

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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### Introduction

#### Qualifications Pack- Home Delivery Boy

**SECTOR:** TOURISM AND HOSPITALITY

**SUB-SECTOR:** Restaurant

**OCCUPATION:** Customer Service

**REFERENCE ID:** THC/Q2902

**ALIGNED TO:** NCO-2004/ NIL

Also known as “Field Boy or Field Executive”, the Home Delivery Boy is responsible for distributing food and beverage packages from restaurant or catering centre to customers at their premises.

**Brief Job Description:** The individual at work delivers food and beverage orders to customers at their place, in time and as per restaurant's policy

**Personal Attributes:** The job requires the individual to have: stamina; sense of punctuality; courteous, pleasant and smart personality. The individual must have a driving license usually for a two-wheeler, and be willing to work outdoors, under pressure, for long hours, and sometimes under harsh weather conditions.

## Qualifications Pack For Home Delivery Boy

Job Details	<b>Qualifications Pack Code</b>	THC/Q2902		
	<b>Job Role</b>	Home Delivery Boy		
	<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
	<b>Sector</b>	Tourism and Hospitality	<b>Drafted on</b>	17/03/15
	<b>Sub-sector</b>	Restaurant	<b>Last reviewed on</b>	25/03/15
	<b>Occupation</b>	Customer Service	<b>Next review date</b>	05/10/19
	<b>NSQC Clearance on</b>	20/07/15		

<b>Job Role</b>	<b>Home Delivery Boy</b> Also known as “Field Boy or Field Executive”
<b>Role Description</b>	Distributing, in time, food and beverage packages from restaurant or catering centre to customers at their premises by driving a personal or employer owned vehicle as per restaurant's policy
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications</b>	Preferable 8 <sup>th</sup> standard passed
<b>Maximum Educational Qualifications</b>	12 <sup>th</sup> standard passed
<b>Training</b> (suggested but not mandatory)	Not Applicable
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Not Applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">THC/N2904 Prepare for home delivery</a></li> <li><a href="#">THC/N2905 Deliver order packages to customers</a></li> <li><a href="#">THC/N2906 Prepare report on day's work</a></li> <li><a href="#">THC/N9901 Communicate with customer and colleagues</a></li> <li><a href="#">THC/N9902 Maintain customer-centric service orientation</a></li> <li><a href="#">THC/N9903 Maintain standard of etiquette and hospitable conduct</a></li> <li><a href="#">THC/N9904 Follow gender and age sensitive service practices</a></li> <li><a href="#">THC/N9906 Maintain health and hygiene</a></li> </ol> <p><b>Optional:</b></p> <ol style="list-style-type: none"> <li>NA</li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units

## Qualifications Pack For Home Delivery Boy

### Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

*Qualifications Pack For Home Delivery Boy*

Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
<b>Keywords /Terms</b>	<b>Description</b>
QP	Qualification Pack
NSQF	National Skills Qualifications Framework
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resource

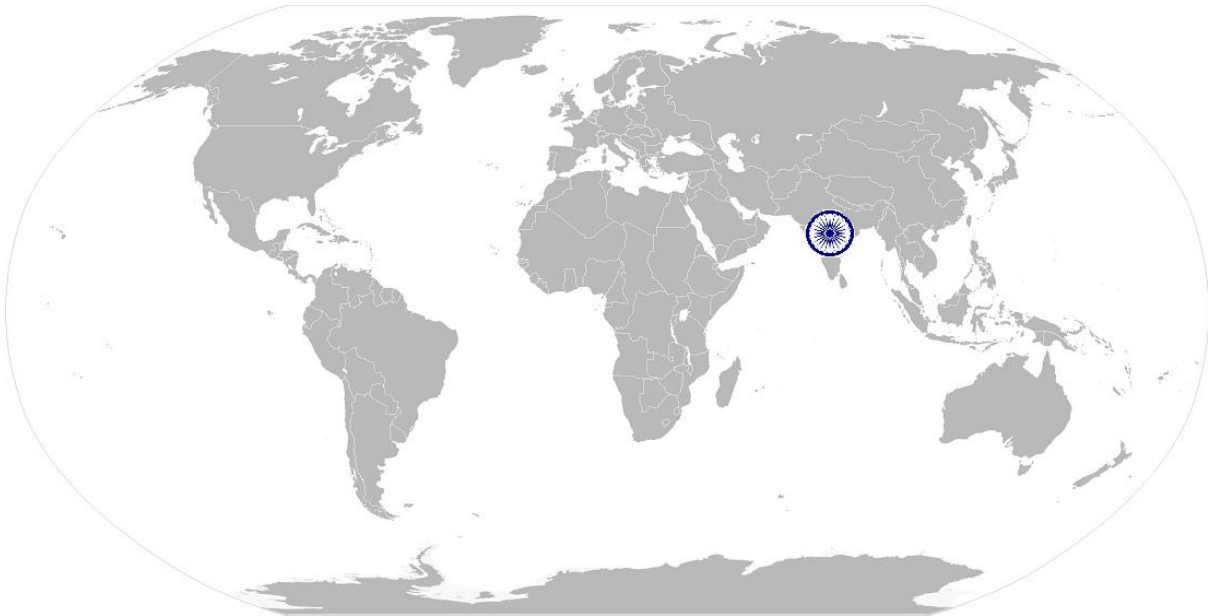
Acronyms

THC/N2904

Prepare for home delivery

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# National Occupational Standard



## Overview

This unit is about undertaking activities before prior to leaving for the home delivery at customer's premises.

## THC/N2904

## Prepare for home delivery

<b>Unit Code</b>	THC /N2904
<b>Unit Title (Task)</b>	Prepare for home delivery
<b>Role Description</b>	This OS unit is about undertaking activities prior to leaving for the home delivery at customer's premises
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Examine the vehicle prior to undertaking the daily trips</li> <li>Interact with Order taker-home delivery</li> <li>Collect customer order packages</li> <li>Load food and beverage packages on the vehicle</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Examining the vehicle prior to undertaking the daily trips</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. inspect the vehicle as per restaurant's work instructions before leaving for delivery of orders</p> <p>PC2. clean the vehicle as per restaurant's work instructions or user manual</p> <p>PC3. check the fuel level, horn, head lights and tyre pressure</p>
<b>Interacting with Order taker-home delivery</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. get delivery instructions from the Order Taker-Home Delivery</p> <p>PC5. Inform superior about any requirements related to the vehicle such as fuel or minor repair</p> <p>PC6. collect details of orders to be delivered such as address of the customer, name, bill, what food and beverage package, optimum route, etc.</p>
<b>Collecting the customer order packages</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. collect the food and beverage package from packer or kitchen or order taker</p> <p>PC8. collect the bill from the order taker along with customer's details</p> <p>PC9. collect log sheet, vehicle performance form/log book and any other papers for days work from the order taker as per restaurant's policy and work instructions</p>
<b>Loading food and beverage packages on the vehicle</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. place food and beverage packages into the containers as per restaurant's policy</p> <p>PC11. secure the packages in such a way that food and beverages could be delivered at right temperature to customers</p> <p>PC12. ensure special care to the fragile items like glass bottles</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policy and work instructions on vehicle maintenance, home delivery, food safety, quality standards, appearance guidelines and company-provided uniform</p> <p>KA2. company's personnel management and incentives</p>

**THC/N2904**

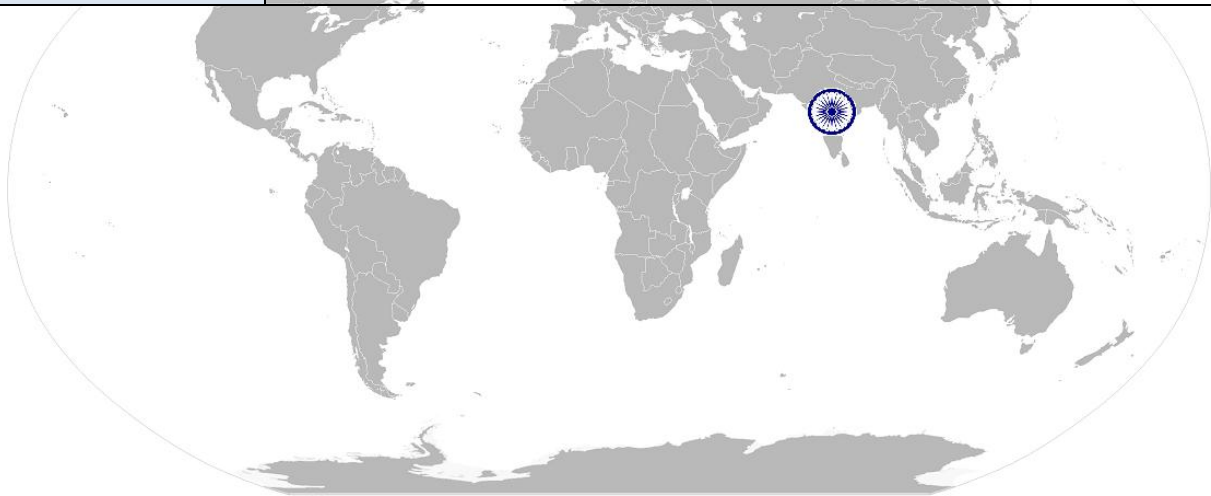
**Prepare for home delivery**

its processes)	KA3. importance of the individual's role in the workflow KA4. reporting structure
<b>B. Technical Knowledge</b>	The individual on the job needs to know and understand: KB1. FSSAI standards KB2. basic food preparation and packaging methods KB3. the importance of inspecting and maintaining the vehicle on daily basis KB4. significance of home delivery timelines for the specified distance KB5. city maps, routes and traffic on roads KB6. restaurant's work instruction on packaging food and beverages KB7. paper work requirements for home delivery KB8. mandatory standards of handling the food and beverages without spoiling KB9. importance of storing the packages in the container in a way so that identification is easy, e.g., vegetarian or non-vegetarian KB10. method of loading and unloading the packages so that there is no spillage during driving KB11. careful handling of fragile items such as glass bottles
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how: SA1. to read customer specific information for order delivery SA2. to read log books/formats required for record keeping
	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how: SA3. to write specific requirements to order taker for doing the job as per SOPs
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how: SA4. to listen to order taker to get the instructions SA5. to communicate with packers and kitchen staff for collecting order packages SA6. to communicate with customer to confirm time, address, etc.
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how: SB1. to plan the day's delivery schedules in the designated area SB2. to anticipate delays and address them in time SB3. to estimate the fuel requirements for order delivery to customers SB4. work with kitchen and front office in order to achieve smooth workflow

