

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

Qualification Pack: Front Office Associate

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: Hotels

OCCUPATION: Front Office Management

REFERENCE ID: THC/Q0102

ALIGNED TO: NCO-2015/4224.0100

Also known as 'Front Desk Associate' or 'Guest Service Associate', Front Office Associate is responsible for receiving the guest, handling guest registration process, attending to any guest requirements, cashiering and handling guest accounts during the stay.

Brief Job Description: The individual at work registers the guest, addresses their queries, allots the rooms, handles payments and ensures smooth stay of the guest.

Personal Attributes: The job requires the individual to have: presentable looks, attention to details, politeness, cheerful disposition, healthy habits, commitment, and be able to work in standing position for long hours.

Qualifications Pack Code	THC/Q0102		
Job Role	Front Office Associate		
Credits (NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	10/03/15
Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	05/10/19
NSQC Clearance on	20/07/15		
Job Role	Front Office Associate Also known as 'Front Desk Associate', 'Guest Service Associate'		
Role Description	Receiving the guest, handling guest registration process, allocating room, attending to any guest requirements; performing cashiering process and handling guest accounts during stay		
NSQF level	4		
Minimum Educational Qualifications	Preferable 12 th standard passed		
Maximum Educational Qualifications	Craft Course – Hotel Management		
Training (Suggested but not mandatory)	Not applicable		
Minimum Job Entry Age	18 years		
Experience	Preferable minimum 1 year as Front Office Trainee		
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> THC/N0108: Record guest details for registration THC/N0109: Follow check-in procedure and allot room THC/N0107: Attend to guest queries THC/N0110: Perform cashiering activities THC/N9901: Communicate with customer and colleagues THC/N9902: Maintain customer-centric service orientation THC/N9903: Maintain standard of etiquette and hospitable conduct THC/N9904: Follow gender and age sensitive service practices THC/N9905: Maintain IPR of organisation and customers THC/N9906: Maintain health and hygiene THC/N9907: Maintain safety at work place THC/N9909: Learn a foreign or local language(s) including English Optional: <ol style="list-style-type: none"> NA 		
Performance Criteria	As described in the relevant OS units		

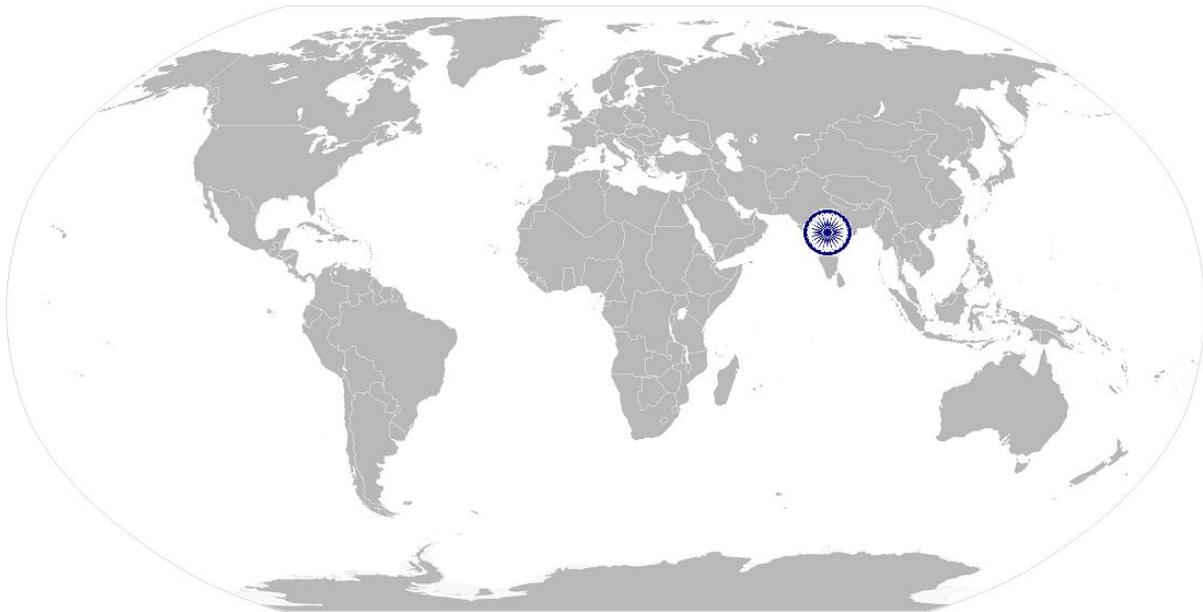
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable 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.
Organizational Context	Organizational 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 fulfill the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
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.
Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
HR	Human Resources
IATA	International Air Transport Association

THC/N0108

Record guest details for registration

National Occupational Standard



Overview

This unit is about registration of guest during check in. This also includes receiving the guest, complying with the organizational and regulatory requirement on guest registration process and recording of guest details in the hotel records.

THC/N0108

Record guest details for registration

National Occupational Standard	Unit Code	THC/N0108
	Unit Title (Task)	Record guest details for registration
	Description	This OS unit is about registration of guest during check in. This also includes receiving the guest, complying with the organizational and regulatory requirement on guest registration process and recording of guest details in the hotel records.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Welcome the guest • Check for room availability and reservation status • Complete guest registration • Follow standard registration guidelines
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
Welcoming the guest	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. greet the customer as per organization's guideline on arrival at hotel</p> <p>PC2. make guest comfortable and feel good by offering a smile</p> <p>PC3. maintain eye contact while interacting with the guest</p> <p>PC4. look presentable and follow grooming standards</p>	
Checking for room availability and reservation status	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. interact with guest and identify if they are walk-in customer or reserved guest</p> <p>PC6. if they have walked in, check for availability of rooms as per guest requirement</p> <p>PC7. inform guest about different type of rooms and confirm on guest preference</p>	
Completing guest registration	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. collect information and documents from new guest or recheck of repeat guest, the details required for guest registration as per organisation's standards and government rules</p> <p>PC9. cross check the identity document details of the guests against original</p> <p>PC10. complete the registration details after interacting with the guest on details including room type, room number, tariff details, meal plan and payment method</p> <p>PC11. receive guest signature on completed guest registration document</p> <p>PC12. record the information on all fields in the hotel management system</p>	
Following standard registration guidelines	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. return the original document immediately after scanning or copying</p> <p>PC14. ensure all mandatory guest details are captured as per regulatory requirement</p> <p>PC15. ensure guest details are recorded appropriately in the hotel system for future reference</p> <p>PC16. ensure that late night registrations are handled as per company's policy on</p>	

THC/N0108

Record guest details for registration

	customer facilitation, e.g., using handheld devices and without much delay to customer
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. organization culture and typical customer profile KA3. company's service level agreements and policies KA4. company's code of conduct KA5. organization pricing, discount policy KA6. organization policy on documentation, reporting, etc. KA7. sources for information pertaining to employment terms, entitlements, job role and responsibilities KA8. reporting structure, inter-dependent functions, lines and procedures in the work area KA9. relevant occupational health and safety requirements applicable in the work place
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to greet the customers as per company's policy and customer's willingness, e.g., garlanding a business guest vs a leisure guest KB2. site layout and obstacles of the hotel premises KB3. hotel offerings and services available KB4. details of guest registration form KB5. mandatory details to be received from local guest, foreign guest KB6. acceptable identify / proof documents KB7. type of rooms available, the facilities, tariff and other details KB8. discount policy KB9. pricing for regular guest, affiliated guest, etc. KB10. pricing of room with different meal plans KB11. online tie ups of the hotel KB12. handling hotel management system KB13. maintain guest log with check-in and check-out details KB14. analyse reservation logs and cross check KB15. rules and regulations of the hotels that may apply to guests KB16. regulatory requirements involved during guest registration KB17. personal grooming standards KB18. significance of giving attention to details KB19. permits and checks required for working on the premises
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the

