to guest inquiries as per SOP
- PC2.** provide the details and availability of various rooms and respective facilities to the guest based on guest preference and availability
- PC3.** inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines
- PC4.** obtain necessary details from guests to process the reservation
- PC5.** maintain reservation record of the guests
- PC6.** inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly

##### *Modify and cancel guest reservation*

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

- PC7.** make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/ downgrading room reservations in case of room unavailability
- PC8.** inform the guest about the cancellation policy and provide reservation cancellations services on guest's request
- PC9.** inform the guests about the modification/reservation cancellation made
- PC10.** process refund payments to guests in the event of cancellation

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational culture and typical guest profile
- KU2.** organization's code of conduct
- KU3.** organization pricing and discount policy
- KU4.** organizational SOPs and guidelines for front office

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- KU5.** different modes, sources and types of reservation
- KU6.** standard reservation, cancellation and amendments procedure
- KU7.** legal and operational aspects of guest registration
- KU8.** forecasting techniques for revenue and occupancy
- KU9.** different types of rooms in the accommodation industry

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, and information at the workplace
- GS2.** communicate effectively with guests and respond to their queries
- GS3.** assess and estimate manpower required for guest assistance
- GS4.** improve and modify own work practices

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Promote effective communication*

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

##### *Maintain professional etiquette*

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

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

##### *Ensure rendering of specific services as per the guests' requirements*

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

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

## Generic Skills (GS)

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

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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### Assessment Criteria

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

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

##### *Maintain guests' privacy*

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

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

## Qualification Pack

**KU6.** procedure for disposal of confidential documents

**KU7.** confidential data protection methods

### Generic Skills (GS)

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

**GS1.** read and follow IPR and related information documents

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

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

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

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

## Description

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

## Scope

The scope covers the following :

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

## Elements and Performance Criteria

### *Ensure personal and workplace hygiene*

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

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

### *Maintain safe and secure working environment*

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

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

### *Follow effective waste management and recycling practices at workplace*

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

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

## Qualification Pack

- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

### Generic Skills (GS)

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

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

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

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

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

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

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

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

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

**KU11.** how to compute income and expenditure

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

**KU13.** different legal rights and laws

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

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

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

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

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

## Generic Skills (GS)

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

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

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

## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	30/04/2028
<b>NSQC Clearance Date</b>	08/05/2025

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

## 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/N0120.Handle guest complaints and guide front office staff	40	40	-	20	100	20
THC/N0110.Perform cashiering activities	40	40	-	20	100	20
THC/N0119.Handle Guest Reservation Activities	40	40	0	20	100	20
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	15
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>220</b>	<b>230</b>	<b>0</b>	<b>100</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualification Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>IPR</b>	Intellectual Property Rights
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>HACCP</b>	Hazard analysis and critical control points
<b>ISO</b>	The International Organization for Standardization

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.