**THC/N2904**

**Prepare for home delivery**

	SB5. help other delivery boys in case of a conflict or breakdown
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how: SB6. to improve work process by suggesting productive changes SB7. to avoid accidents on road while still maintaining time SB8. to check the vehicle before starting day's work SB9. to use optimum routes for meeting delivery schedules



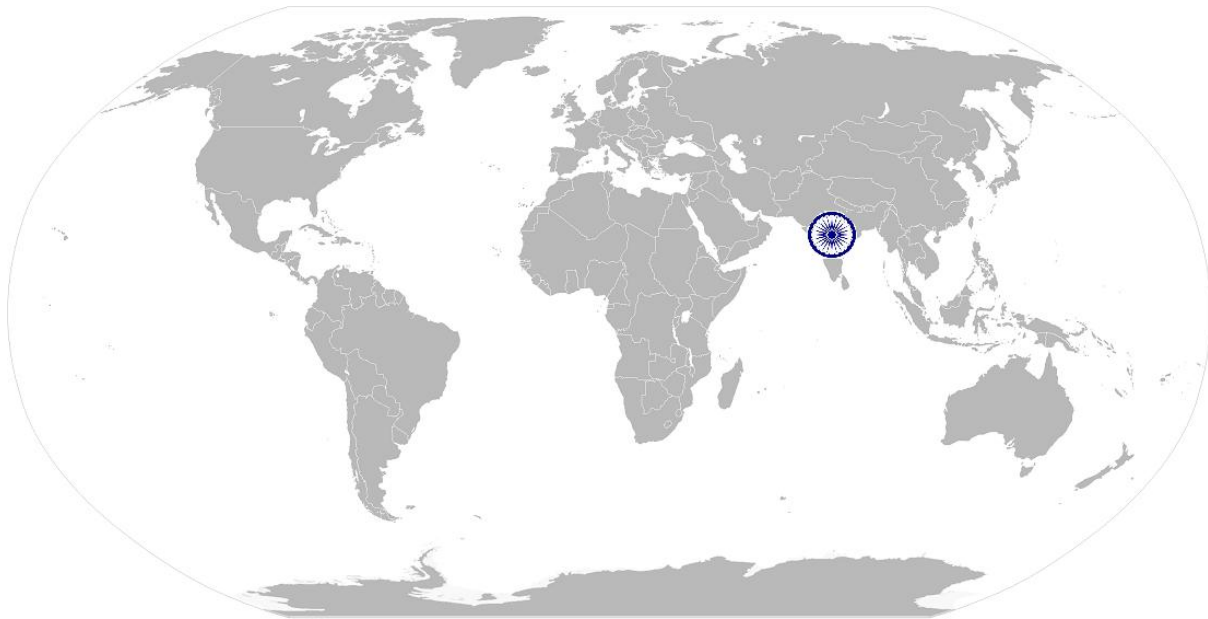


**THC/N2904**

**Prepare for home delivery**

**NOS Version Control**

<b>NOS Code</b>	<b>THC/N2904</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<b>Restaurant</b>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>

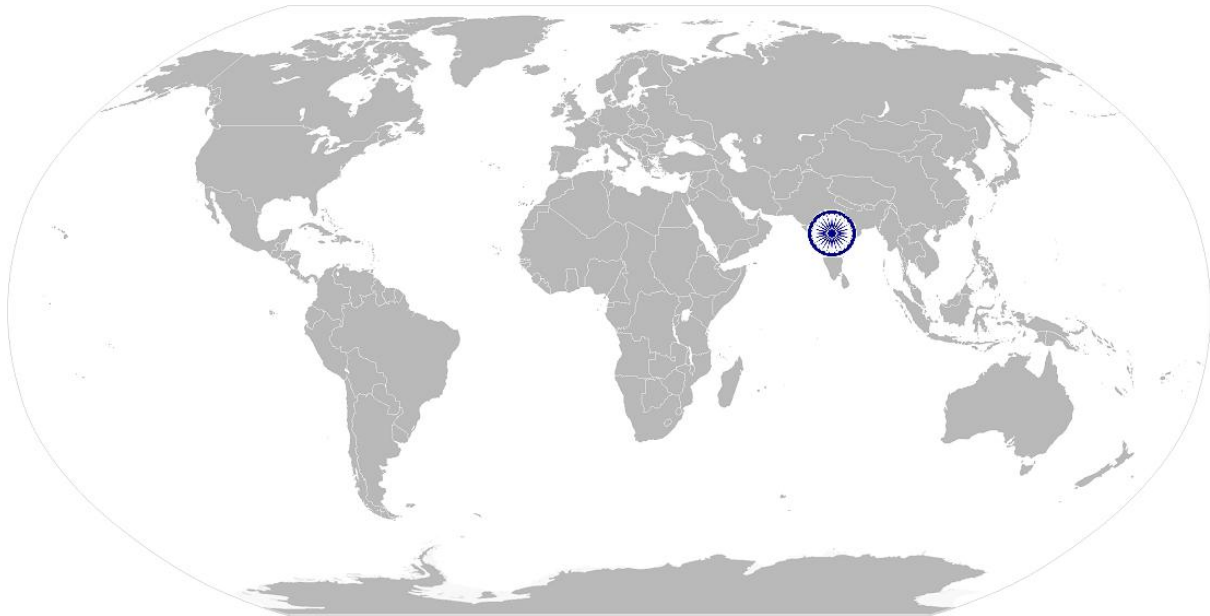


THC/N2905

Deliver order packages to customers

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# National Occupational Standard



## Overview

This unit is about distributing the food and beverage orders to customers at their place in time.

## THC/N2905

## Deliver order packages to customers

<b>Unit Code</b>	THC/N2905
<b>Unit Title (Task)</b>	Deliver order packages to customers
<b>Role Description</b>	This OS unit is about distributing the food and beverage orders to customers at their premises in time.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Approach customer with the order package</li> <li>Collect payment</li> <li>Achieve productivity and quality standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Approaching customer with the order package</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. reach the customer's premises on time</p> <p>PC2. carefully unload customer's order of food and beverages</p> <p>PC3. ensure that food and beverage are at right temperature</p> <p>PC4. greet customers with a smile</p> <p>PC5. deliver the food and beverage package to the customer</p> <p>PC6. inform customer about restaurant's on-going offers, recommend some additional products for future and handover any promotional materials</p>
<b>Collecting payment</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. present the bill to the customer</p> <p>PC8. collect cash / coupons from customers as per restaurant's policy</p> <p>PC9. receive signature of the customer on order delivery paper / log format as per restaurant's policy</p>
<b>Achieving productivity and quality standards</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. handle packages safely and deliver them to customers within the time specified in restaurant's policy</p> <p>PC11. write down these packages in a log sheet for getting customer's signatures</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policy and work instructions on vehicle maintenance, home delivery, food safety, quality standards, appearance guidelines and company-provided uniform</p> <p>KA2. company's personnel management and incentives</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. the detailed geography and map of the surrounding area covered under the home delivery services of the restaurant</p> <p>KB2. what are the various landmarks in the city</p>