THC/N0108

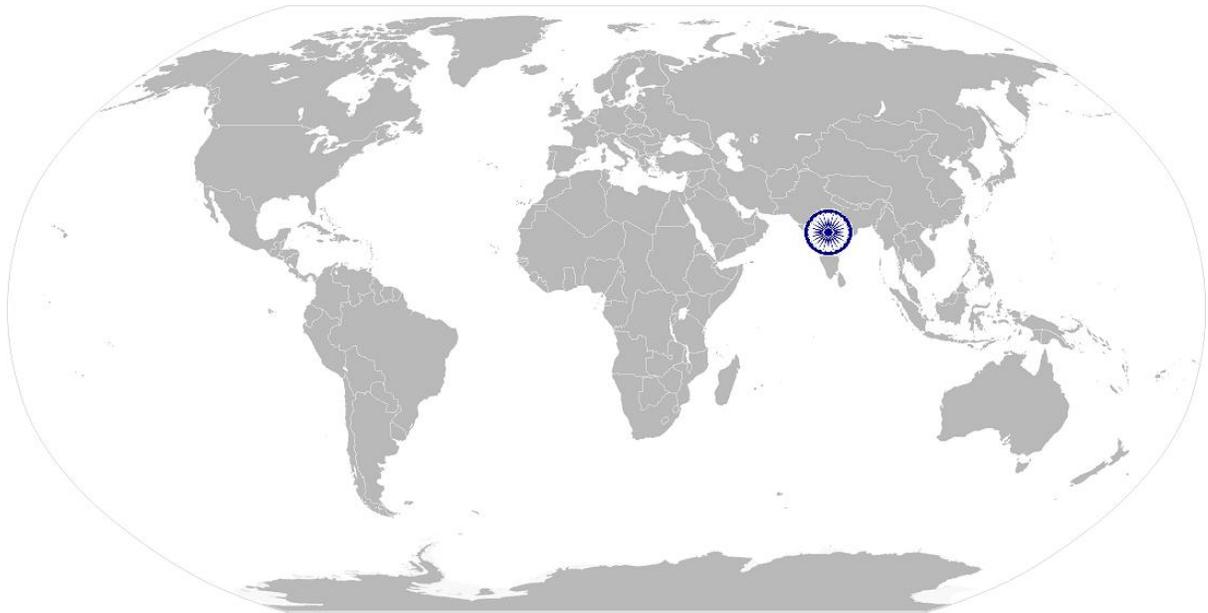
Record guest details for registration

	workplace
	SA2. interpret and follow operational instructions and prioritise work
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. complete documentation</p> <p>SA4. accurately fill guest registration form after receiving details from guests</p> <p>SC1. operate the computer</p> <p>SC2. use in-house software to register and serve the guest</p> <p>SC3. use touch typing for enhanced speed of keyboard typing</p> <p>SA5. use Internet to gather work related information</p>
Oral Communication (Listening and Speaking skills)	
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. communicate effectively with guests and respond to their queries</p> <p>SA7. interact with service providers and colleagues in respectful manner and in line with organizational protocol</p> <p>SA8. interact in language the guest is comfortable</p>
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. develop rapport with customers</p> <p>SB2. listen carefully and interpret their requirement</p> <p>SB3. suggest possible solutions to potential or expressed problems</p> <p>SB4. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation</p> <p>SB5. importance of being patient and courteous with different types of guests</p> <p>SB6. being polite and courteous under all circumstances and situations</p> <p>SB7. manage time and be punctual</p> <p>SB8. manage distractions and maintain workplace discipline</p>
	Problem Solving
	NA
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. undertake on-the-job learning and participate in training and development, interventions and assessments</p> <p>SB10. seek to improve and modify own work practices</p>

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Record guest details for registration

	Critical Thinking
	NA

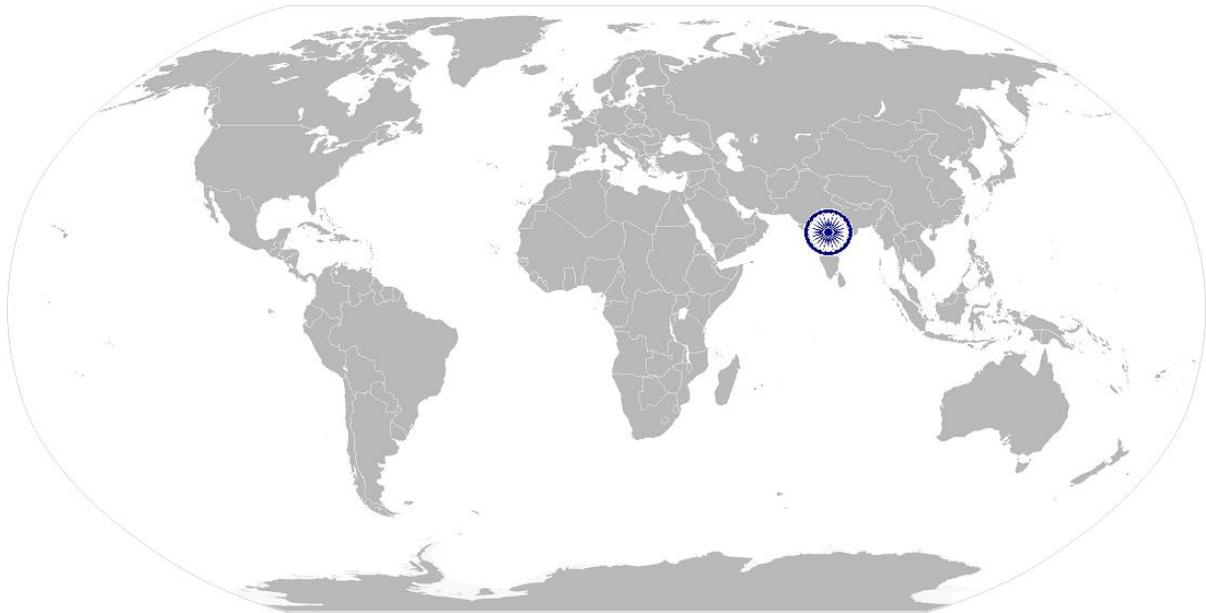


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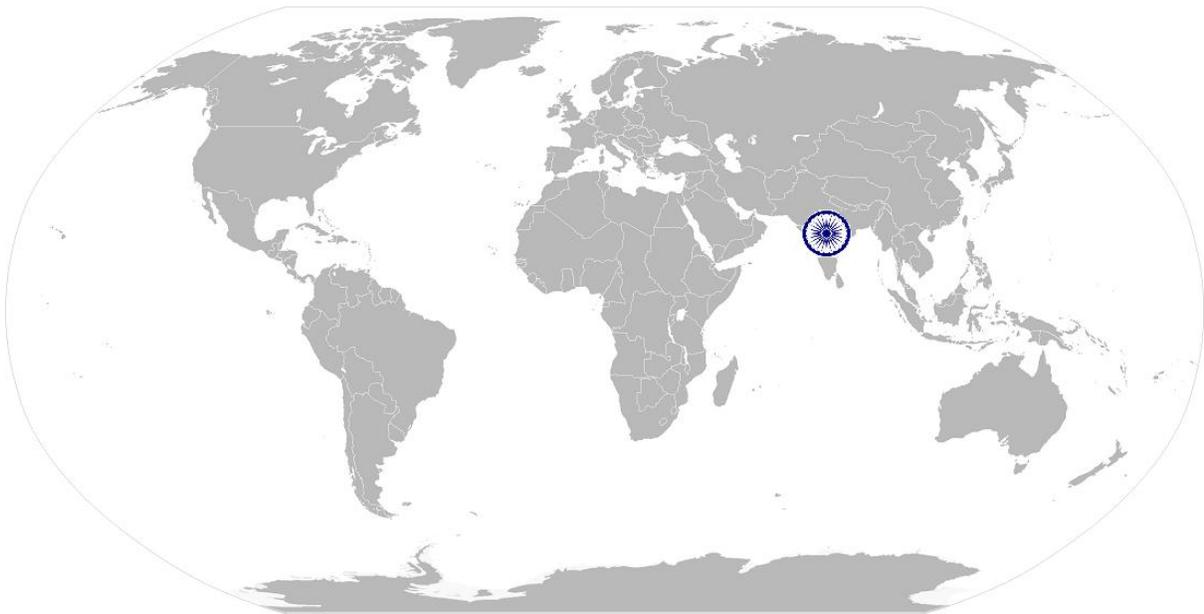
Record guest details for registration

NOS Version Control

NOS Code	THC/N0108		
Credits (NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



National Occupational Standard



Overview

This unit is about allotting room to the guest. It also includes understanding the guest profile and preferences, converting room enquiry to sales while meeting organisational objectives.