**THC/N2905**

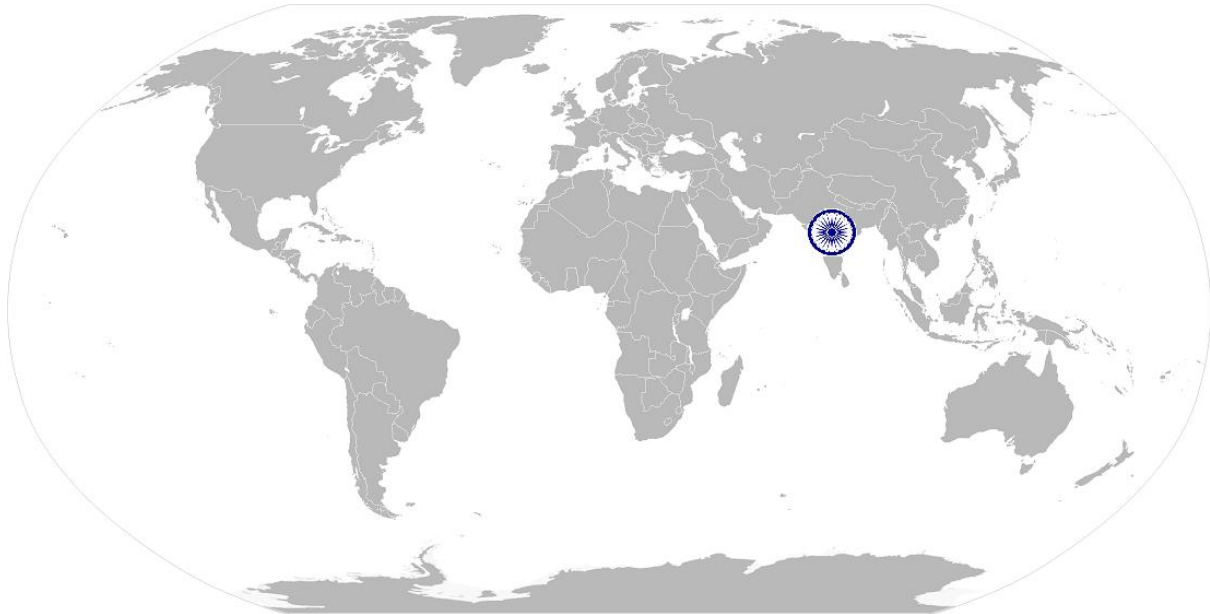
**Deliver order packages to customers**

	KB3. familiar with the routes and shortcuts in order to reach to their destination quickly KB4. about the traffic rules and regulations KB5. about the necessary papers required for driving vehicle e.g. valid driver's license, insurance papers etc. KB6. how to handle customer's problems professionally and in a pleasant manner KB7. how to handover the package to the customer in courteous manner as per restaurant's SOP KB8. about the key ingredients of food produced by the restaurant KB9. how to handle invoices and money safely KB10. knowledge of using GPS to determine routes KB11. how to handle food and beverages safely and maintain their quality by controlling the storage temperature
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how: SA1. to read company's work instructions and quality policy SA2. to read the format for recording customer order delivery
	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how: SA3. to make entries in the log book/format
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. assess traffic and routing to delivery address and finalize delivery schedule SB2. plan about the route to be taken for faster delivery of order to the customer
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
The user/individual on the job needs to know and understand how: SB3. to solve work related problems, e.g., delivery timely in spite of heavy traffic in	

**THC/N2905**

**Deliver order packages to customers**

	the route
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB4. operate computerized system for entering customer's order and generating KOT SB5. drive vehicle safely within the speed limit and keen sense of direction SB6. negotiate busy traffic without breaking the traffic rules
	<b>Critical Thinking</b>
	NA

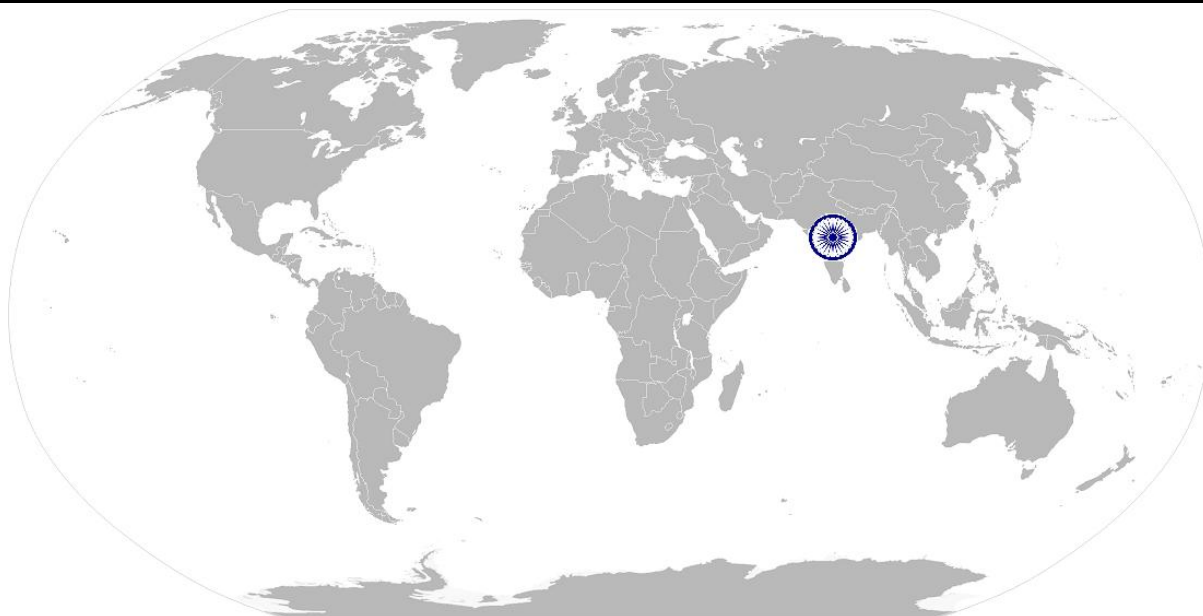


**THC/N2905**

**Deliver order packages to customers**

## NOS Version Control

<b>NOS Code</b>	<b>THC/N2905</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<b>Restaurant</b>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>

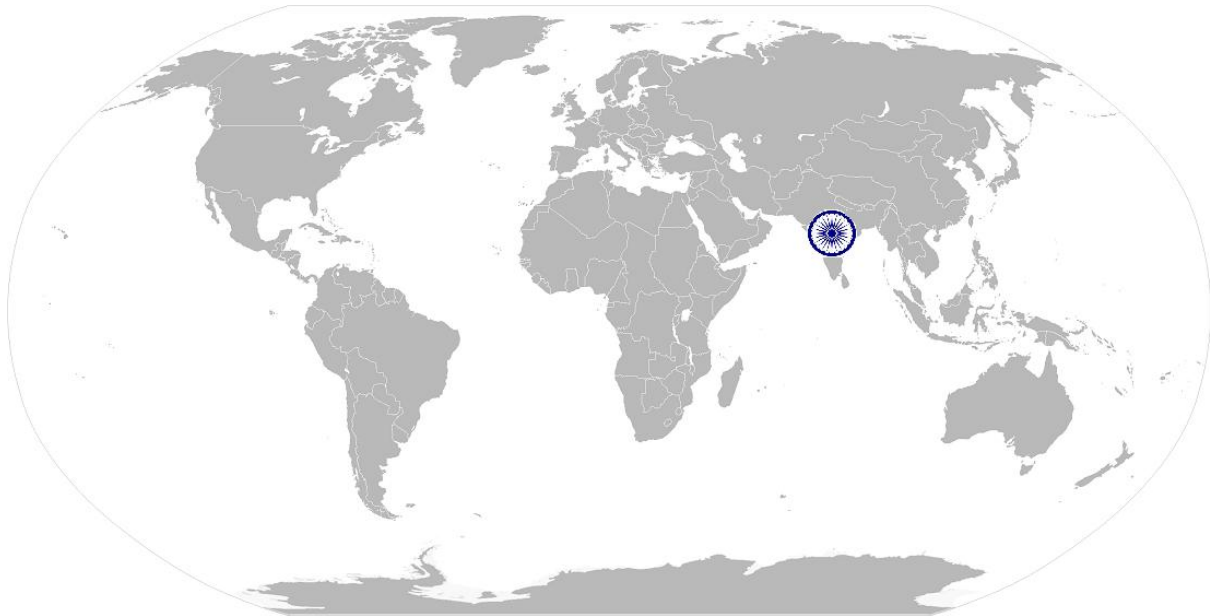


THC/N2906

Prepare report on day's work

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# National Occupational Standard



## Overview

This unit is about reporting on work completed daily and preparing related documentation.

**THC/N2906**

**Prepare report on day's work**

<b>Unit Code</b>	<b>THC/N2906</b>
<b>Unit Title (Task)</b>	<b>Prepare report on day's work</b>
<b>Role Description</b>	This OS unit is about reporting on work completed daily and preparing related documentation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Perform post-trip inspection of the vehicle</li> <li>• Report to order-taker</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Performing post-trip inspection of the vehicle</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. clean the vehicle with dry and wet cloth as per restaurant's work instructions and weather conditions</p> <p>PC2. check battery, oil, tyres, brakes and fuel</p> <p>PC3. note down the readings in the vehicle log book to calculate the fuel consumption and vehicle average</p> <p>PC4. park and cover the vehicle at the designated place in safe manner as per restaurant's work instructions</p>
<b>Reporting to order-taker</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. give the delivery report of all orders</p> <p>PC6. submit the day's completely filled log paper</p> <p>PC7. submit vehicle log book mentioning day's distance covered and fuel consumed</p> <p>PC8. handover the day's collected cash / coupons</p> <p>PC9. notify about any major repair and maintenance required by the vehicle</p> <p>PC10. report anything specific related to day's work e.g. minor accidents, road conditions etc.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's work instructions on vehicle maintenance and record keeping</p> <p>KA2. company's quality standards, personnel management and incentives</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. vehicle safety norms and maintenance standards</p> <p>KB2. how to perform the routine inspection of the vehicle at the start and end of the day</p> <p>KB3. how to do minor repairs of the vehicle</p>