THC/N0109

Follow check-in procedure and allot room

Unit Code	THC/N0109
Unit Title (Task)	Follow check-in procedure and allot room
Description	This OS unit is about allocating the room to the guest. It also includes understanding the guest profile and preferences, converting room enquiry to sales while ensuring that organisational objectives are met.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Check for guest room preference and/or reservation details • Allot the room as per guest preference • Handle upgrade, downgrade and emergency situations • Achieve productivity standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Checking for guest room preference / reservation details	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. interact with guest and identify the room preference based on type of room, room rate, days of stay, number of guests, gender of the guest, room view</p> <p>PC2. make note of any special request from guest, e.g., related to disability, non-smoking</p> <p>PC3. cross check the reservation details with the guest</p> <p>PC4. suggest related-product sale that may revenue to the company</p> <p>PC5. negotiate with guest when on discount requests</p> <p>PC6. offer discounts within the limit advised by management, to retain the guest</p> <p>PC7. decide on discount offers after considering the seasonal occupancy or as per instructions of Reservation Revenue Manager</p> <p>PC8. confirm the type of room, tariff and other agreed details to the guest before allotting the room</p>
Allotting the room as per guest preference	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. check for availability of room as per guest preference in the system / log in register</p> <p>PC10. inform walk-in guest about any non-availability of room and inform next time and date of room availability</p> <p>PC11. allot the room if it is already blocked for the guest as per reservation status and instructions</p> <p>PC12. check and allot guests in a group in adjacent rooms on same floor</p> <p>PC13. for the regular guest, check availability and allot room as per preference of the guest</p> <p>PC14. allot the room as per company guidelines, e.g., preference to reserved guests</p> <p>PC15. ensure guests are satisfied with room allocation as per their preference</p>
Handling upgrade, downgrade and	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. inform guest about non availability of the preferred type of room, e.g., because of late check out by the guest</p>

THC/N0109

Follow check-in procedure and allot room

emergency scenario	<p>PC17. allot alternate room on non-availability of preferred rooms and ensure transfer to the preferred room at the earliest</p> <p>PC18. upgrade the guest to a superior room type if the requested room is not available</p> <p>PC19. inform guest on upgrade, reason, facilities in the upgraded room, tariff details</p> <p>PC20. inform guest on any downgrade, reason, tariff and facilities in the room</p> <p>PC21. allot the room on guest confirmation and transfer when superior room becomes availability</p> <p>PC22. handle upgrade and downgrade as per directions of Front Office Manager</p>
Achieving productivity standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC23. convert enquiry to sales</p> <p>PC24. convince walk in guest to stay in the hotel</p> <p>PC25. book guest reservation / confirmation with minimal discount</p> <p>PC26. contribute in achieving the hotel's profit margin and guest occupancy targets</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. organization culture and typical customer profile</p> <p>KA4. company's service level agreements and policies</p> <p>KA5. company's code of conduct</p> <p>KA6. Organisation's pricing, discount policy</p> <p>KA7. Organisation's policy on documentation, reporting, etc.</p> <p>KA8. sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA9. reporting structure, inter-dependent functions, lines and procedures in the work area</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different products / services offered by the hotel</p> <p>KB2. type of rooms available, the facilities, tariff and other details</p> <p>KB3. details of rooms, floors, e.g., rooms with view, smoking allowed floors, rooms accommodating physically disabled individuals, etc.</p> <p>KB4. standard room allocation process followed in the hotel : rooms / floors designated for family, women, executives, bachelors, students, group booking, etc.</p> <p>KB5. ways of marketing the property: suggestive and up selling the hotel service offerings</p> <p>KB6. general occupancy rate in the hotel</p> <p>KB7. peak season period: day of the week, months of the year, etc.</p> <p>KB8. discount policy and approval requirement</p> <p>KB9. pricing for regular guest, affiliated guest, etc.</p> <p>KB10. pricing of room with different meal plans</p> <p>KB11. online tie ups of the hotel</p> <p>KB12. handling hotel management system</p>

THC/N0109

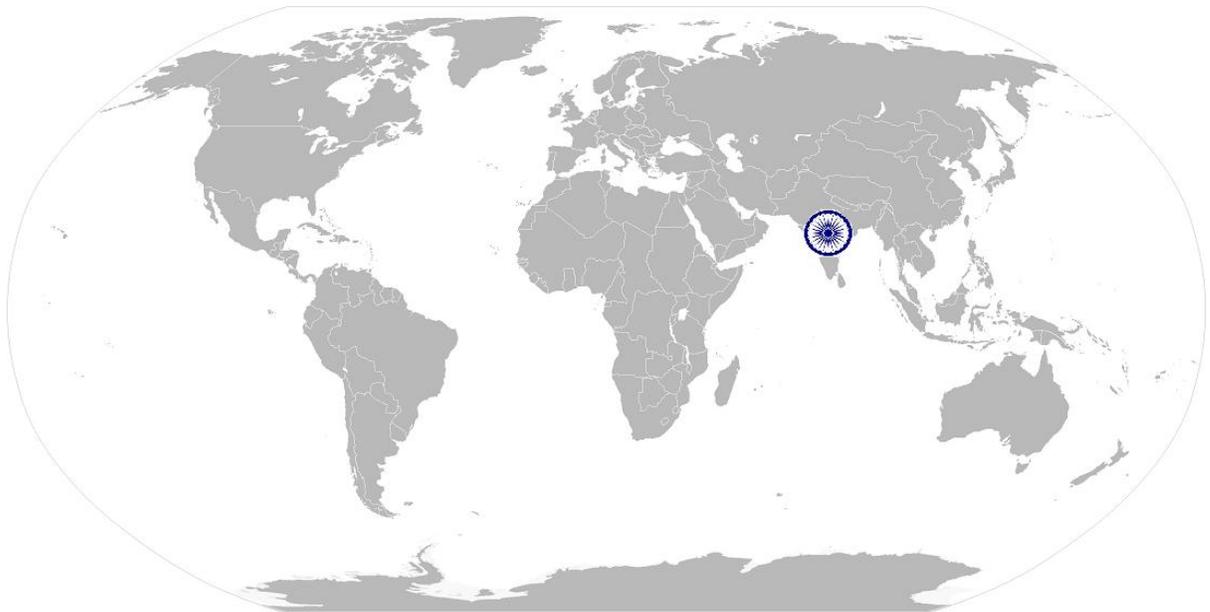
Follow check-in procedure and allot room

	<p>KB13. operate property management system for check in, check out, room availability, etc.</p> <p>KB14. upgrading of rooms: procedure and approval required</p> <p>KB15. downgrading: procedure and handling guests</p> <p>KB16. maintain guest log with check in and check out details</p> <p>KB17. rules and regulations of the hotels (for guests)</p> <p>KB18. significance of giving attention to details</p> <p>KB19. permits and checks are required for working on the premises</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret instructions, procedures, information and signs in the workplace
	SA2. interpret and follow operational instructions and prioritise work
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
SA3. complete documentation	
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA4. communicate effectively with guests and respond to their queries	
SA5. interact with service providers and colleagues in respectful manner and in line with organizational protocol	
SA6. interact in language the guest is comfortable	
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	The user/ individual on the job needs to know and understand:
	SB1. significance of etiquette
	SB2. importance of being patient and courteous with all types of guests
SB3. being polite and courteous under all circumstances	
SB4. develop a rapport with customers and put them at ease	
SB5. listen carefully and interpret their requirement	
SB6. suggest possible solutions to the customer's problems	
SB7. manage time and be punctual	
SB8. manage distractions and maintain workplace discipline	
Problem Solving	
NA	

THC/N0109

Follow check-in procedure and allot room

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. check documents for accuracy of information SB10. undertake on-the-job learning and participate in training and development, interventions and assessments SB11. seek to improve and modify own work practices
	Critical Thinking
	NA

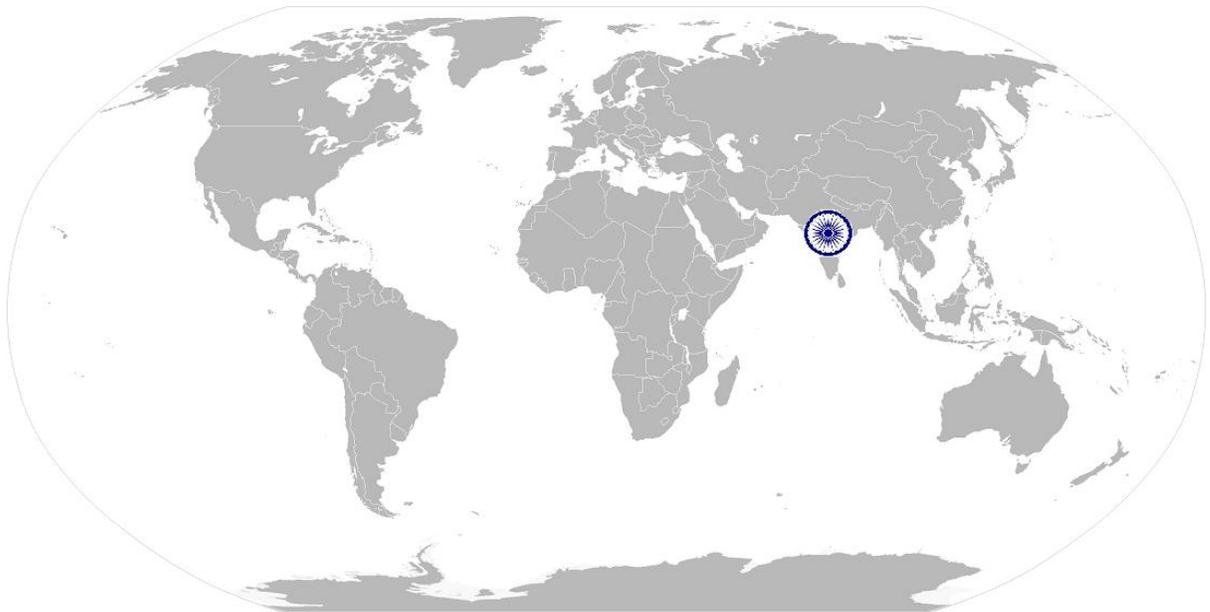


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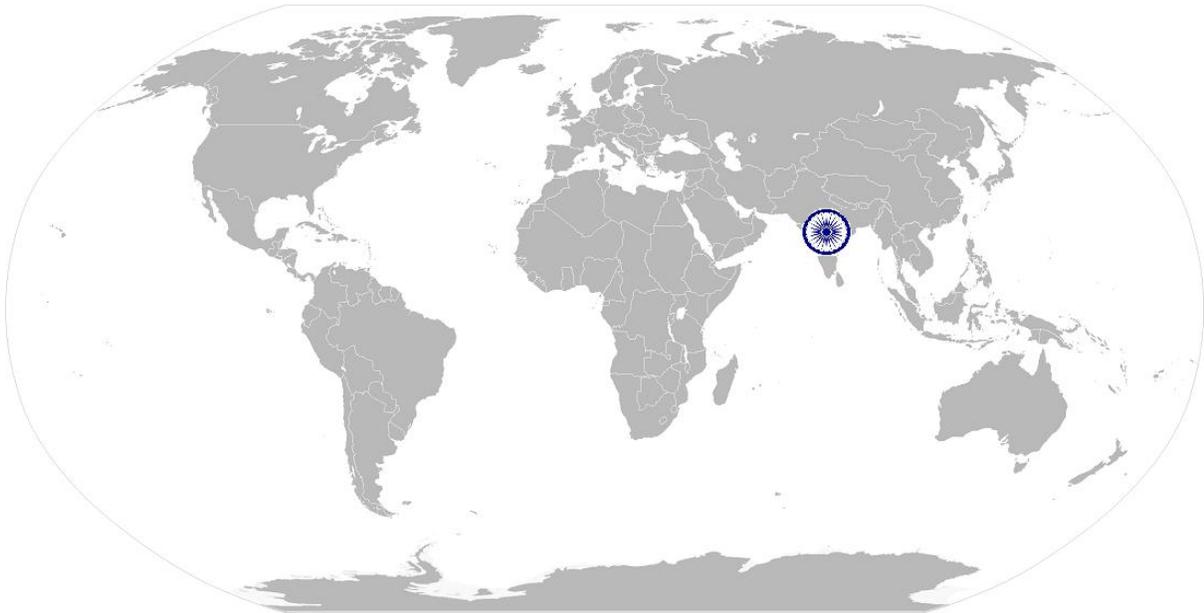
Follow check-in procedure and allot room

NOS Version Control

NOS Code	THC/N0109		
Credits (NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



National Occupational Standard



Overview

This unit is about attending to any guest requirement including room related facilities, amenities, and request for consumables, etc. It also includes informing the guest on any message received for them and ensuring their satisfaction with the services rendered.

THC/N0107

Attend to guest queries

Unit Code	THC/N0107
Unit Title (Task)	Attend to guest queries
Description	This OS unit is about attending to any of the guest requirement including room related facilities, amenities, and request for consumables, etc. It also includes informing the guest about any messages received and ensuring that they are satisfied with service rendered
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Assist the guest on any requirement • Respond to guest queries • Deliver message and materials to guest • Achieve guest satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assisting the guest on any requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. ask for any requirement form guest during check in</p> <p>PC2. arrange for materials / consumables as required</p> <p>PC3. coordinate with different department such as housekeeping, food & beverage, to fulfil guest requirement</p> <p>PC4. inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc.</p> <p>PC5. ensure the guest are attended at every instance of their request and not ignored</p>
Responding to guest queries	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. answer to guest queries regarding any offerings within the hotel, nearby tourist or office locations, etc.</p> <p>PC7. assist guests on their query regarding ideal transportation, restaurants in the city, shopping area, etc.</p> <p>PC8. attend and respond to the clarification requested on operation of any equipment / controls inside the room</p>
Delivering message or materials to guest	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. deliver message (if any) to the guest on time</p> <p>PC10. inform guest if there are any visitors</p> <p>PC11. arrange and deliver any materials / consumables requested in the front office</p>
Achieving guest satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. ensure that the guest is not left unattended at any point of time</p> <p>PC13. revert to guest on any request on time (turn-around time as per organization guideline)</p> <p>PC14. ensure the guest are satisfied all the time</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company</p>

THC/N0107

Attend to guest queries

<p>(Knowledge of the company / organization and its processes)</p>	<p>relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. organization culture and typical customer profile</p> <p>KA4. company's service level agreements and policies</p> <p>KA5. company's code of conduct</p> <p>KA6. sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA7. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA8. work area</p> <p>KA9. organization quality and hygiene standards policy</p> <p>KA10. material movement, storage and material return policy</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. site layout and obstacles</p> <p>KB2. different products / services offered by the hotel</p> <p>KB3. location of spa, pool, restaurant in the hotel</p> <p>KB4. different cuisines offered in the in-house restaurant</p> <p>KB5. operational hours and details of different services</p> <p>KB6. accessible and restricted area in the premises</p> <p>KB7. information of local tourist spots</p> <p>KB8. information about local transportation options</p> <p>KB9. popular location in the city such as temple, malls, cine complex, shopping area, etc.</p> <p>KB10. coordinating with appropriate department in the hotel to address guest requirement</p> <p>KB11. history and information about the city, temple, etc.</p> <p>KB12. operation of different types of door locks</p> <p>KB13. operation of facilities in the rooms such as TV, AC, etc.</p> <p>KB14. behavioural etiquette</p> <p>KB15. personal grooming standards</p> <p>KB16. levels of personal hygiene required at the workplace and why it is important to maintain them during work</p> <p>KB17. significance of giving attention to details</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret instructions, procedures, information and signs in the workplace</p> <p>SA2. interpret and follow operational instructions and prioritise work</p>
	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. complete documentation</p>