**THC/N2906**

**Prepare report on day's work**

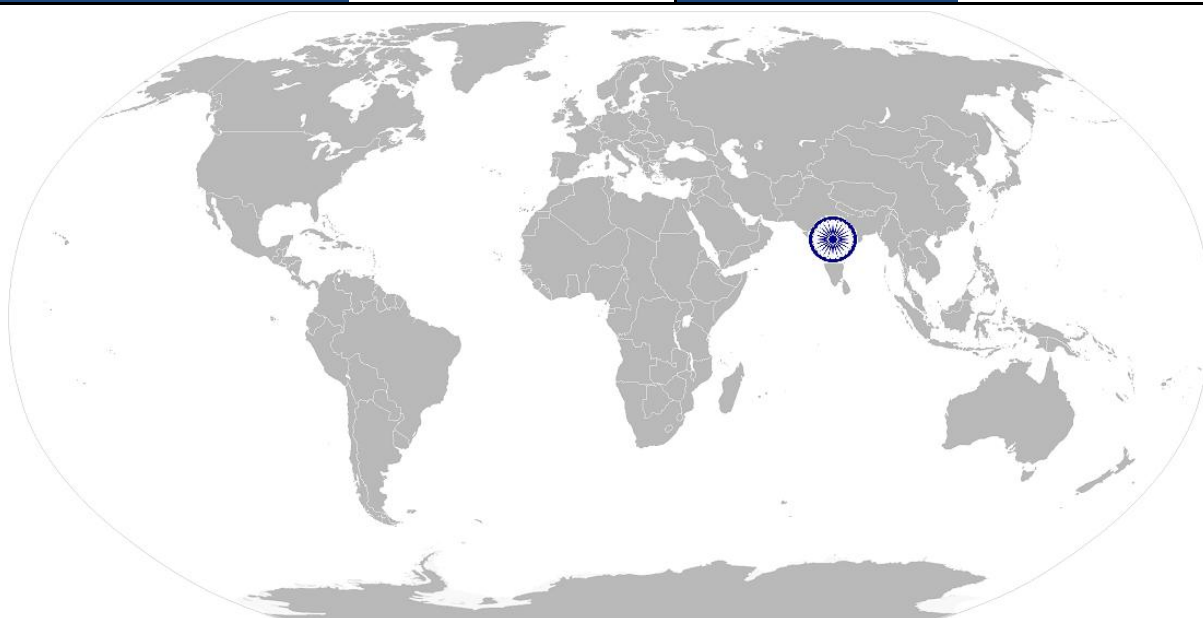
	KB4. about local and state driving laws and road regulations KB5. about company operating policies and procedures for driving the vehicle KB6. about the type of records to be maintained on day-to-day basis as per company's SOP
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how: SA1. to read company's work instructions and quality policy
	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how: SA2. to document and maintain the record as per company's policy SA3. to write day end reports as per company's SOP
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how: SA4. to communicate with order taker about the daily business
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how: SB1. to calculate the vehicle average and operating cost SB2. to improve the delivery process and bring down vehicle cost and better delivery timing SB3. to fix the vehicle if something should happen to it on the way SB4. to keep the vehicle dirt free and prepared
<b>Critical Thinking</b>	
NA	

**THC/N2906**

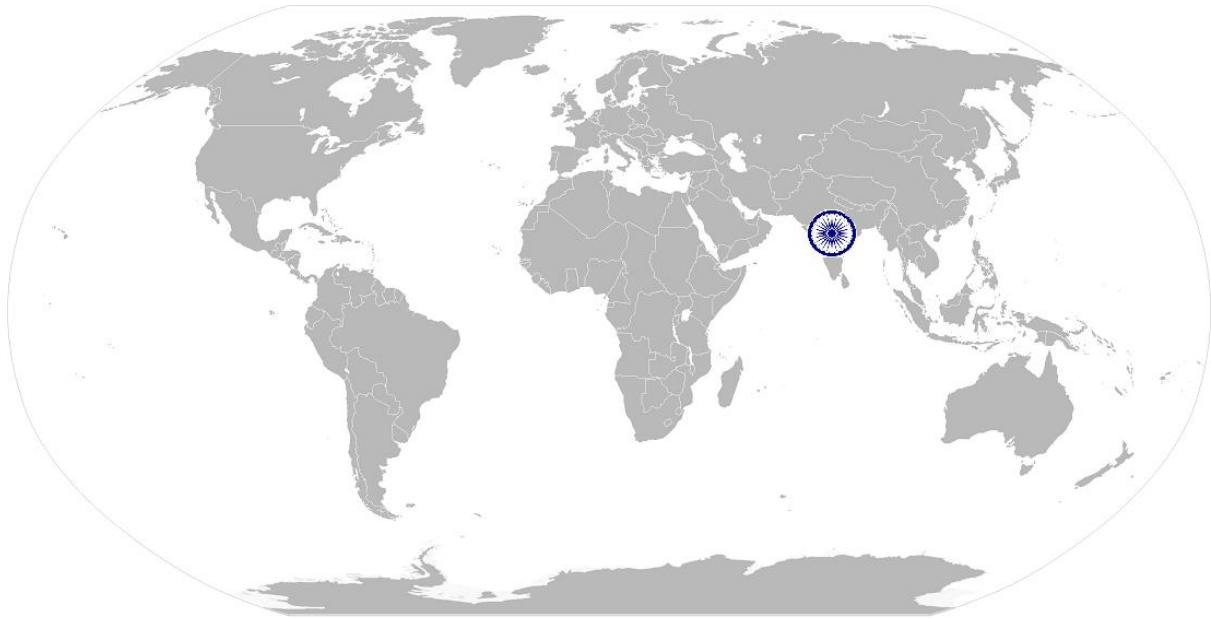
**Prepare report on day's work**

## NOS Version Control

<b>NOS Code</b>	<b>THC/N2906</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<b>Restaurant</b>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>



# National Occupational Standard



## Overview

This unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow.

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard

<b>Unit Code</b>	THC/N9901
<b>Unit Title (Task)</b>	Communicate with customer and colleagues
<b>Role Description</b>	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Interact with superior</li> <li>• Communicate with colleagues</li> <li>• Communicate effectively with customers</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interacting with superior</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
<b>Communicating with colleagues</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues</p> <p>PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>

**THC/N9902**

**Maintain customer-centric service orientation**

<b>Communicating effectively with customers</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong knowledge on the product, services and market</p> <p>PC21. brief the customers clearly</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure the appropriate language and tone are used to the customers</p> <p>PC25. listen actively in a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address to their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.</p> <p>PC35. develop good rapport with the customers and promote suitable products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective team work at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p>

**THC/N9902**

**Maintain customer-centric service orientation**

	KB2. significance of team coordination and productivity targets of the organisation KB3. how to record the job activity as required on various types of documents KB4. how to use computer or smart phone to communicate effectively and productively KB5. significance of helping colleagues with specific issues and problems KB6. importance of meeting quality and time standards as a team KB7. how to practice effective listening KB8. communicate effectively with customers KB9. effective use of voice tone and pitch for communication KB10. how to demonstrate ethics and convey discipline to the customers KB11. how to build effective working relationship with mutual trust and respect within the team KB12. importance of dealing with grievances effectively and in time
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. fill up documentation pertaining to job requirement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with superior to achieve smooth workflow SA6. communicate effectively with the customers to build a good rapport with them SA7. use language that the customer or colleague understands SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems SA9. E-mail and use Internet for communicating SA10. use of audio-visual aids to communicate complex issues
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. spot and communicate potential areas of disruptions to work process and report the same SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	<b>Plan and Organize</b>
	NA

## THC/N9902

### Maintain customer-centric service orientation

	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required SB6. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	<b>Analytical Thinking</b>
NA	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB7. improve work processes by interacting with others and adopting best practices SB8. resolve recurring inter-personal conflicts	



**THC/N9902**

**Maintain customer-centric service orientation**

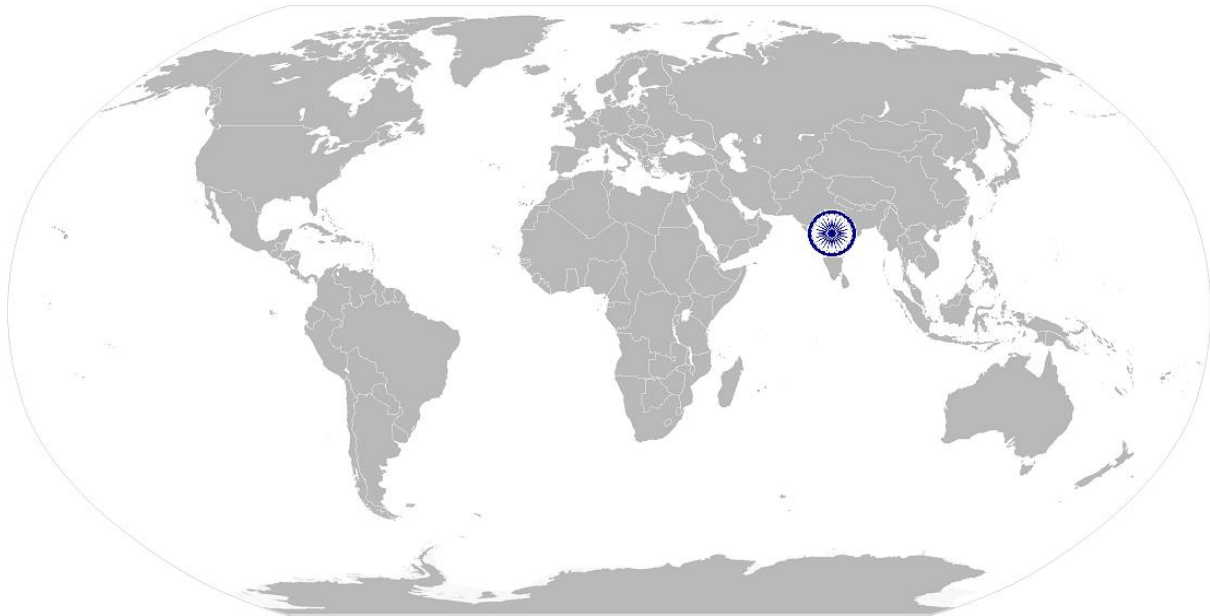
**NOS Version Control**

<b>NOS Code</b>	<b>THC/N9901</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Hotels</li> <li>2. Travel and Tours</li> <li>3. Restaurants</li> <li>4. Facility Management</li> <li>5. Cruise Liners</li> </ol>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>





# National Occupational Standard



## Overview

This unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction.

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard

<b>Unit Code</b>	THC/N9902
<b>Unit Title (Task)</b>	Maintain customer-centric service orientation
<b>Description</b>	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Engage with customers to understand their service quality requirements</li> <li>Achieve customer satisfaction</li> <li>Fulfil customer requirement</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Engaging with customers for assessing service quality requirements</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep in mind the profiles of expected customers</p> <p>PC2. understand the target customers and their needs as defined by the company</p> <p>PC3. organize regular customer events and feedback session frequently</p> <p>PC4. build a good rapport with the customers including the ones who complain</p> <p>PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures</p> <p>PC8. ingrain customer oriented behaviour in service at all level</p> <p>PC9. aim to gain their long lasting loyalty and satisfaction</p> <p>PC10. engage with customers on without intruding on privacy</p>
<b>Achieving customer satisfaction</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. ensure clarity, honesty and transparency with the customers</p> <p>PC12. treat the customers fairly and with due respect</p> <p>PC13. focus on executing company's marketing strategies and product development</p> <p>PC14. focus on enhancing brand value of company through customer satisfaction</p>
<b>Fulfilling customer requirement</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. ensure that customer expectations are met</p> <p>PC16. learn to read customers' needs and wants</p> <p>PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC18. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC19. maintain close contact with the customers and focus groups</p> <p>PC20. offer promotions to improve product satisfaction level to the customers</p>

**THC/N9902**

**Maintain customer-centric service orientation**

	periodically PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand:  KA1. company's policies on customer centric orientation behaviour at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand:  KB1. significance of treating the customers with respect and in a friendly and professional way KB2. importance of gaining customer satisfaction KB3. methods of engaging with the customers effectively and professionally KB4. ways to improve company's customer satisfaction rating KB5. company's and prevailing market standards of customer satisfaction KB6. standard operating procedure (SOP) KB7. the variety of common and unscheduled requests to expect KB8. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. fill up documentation pertaining to one's role in customer satisfaction
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with customers SA6. engage with customer to understand their expectations SA7. company standards and effectiveness improvements pattern SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague SA9. use the communications systems of the company, e.g., telephone, fax, public

**THC/N9902**

**Maintain customer-centric service orientation**

	<p>announcement systems</p> <p>SA10. E-mail and use Internet for communicating</p> <p>SA11. use of audio-visual aids to communicate complex issues</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
	SB2. how to address the complaints and handle the dissatisfied the customers
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to:
SB3. coordinate with different departments in order to service the customer better	
SB4. contribute to quality of team work and achieve smooth workflow	
SB5. share work load as required	
<b>Analytical Thinking</b>	
NA	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB6. improve work processes by interacting with customers and adopting best practices	
SB7. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service	
SB8. act upon constructively on any problems as pointed by customers	
SB9. handle personality clashes effectively	

**THC/N9902**

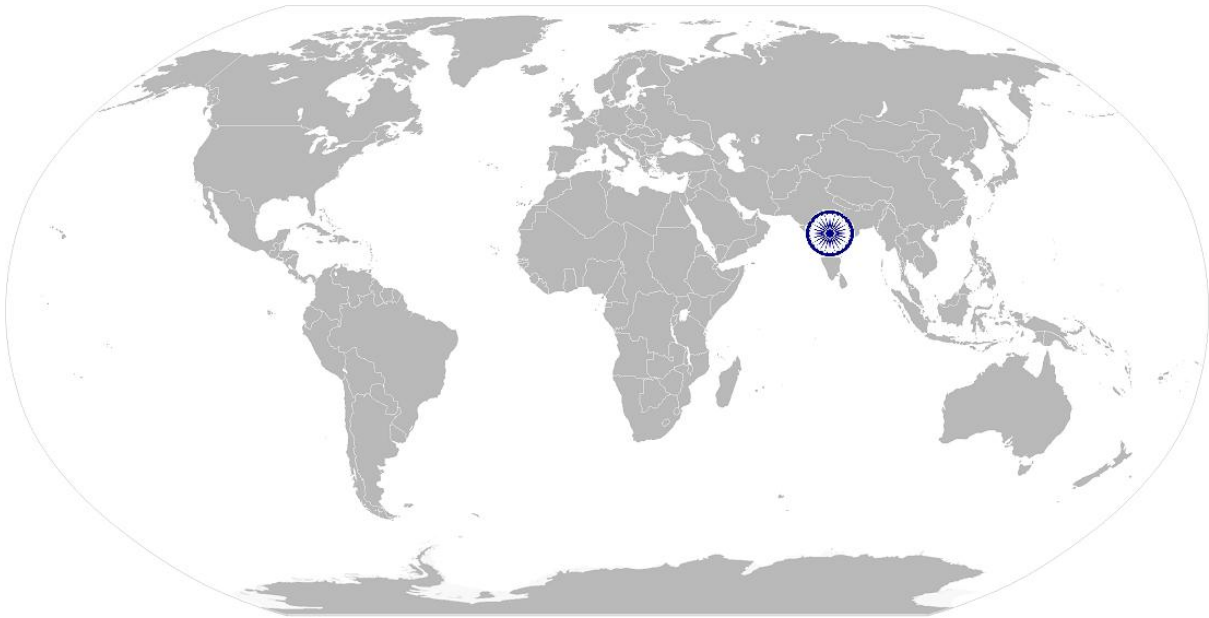
**Maintain customer-centric service orientation**

## NOS Version Control

<b>NOS Code</b>	<b>THC/N9902</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Hotels</li> <li>2. Travel and Tours</li> <li>3. Restaurants</li> <li>4. Facility Management</li> <li>5. Cruise Liners</li> </ol>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>



# National Occupational Standard



## Overview

This unit is about maintaining standard etiquette at workplace and achieving customer satisfaction

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

<b>Unit Code</b>	THC/N9903
<b>Unit Title (Task)</b>	Maintain standard of etiquette and hospitable conduct
<b>Description</b>	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Follow behavioural, personal and telephone etiquettes</li> <li>Treat customers with high degree of respect and professionalism</li> <li>Achieve customer satisfaction</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Following behavioural, personal and telephone etiquettes</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</li> <li>PC2. welcome the customers with a smile</li> <li>PC3. ensure to maintain eye contact</li> <li>PC4. address the customers in a respectable manner</li> <li>PC5. do not eat or chew while talking</li> <li>PC6. use their names as many times as possible during the conversation</li> <li>PC7. ensure not to be too loud while talking</li> <li>PC8. maintain fair and high standards of practice</li> <li>PC9. ensure to offer transparent prices</li> <li>PC10. maintain proper books of accounts for payment due and received</li> <li>PC11. answer the telephone quickly and respond back to mails faster</li> <li>PC12. ensure not to argue with the customer</li> <li>PC13. listen attentively and answer back politely</li> <li>PC14. maintain personal integrity and ethical behaviour</li> <li>PC15. dress professionally</li> <li>PC16. deliver positive attitude to work</li> <li>PC17. maintain well groomed personality</li> <li>PC18. achieve punctuality and body language</li> <li>PC19. maintain the social and telephonic etiquette</li> <li>PC20. provide small gifts as token of appreciation and thanks giving to the customer</li> <li>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</li> <li>PC22. demonstrate responsible and disciplined behaviours at the workplace</li> <li>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</li> </ul>

**THC/N9903**

**Maintain standard of etiquette and hospitable conduct**

<b>Treating customers with high degree of respect and professionalism</b>	To be competent, the user/ individual must be able to: PC24. use appropriate titles and terms of respect to the customers PC25. use polite language PC26. maintain professionalism and procedures to handle customer grievances and complaints PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette PC29. provide special attention to the customer at all time
<b>Achieving customer satisfaction</b>	To be competent, the user/ individual must be able to: PC30. achieve 100% customer satisfaction on a scale of standard PC31. gain customer loyalty PC32. enhance brand value of company
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on behavioural etiquette and professionalism KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. significance of professional and polite etiquette and behaviour KB2. the need and reason for achieving customer satisfaction KB3. procedural behavioural patterns framed by the organisation KB4. methods for gaining customer satisfaction KB5. standard operating procedure and service quality standards KB6. measure of customer satisfaction KB7. significance of brand enhancement via word-of-mouth KB8. the hospitality and tourism environment KB9. company's growth strategy and productivity targets
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The individual on the job needs to know and understand: SA1. how to read job sheets, company policy documents and information displayed at the workplace SA2. how to read notes and comments from the supervisor or customer
	<b>Writing Skills</b>
	The individual on the job needs to know and understand: SA3. how to fill up documentation pertaining to job requirement