THC/N0107

Attend to guest queries

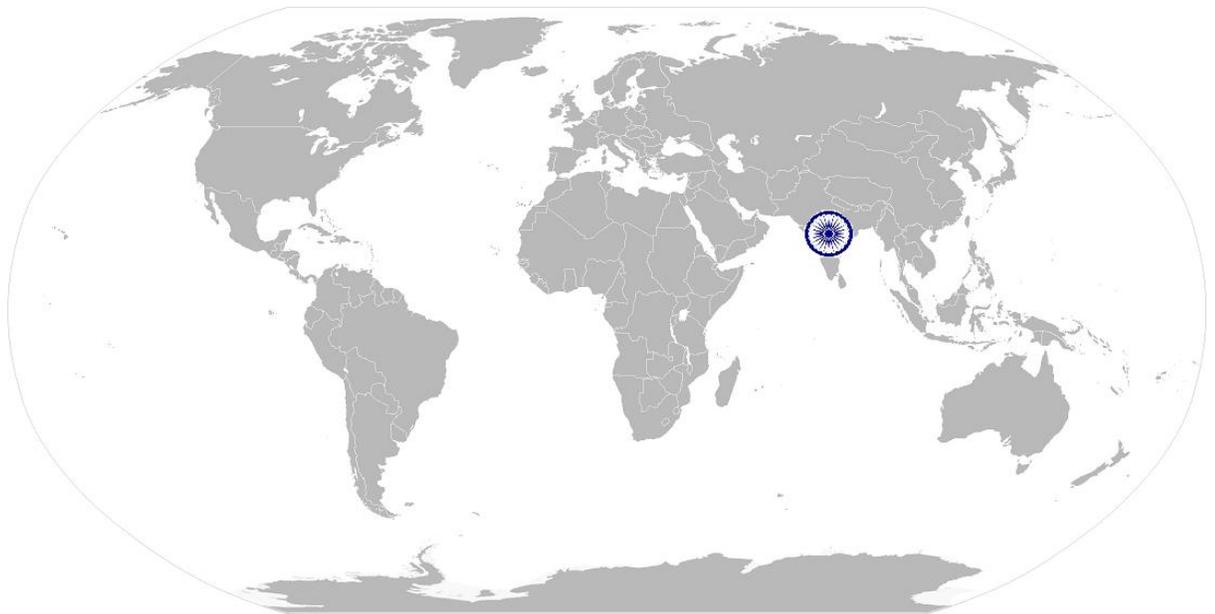
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. listen without internal talk SA5. communicate effectively with guests and respond to their queries SA6. discuss with front office associate on guest and room details SA7. communicate with people in respectful form and manner in line with organizational protocol
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB1. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission SB2. importance of being patient and courteous with all types of guests SB3. being polite and courteous under all circumstances SB4. develop a rapport with customers SB5. listen carefully and interpret their requirement SB6. suggest customer the possible solutions SB7. keep updates on the tourists spots in the local area SB8. promote 'Incredible India' promotions of the Ministry of Tourism, Government of India SB9. inform about special promotions of the State Government for tourism SB10. time management and adhering to work timings, and other organizational policies SB11. manage distractions to be disciplined at work
	Problem Solving
	NA
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. participate in on-the-job and other learning, training and development interventions and assessment SB13. seek to improve and modify own work practices
	Critical Thinking
NA	

THC/N0107

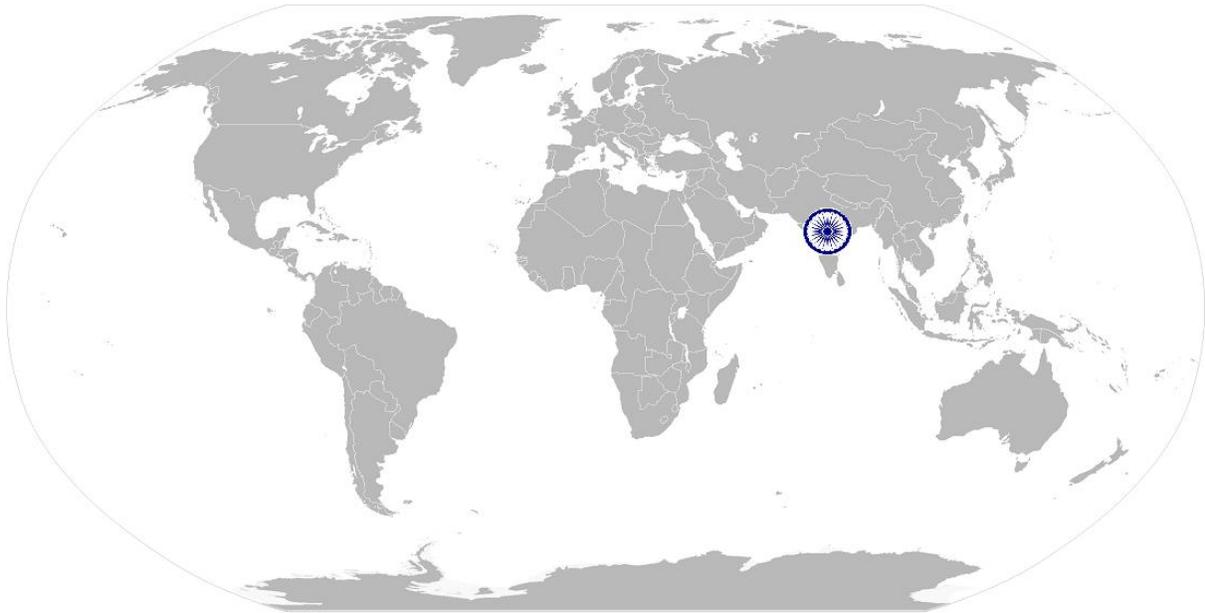
Attend to guest queries

NOS Version Control

NOS Code	THC/N0107		
Credits (NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



National Occupational Standard



Overview

This unit is about handling the payments of guests at the front desk. It also includes preparation of invoice, handling bills from other departments and closing the guest account on check out.

THC/N0110

Perform cashiering activities

Unit Code	THC/N0110
Unit Title (Task)	Perform cashiering activities
Description	This OS unit is about handling the payments of guests in the front desk. It also includes preparation of invoice, handling bills from other departments and closing the guest account on check out.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive payment method details from guest • Prepare the invoice • Receive the payment • Document and record the details
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Receiving payment method details from guest	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. seek details of mode of payment (cash, cheque, credit card, etc.)</p> <p>PC2. seek details of the organization if the payment would be made directly by a corporate entity</p> <p>PC3. inform Front Office Manager about guest from registered or affiliated organizations and seek confirmation</p> <p>PC4. inform guests about any offers (bank card tie ups ensuring discount for guests)</p> <p>PC5. seek details of payment for a group check-in</p> <p>PC6. check if room payment has already been made via online reservation</p>
Preparing the invoice	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. prepare advance receipt on advance payment by the guest</p> <p>PC8. receive invoice pertaining to the guest from various facilities or departments such as restaurants, cafeteria, bar / pub, spa, salon, etc.</p> <p>PC9. ensure guest signature is present on all invoices</p> <p>PC10. attach all invoices to guest primary account</p> <p>PC11. ensure all bills are current and updated in the hotel system</p> <p>PC12. prepare a master invoice for a group check in</p> <p>PC13. prepare the bill under company name and mention details if the payment is directly done by the corporate entity</p> <p>PC14. prepare the invoice as per agreed tariff, applicable discount, applicable taxes, details of customer and other mandatory requirements</p>
Receiving the payment	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. inform guest on the invoices prepared</p> <p>PC16. confirm and get a clearance from the guest on details of billing</p> <p>PC17. receive the payment from guest</p> <p>PC18. check the authenticity of currency notes (during cash payment)</p> <p>PC19. handle credit / debit cards in front of the guest and return the card after the transaction</p> <p>PC20. inform guest about any failed transaction and get confirmation for further</p>