THC/N9903

**Maintain standard of etiquette and hospitable conduct**

	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job needs to know and understand: SA4. how to interact with team members to work efficiently SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand: SB1. how to spot and report potential areas of disruption to work process SB2. how to address the complaints and handle dissatisfied customers
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand: SB3. how to coordinate with different departments to achieve smooth workflow SB4. contribution to quality of customer satisfaction via team work SB5. how to share work load as required
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand: SB6. how to improve work processes by interacting with customers SB7. how to adopt suggested best practices SB8. how to resolve recurring inter-personal conflicts SB9. how to address or escalate recurring problems reported by customers SB10. measure performance against company's standards SB11. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management SB12. use the authority, power and politics issues to serve customer effectively

**THC/N9903**

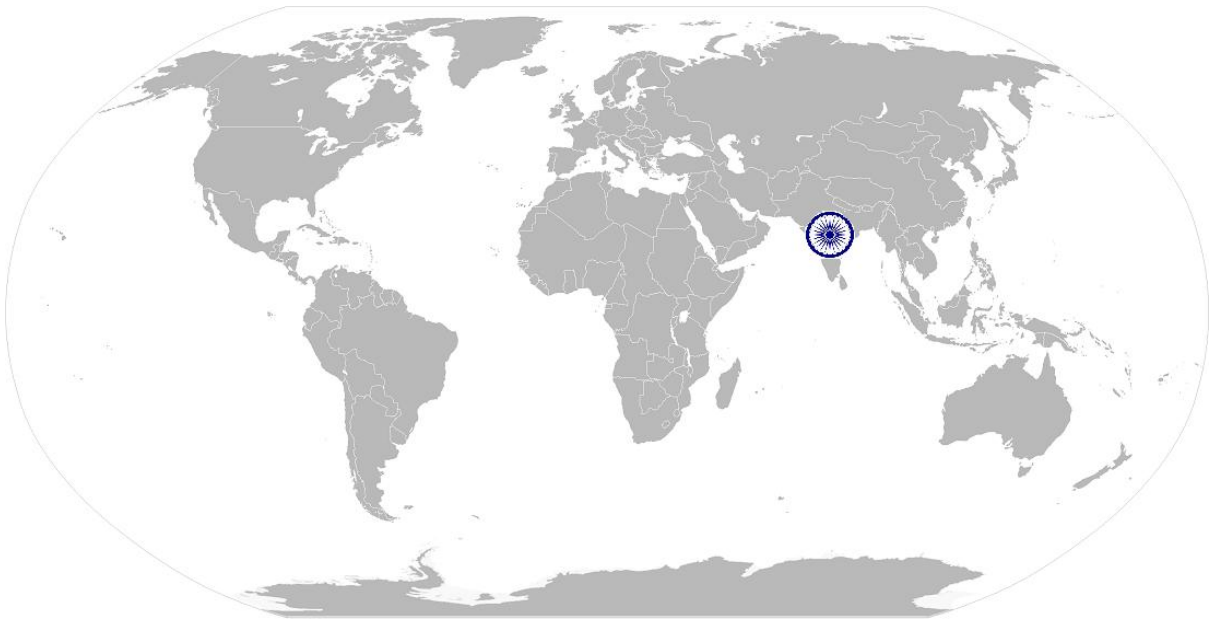
**Maintain standard of etiquette and hospitable conduct**

**NOS Version Control**

<b>NOS Code</b>	<b>THC/N9903</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Hotels</li> <li>2. Travel and Tours</li> <li>3. Restaurants</li> <li>4. Facility Management</li> <li>5. Cruise Liners</li> </ol>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>



# National Occupational Standard



## Overview

This unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women, men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women with respect and ensuring personal and material security and at all times.

## THC/N9904

## Follow gender and age sensitive service practices

<b>Unit Code</b>	<b>THC/N9904</b>
<b>Unit Title (Task)</b>	<b>Follow gender and age sensitive service practices</b>
<b>Description</b>	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Educate customer on specific facilities and services available for different categories of customers</li> <li>• Provide gender and age specific services as per their unique and collective requirements</li> <li>• Follow standard etiquette with women at workplace</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Educating customer on specific facilities and services available</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</li> <li>PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</li> <li>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</li> <li>PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</li> <li>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</li> <li>PC6. maintain compliant behavioural etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.</li> <li>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</li> <li>PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties</li> </ul>
<b>Providing different age and gender specific customer service</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged</li> <li>PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others</li> <li>PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds</li> </ul>

**THC/N9904**

**Follow gender and age sensitive service practices**

	PC12. provide entertainment programs and events suited for the children tourists PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies PC14. arrange for transport and equipment as required by senior citizens PC15. ensure availability of medical facilities and doctor
<b>Following standard etiquette with women at workplace</b>	To be competent, the user/ individual must be able to: PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc. PC18. involve women in the decision making processes and management professions PC19. avoid specific discrimination and give women their due respect PC20. motivate the women in the work place towards utilizing their skills PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell. PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc. PC25. ensure safety and security of women at all levels
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on gender sensitive service practices at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. gender specific requirements of different types of customer KB2. specific requirements of different age-groups of customers KB3. safety measures and procedures available for female colleagues and customers KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure KB5. helpline numbers KB6. process of handling and reporting abuse KB7. how to be vigilant for breach of safety at smallest level

**THC/N9904**

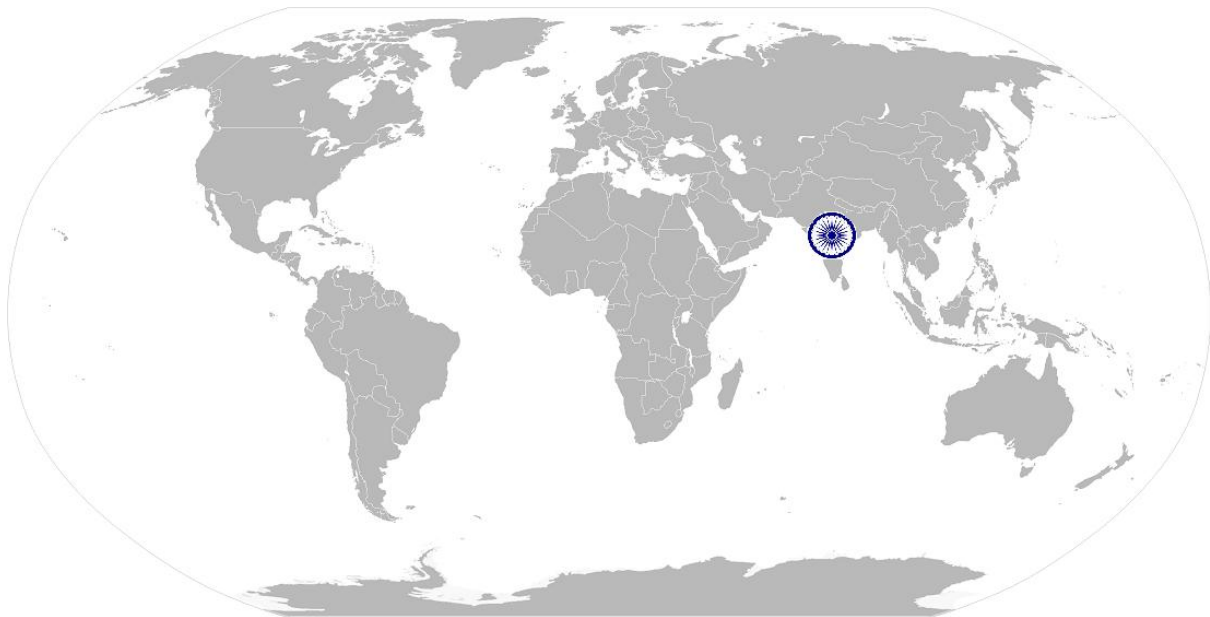
**Follow gender and age sensitive service practices**

	KB8. how to maintain customers' and colleagues' safety without making the environment threatening KB9. different types of potential security threats to domestic and international tourists KB10. standard procedures to be followed in the event of terrorist attack
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. fill up documentation pertaining to safety maintenance requirements
	<b>Oral Communication (Listening and Speaking skills)</b>
The user/ individual on the job needs to know and understand how to: SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette SA5. communicate with the women at workplace and the customers with respect	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele SB2. address the complaints and handle dissatisfied customers
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and work as team SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required
	<b>Analytical Thinking</b>
	NA
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB6. improve work processes by interacting with customers and adopting best	

THC/N9904

**Follow gender and age sensitive service practices**

	<p>practices</p> <p>SB7. resolve recurring problems based on the complaints received from women customers and at the workplace</p> <p>SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong</p> <p>SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards</p> <p>SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment</p>
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**THC/N9904**