THC/N0110

Perform cashiering activities

	<p>swiping of the card</p> <p>PC21. receive guest signature on the payment advice document (customer and merchant copy)</p> <p>PC22. follow company guidelines on mode of payment (accept foreign currency if approved by hotel / direct guest for foreign exchange desk)</p> <p>PC23. ensure the entire payment is settled after deduction of advance and discount</p>
<p>Documenting and recording the details</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. receive guest signature on the invoice (customer and merchant copy) on payment</p> <p>PC25. give the guest a copy of the invoice in the hotel envelope</p> <p>PC26. document the payment details in the hotel system as per procedure</p> <p>PC27. close the guest account on payment of dues</p> <p>PC28. record all transaction of the front desk office</p> <p>PC29. do daily accounts tally of cash at vault and reconcile</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. organization culture and typical customer profile</p> <p>KA3. company's service level agreements and policies</p> <p>KA4. company's code of conduct</p> <p>KA5. sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA6. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA7. organization quality and hygiene standards policy</p> <p>KA8. organization quality and hygiene standards policy</p> <p>KA9. material movement, storage and material return policy, lost and found process</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. site layout and obstacles</p> <p>KB2. different products / services offered by the hotel</p> <p>KB3. type of rooms available, the facilities and other details</p> <p>KB4. tariff rates of different types of rooms and facilities in the hotel</p> <p>KB5. discount limits and approval requirement</p> <p>KB6. basic accounting principles</p> <p>KB7. details of different types of taxes (VAT, Service tax, etc.)</p> <p>KB8. complementary and billable services available</p> <p>KB9. different types of payment methods</p> <p>KB10. handling cash chest / vault</p> <p>KB11. maintain daily cash and reconciliation of transaction</p> <p>KB12. handling card swiping machine</p> <p>KB13. differentiate fake and original currency notes</p> <p>KB14. preparation of invoice in the computer system</p> <p>KB15. preparation of bills taking into consideration all expenses incurred by guest</p> <p>KB16. billing requirement for billable to company, group booking, etc.</p>

THC/N0110

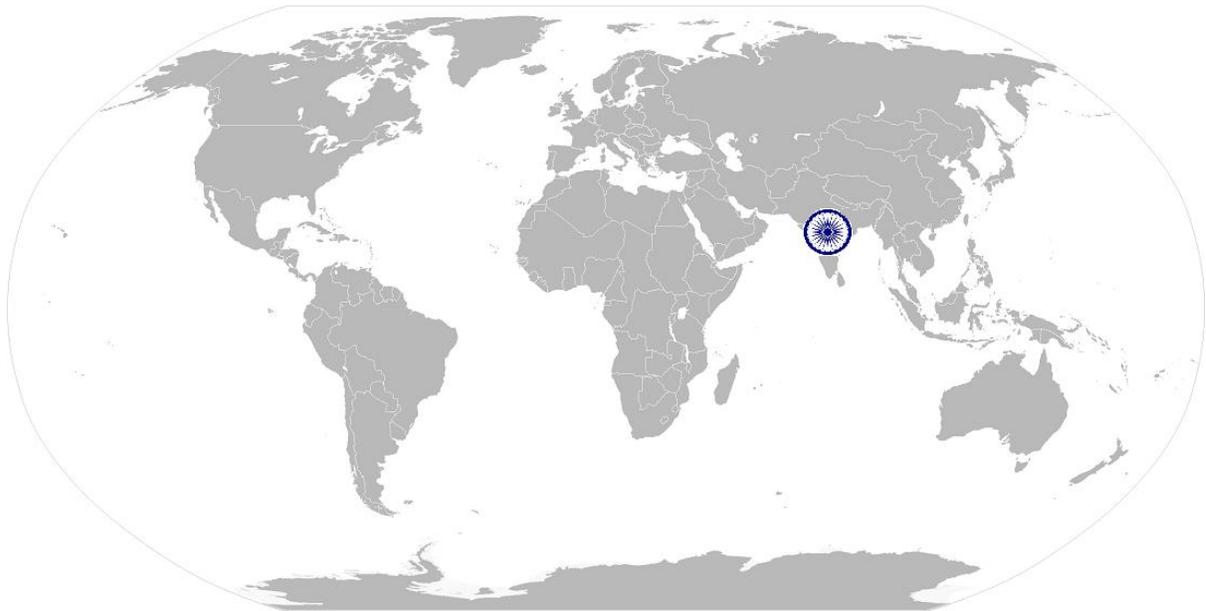
Perform cashiering activities

	KB17. safety procedures to be followed while handling cash KB18. offers, discounts, tie ups with bank cards, etc. KB19. what permits and checks are required for working on the premises
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace SA2. interpret and follow operational instructions and prioritise work
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA3. complete documentation SA4. preparing invoices and filling business forms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. communicate effectively with guests and respond to their queries SA2. discuss with colleagues on guest and room details SA3. communicate in line with established organizational standards
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB1. importance of personal grooming SB2. significance of etiquette SB3. importance of being patient and courteous with all types of guests SB4. being polite and courteous under all circumstances SB5. handle guest document and details for recording and return to them as per procedure SB6. develop a rapport with customers SB7. listen carefully and interpret their requirement SB8. resolve billing related queries or disputes amicably
	Problem Solving
	NA
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:

THC/N0110

Perform cashiering activities

	<p>SB9. participate in on-the-job and other learning, training and development interventions and assessment</p> <p>SB10. seek to improve and modify own work practices</p> <p>SB11. count currency notes swiftly without making guest wait</p> <p>SB12. calculate the room rates at different discount rates during negotiation</p> <p>SB13. calculate and sum up different bills submitted and balance return</p> <p>SB14. calculate applicable taxes</p>
	<p>Critical Thinking</p>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB15. acceptable foreign exchange, e.g., convertible versus non-convertible</p> <p>SB16. rules and regulations for accepting or dispensing foreign exchange, e.g., under FEMA</p> <p>SB17. standards of maintenance of records of all foreign exchange transactions</p> <p>SB18. RBI reporting rules and standards</p> <p>SB19. how to operate computer and use basic application</p> <p>SB20. how to prepare documents, invoice using system</p> <p>SB21. how to use point-of-sale scanner for retail products' sale</p> <p>SB22. how to record all transaction in the hospitality/ property management system</p>