**Follow gender and age sensitive service practices**

**NOS Version Control**

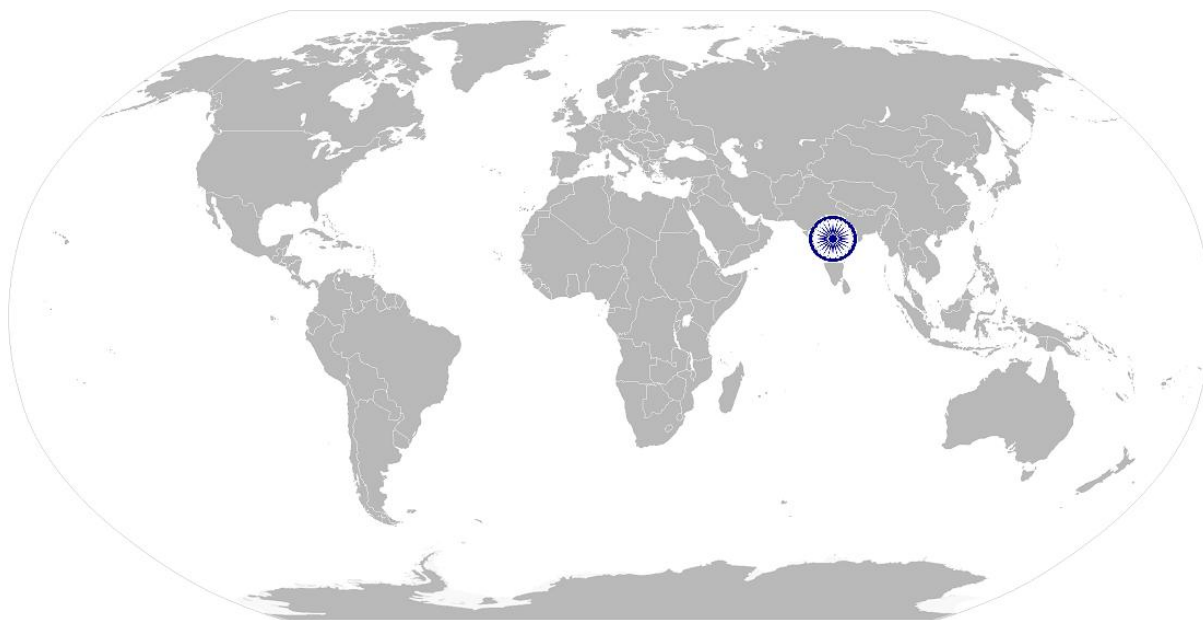
<b>NOS Code</b>	<b>THC/N9904</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Hotels</li> <li>2. Travel and Tours</li> <li>3. Restaurants</li> <li>4. Facility Management</li> <li>5. Cruise Liners</li> </ol>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>





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# National Occupational Standard



## Overview

This unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres.

## THC/N9906

## Maintain health and hygiene

<b>Unit Code</b>	THC/N9906
<b>Unit Title (Task)</b>	Maintain health and hygiene
<b>Description</b>	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure cleanliness around workplace in hospitality and tourist areas</li> <li>• Follow personal hygiene practices</li> <li>• Take precautionary health measures</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Ensuring cleanliness around workplace</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep the workplace regularly clean and cleared-off of food waste or other litter</p> <p>PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal</p> <p>PC3. ensure that the trash cans or waste collection points are cleared everyday</p> <p>PC4. arrange for regular pest control activities at the workplace</p> <p>PC5. to maintain records for cleanliness and maintenance schedule</p> <p>PC6. ensure the workplace is well ventilated with fresh air supply</p> <p>PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well</p> <p>PC8. ensure the workplace is provided with sufficient lighting</p> <p>PC9. ensure clean work environment where food is stored, prepared, displayed and served</p> <p>PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.</p> <p>PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning</p> <p>PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids</p> <p>PC13. ensure to clean the store areas with appropriate materials and procedures</p> <p>PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal</p>
<b>Following personal hygiene practices</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.</p> <p>PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc.</p>

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	<p>PC17. wash the cups, glasses or other cutlery clean before and after using them</p> <p>PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc.</p> <p>PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc.</p> <p>PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc. occurs in the workplace</p>
<p><b>Taking precautionary health measures</b></p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. report on personal health issues related to injury, food, air and infectious diseases</p> <p>PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people</p> <p>PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes</p> <p>PC25. ensure to use single use tissue and dispose these tissues immediately</p> <p>PC26. coordinate for the provision of adequate clean drinking water</p> <p>PC27. ensure to get appropriate vaccines regularly</p> <p>PC28. avoid serving adulterated or contaminated food</p> <p>PC29. undergo preventive health check-ups at regular intervals</p> <p>PC30. take prompt treatment from the doctor in case of illness</p> <p>PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on health and hygiene at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000</p> <p>KB2. health risks to the worker or customer</p> <p>KB3. healthy work practices</p> <p>KB4. equipment and hand swab tests</p> <p>KB5. internal hygiene-audit tests</p> <p>KB6. personal protective equipment to be worn and care</p> <p>KB7. purpose and usage of protective gears such as gloves , protective goggles,</p>

**THC/N9906**

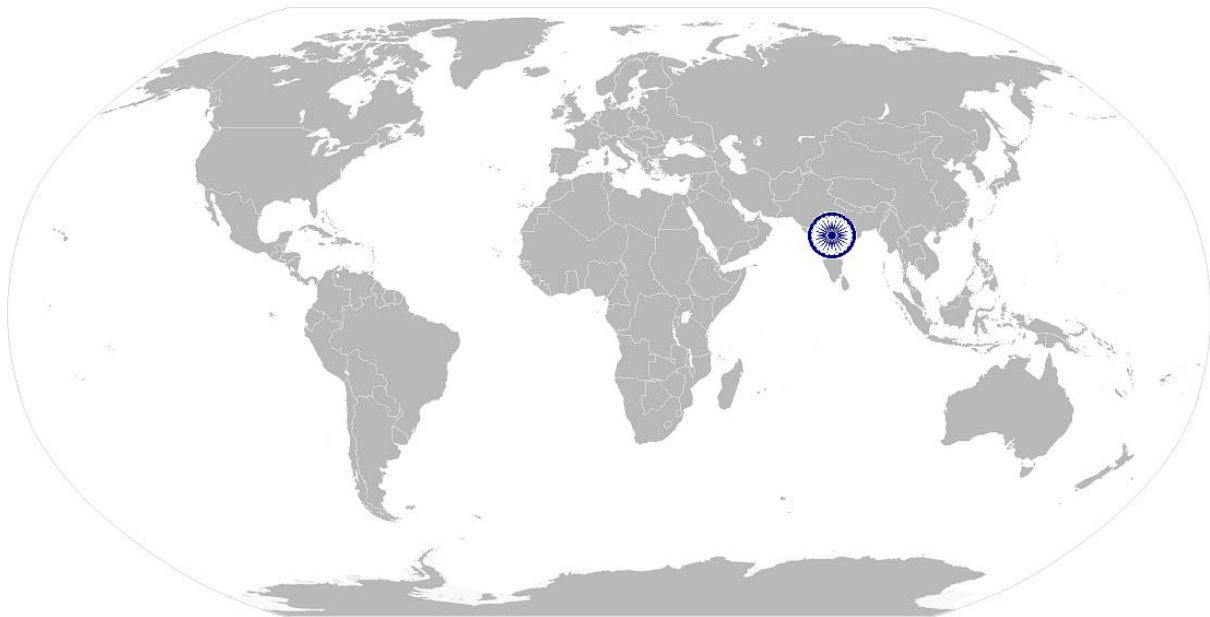
**Maintain health and hygiene**

	masks, etc. while working KB8. acceptable ventilation standards KB9. technical layout standards and placements of equipment KB10. safe disposal methods for waste KB11. compliance norms for established health and hygiene procedures at workplace KB12. safe handling of chemicals KB13. standard material handling procedure KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists KB15. precautionary rules to follow for maintaining health and hygiene KB16. municipal or community rules for handling and disposing-off waste
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices SA2. understand internationally or nationally accepted signage related to hygiene and health SA3. read job sheets, company policy documents and information displayed at the workplace SA4. read notes or comments from the supervisor or customer
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA5. fill up any documentation required to maintain health and hygiene
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA6. receive instructions from doctor and supervisor on medical care SA7. verbally report hygiene hazards and poor organisational practice
	<b>B. Professional Skills</b>
	The user/ individual on the job needs to know and understand: SB1. how to select appropriate hand tools and personal protection equipment SB2. how to select the cleaning procedures and effective hygiene practices as required
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>

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	NA
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand: SB3. how to use the acids, detergents, lubricants, etc., for cleaning SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others

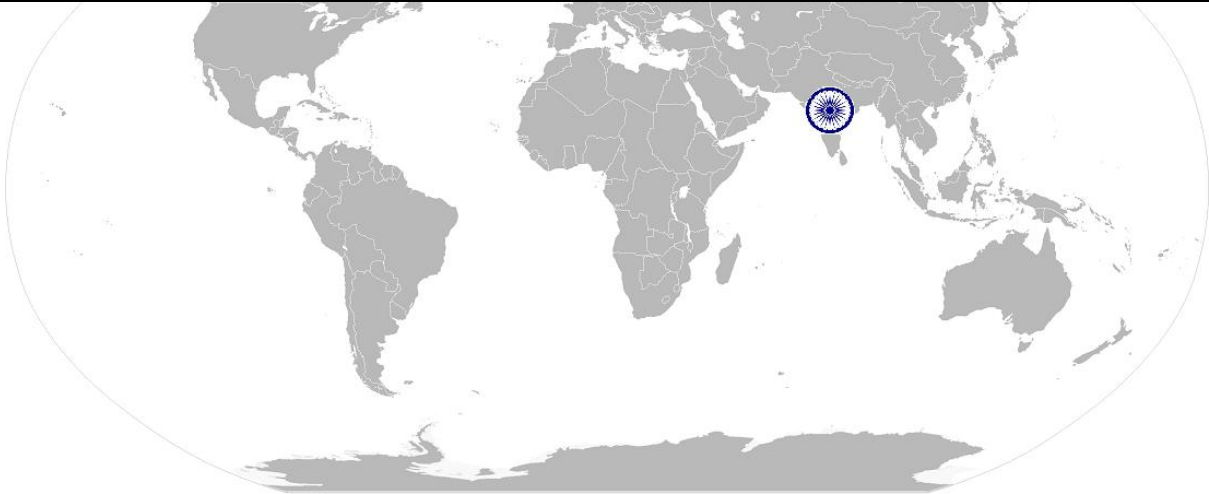


**THC/N9906**

**Maintain health and hygiene**

## NOS Version Control

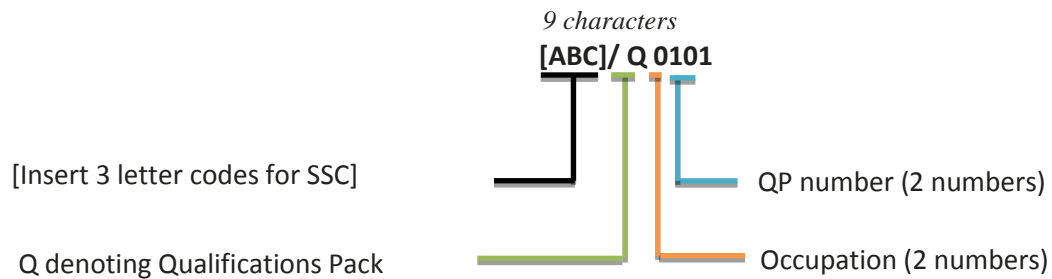
<b>NOS Code</b>	<b>THC/N9906</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Tourism and Hospitality</b>	<b>Drafted on</b>	<b>17/03/15</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Hotels</li> <li>2. Travel and Tours</li> <li>3. Restaurants</li> <li>4. Facility Management</li> <li>5. Cruise Liners</li> </ol>	<b>Last reviewed on</b>	<b>25/03/15</b>
<b>Occupation</b>	<b>Customer Service</b>	<b>Next review date</b>	<b>25/03/16</b>



## Annexure

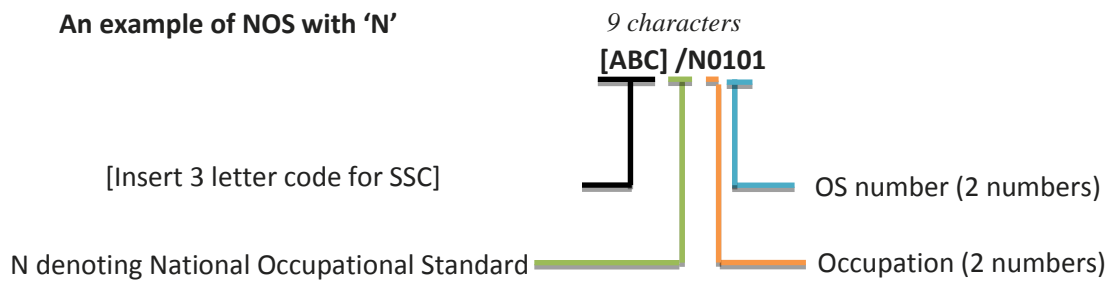
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01



### ASSESSMENT CRITERIA

<b>Job Role : Home Delivery Boy</b> <b>Qualification Pack : THC/Q2902</b> <b>Sector Skill Council : Tourism and Hospitality</b>
<ol style="list-style-type: none"> <li>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 proportion of marks for each PC.</li> <li>2. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.</li> <li>3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.</li> <li>4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 50%.</li> </ol>

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N2904 Prepare for home delivery</b>	PC1. inspect the vehicle as per restaurant’s work instructions before leaving for delivery of orders	50	4.0	0.5	3.5
	PC2. clean the vehicle as per restaurant’s work instructions or user manual		4.0	0.5	3.5
	PC3. check the fuel level, horn, head lights and tyre pressure		4.0	1.0	3.0
	PC4. get delivery instructions from the Order Taker-Home Delivery		3.0	0.5	2.5
	PC5. inform superior about any requirements related to the vehicle such as fuel or minor repair		3.0	0.5	2.5
	PC6. collect details of orders to be delivered such as address of the customer, name, bill, what food and beverage package, optimum route, etc.		2.5	0.0	2.5
	PC7. collect the food and beverage package from packers or kitchen or order taker		3.0	0.5	2.5
	PC8. collect the bill from the order taker along with customer’s detail		3.5	1.0	2.5
	PC9. collect log sheet, vehicle performance form/log book and any other papers for days work from the order taker as per restaurant’s policy and work instructions		3.5	1.0	2.5
	PC10. place food and beverage packages into the containers as per restaurant’s policy		6.5	1.5	5.0
	PC11. secure the packages in such a way that food and beverages could be delivered at right temperature to customers		6.5	1.5	5.0
	PC12. ensure special care to the fragile items like glass bottles		6.5	1.5	5.0
	<b>POINTS</b>		50	10	40
	<b>TOTAL POINTS</b>				<b>50</b>

Qualifications Pack For Home Delivery Boy

NOS Element	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N2905 Deliver order packages to customers</b>	PC1. reach the customer's premises on time	50	5.5	0.5	5.0
	PC2. carefully unload customer's order of food and beverages		5.5	0.5	5.0
	PC3. ensure that food and beverage are at right temperature		5.5	0.5	5.0
	PC4. greet customers with a smile		2.5	0.0	2.5
	PC5. deliver the food and beverage package to the customer		1.5	0.0	1.5
	PC6. inform customer about restaurant's on-going offers, recommend some additional products for future and handover any promotional materials		3.5	1.0	2.5
	PC7. present the bill to the customer		2.5	0.0	2.5
	PC8. collect cash / coupons from customers as per restaurant's policy		6.0	1.0	5.0
	PC9. receive signature of the customer on order delivery paper / log format as per restaurant's policy		5.5	0.5	5.0
	PC10. handle packages safely and deliver them to customers within the time specified in restaurant's policy		6.0	1.0	5.0
	PC11. write down these packages in a log sheet for getting customer's signatures		6.0	1.0	5.0
	<b>POINTS</b>		50	6	44
	<b>TOTAL POINTS</b>				<b>50</b>

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N2906 Prepare report on day's work</b>	PC1. clean the vehicle with dry and wet cloth as per restaurant's work instructions and weather conditions	50	5.0	1.0	4.0
	PC2. check battery, oil, tyres, brakes and fuel		5.0	1.0	4.0
	PC3. note down the readings in the vehicle log book to calculate the fuel consumption and vehicle average		5.0	1.0	4.0
	PC4. park and cover the vehicle at the designated place in safe manner as per restaurant's work instructions		5.0	1.0	4.0
	PC5. give the delivery report of all orders		5.0	1.0	4.0
	PC6. submit the day's completely filled log paper		5.0	1.0	4.0
	PC7. submit vehicle log book mentioning day's distance covered and fuel consumed		5.0	1.0	4.0
	PC8. handover the day's collected cash / coupons		5.0	1.0	4.0
	PC9. notify about any major repair and maintenance required by the vehicle		5.0	1.0	4.0
	PC10. report anything specific related to day's work e.g. minor accidents, road conditions, etc.		5.0	1.0	4.0

## Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
	<b>POINTS</b>		50	10	40
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N9901 Communicate with customer and colleagues</b>	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5

## Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
	PC25. listen actively in a two way communication		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly	3.0	0.5	2.5	
	<b>POINTS</b>	50	18.5	31.5	
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N9902</b> <b>Maintain customer-centric service</b>	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0

## Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical		
<b>orientation</b>	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0		
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0		
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0		
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0		
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0		
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0		
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0		
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0		
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0		
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0		
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0		
	PC15. ensure that customer expectations are met		2.5	0.5	2.0		
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0		
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0		
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0		
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5		
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5		
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.5	2.0		
			<b>POINTS</b>		50	10	40
			<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N9903</b> <b>Maintain standard of</b>	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5

## Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>etiquette and hospitable conduct</b>	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1.0
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0

## Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	<b>POINTS</b>		50	14	36
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N9904 Follow gender and age sensitive service practices</b>	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural		3.0	0.5	2.5

Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
	backgrounds				
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
<b>THC/N9906 Maintain health and hygiene</b>	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for		1.5	0.5	1.0



## Qualifications Pack For Home Delivery Boy

Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
waste disposal				
PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
PC15. wash hands on a regular basis		2.0	0.5	1.5
PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
PC17. wash the cups		1.5	0.5	1.0
PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
PC24. wash hands on using these tissues after		2.0	0.5	1.5

## Qualifications Pack For Home Delivery Boy

	Performance Criteria	Total Marks (400)	Out of	Theory	Skills Practical
	coughing and sneezing and after using the wastes				
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.0	0.5	0.5
	<b>POINTS</b>		50	15.5	34.5
	<b>TOTAL POINTS</b>			<b>50</b>	
	<b>GRAND TOTAL</b>	<b>400</b>		<b>99</b>	<b>301</b>