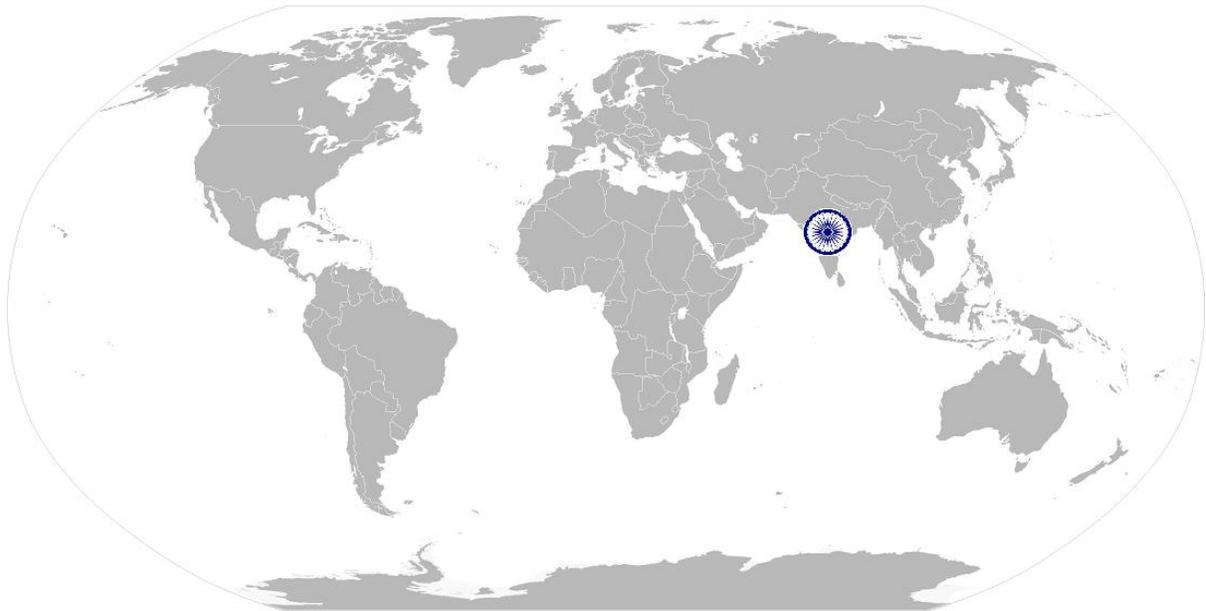


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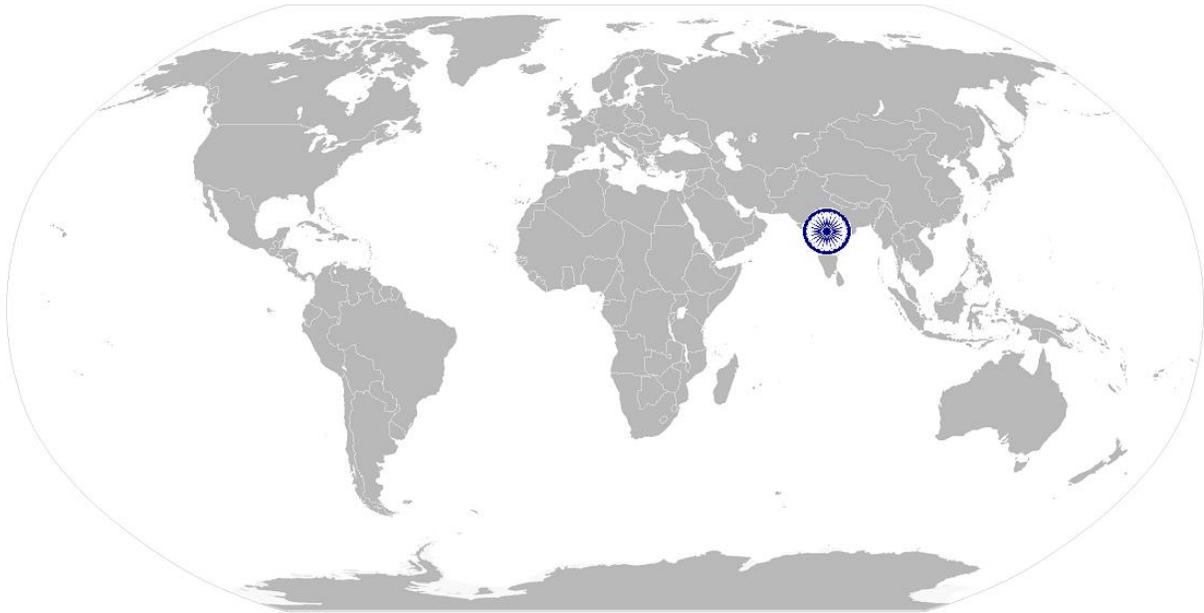
Perform cashiering activities

NOS Version Control

NOS Code	THC/N0110		
Credits (NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



National Occupational Standard



Overview

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

THC/ N9901

Communicate with customer and colleagues

Unit Code	THC/N9901
Unit Title (Task)	Communicate with customer and colleagues
Role Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with superior • Communicate with colleagues • Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	<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>
Communicating with colleagues	<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/ N9901

Communicate with customer and colleagues

<p>Communicating effectively with customers</p>	<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>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (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 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>
<p>B. Technical Knowledge</p>	<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/ N9901

Communicate with customer and colleagues

	<p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents</p> <p>KB4. how to use computer or smart phone to communicate effectively and productively</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p> <p>KB7. how to practice effective listening</p> <p>KB8. communicate effectively with customers</p> <p>KB9. effective use of voice tone and pitch for communication</p> <p>KB10. how to demonstrate ethics and convey discipline to the customers</p> <p>KB11. how to build effective working relationship with mutual trust and respect within the team</p> <p>KB12. importance of dealing with grievances effectively and in time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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
	Decision Making
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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. Professional Skills	

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Communicate with customer and colleagues

	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	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
	Analytical Thinking
	NA
	Critical Thinking
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	

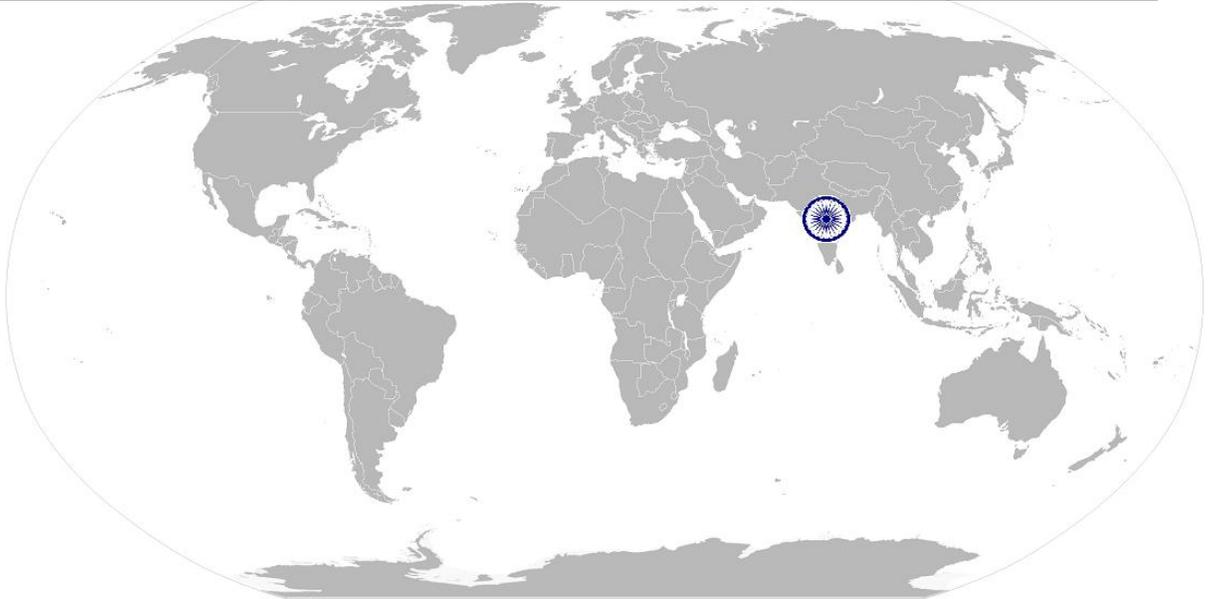


THC/ N9901

Communicate with customer and colleagues

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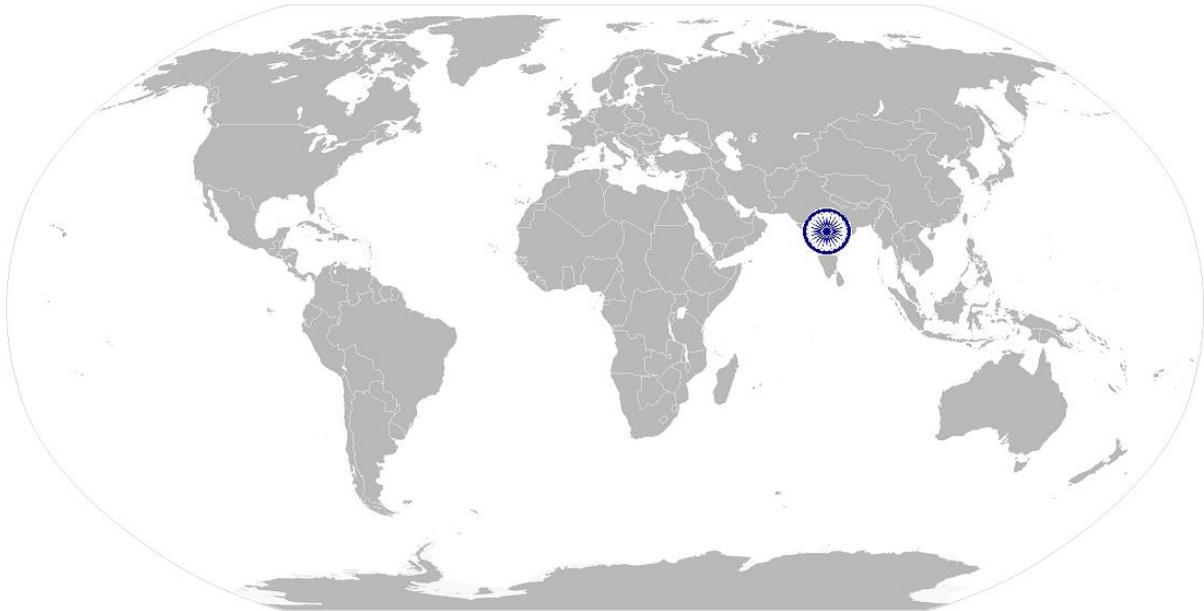
NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



THC/N9902

Maintain customer-centric service orientation

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

Unit Code	THC/N9902
Unit Title (Task)	Maintain customer-centric service orientation
Description	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Engage with customers to understand their service quality requirements Achieve customer satisfaction Fulfil customer requirement
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with customers for assessing service quality requirements	<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>
Achieving customer satisfaction	<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>
Fulfilling customer requirement	<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 periodically</p>

THC/N9902

Maintain customer-centric service orientation

	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	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
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	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
	Writing Skills
	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
	Oral Communication (Listening and Speaking skills)
	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 announcement systems

THC/N9902

Maintain customer-centric service orientation

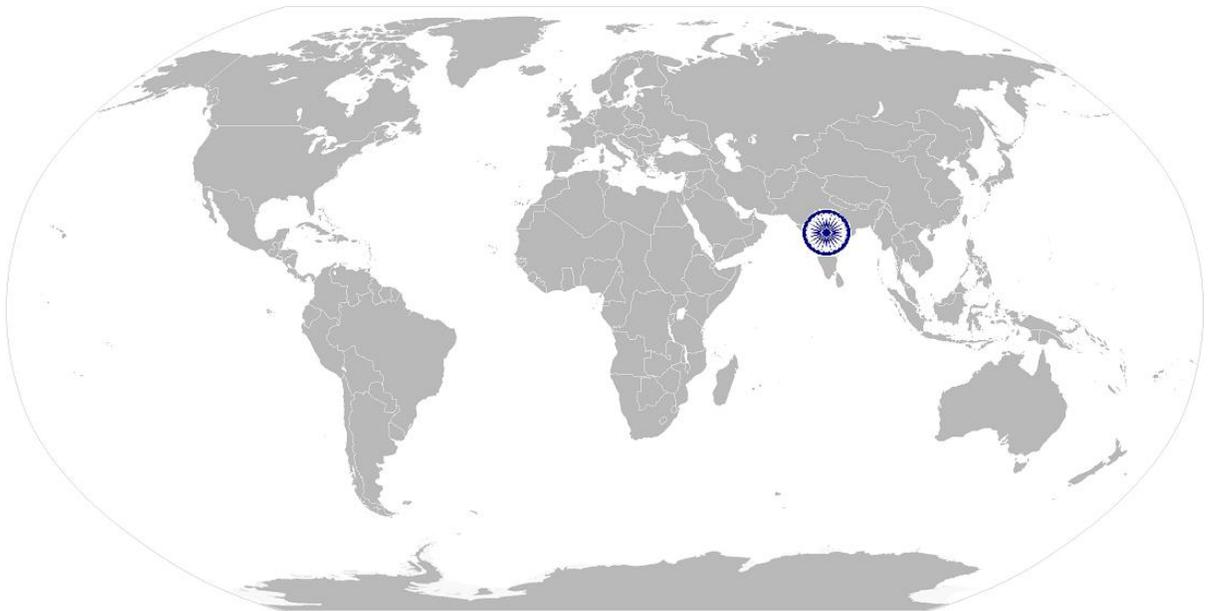
	<p>SA10. E-mail and use Internet for communicating</p> <p>SA11. use of audio-visual aids to communicate complex issues</p>
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
	SB2. how to address the complaints and handle the dissatisfied the customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	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	
Analytical Thinking	
NA	
Critical Thinking	
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

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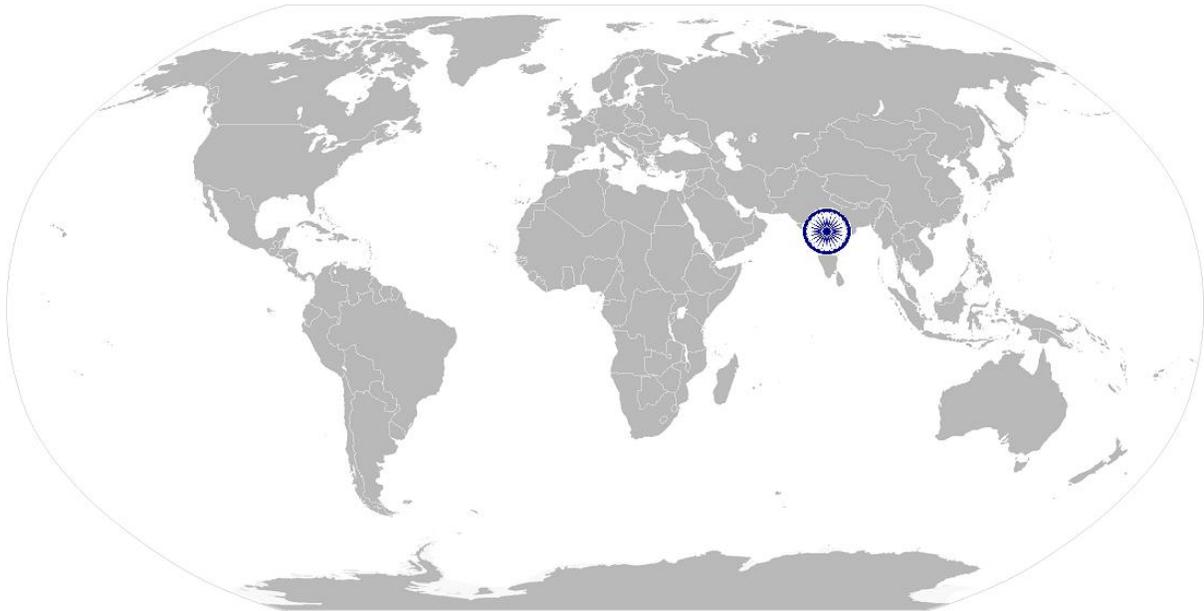
NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



THC/N9903

Maintain standard of etiquette and hospitable conduct

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

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow behavioural, personal and telephone etiquettes Treat customers with high degree of respect and professionalism Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Following behavioural, personal and telephone etiquettes	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</p> <p>PC2. welcome the customers with a smile</p> <p>PC3. ensure to maintain eye contact</p> <p>PC4. address the customers in a respectable manner</p> <p>PC5. do not eat or chew while talking</p> <p>PC6. use their names as many times as possible during the conversation</p> <p>PC7. ensure not to be too loud while talking</p> <p>PC8. maintain fair and high standards of practice</p> <p>PC9. ensure to offer transparent prices</p> <p>PC10. maintain proper books of accounts for payment due and received</p> <p>PC11. answer the telephone quickly and respond back to mails faster</p> <p>PC12. ensure not to argue with the customer</p> <p>PC13. listen attentively and answer back politely</p> <p>PC14. maintain personal integrity and ethical behaviour</p> <p>PC15. dress professionally</p> <p>PC16. deliver positive attitude to work</p> <p>PC17. maintain well groomed personality</p> <p>PC18. achieve punctuality and body language</p> <p>PC19. maintain the social and telephonic etiquette</p> <p>PC20. provide small gifts as token of appreciation and thanks giving to the customer</p> <p>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC22. demonstrate responsible and disciplined behaviours at the workplace</p> <p>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
Treating customers with high degree of	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. use appropriate titles and terms of respect to the customers</p> <p>PC25. use polite language</p>

THC/N9903

Maintain standard of etiquette and hospitable conduct

respect and professionalism	<p>PC26. maintain professionalism and procedures to handle customer grievances and complaints</p> <p>PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility</p> <p>PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette</p> <p>PC29. provide special attention to the customer at all time</p>						
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. achieve 100% customer satisfaction on a scale of standard</p> <p>PC31. gain customer loyalty</p> <p>PC32. enhance brand value of company</p>						
Knowledge and Understanding (K)							
A. Organizational Context (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 behavioural etiquette and professionalism</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. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of professional and polite etiquette and behaviour</p> <p>KB2. the need and reason for achieving customer satisfaction</p> <p>KB3. procedural behavioural patterns framed by the organisation</p> <p>KB4. methods for gaining customer satisfaction</p> <p>KB5. standard operating procedure and service quality standards</p> <p>KB6. measure of customer satisfaction</p> <p>KB7. significance of brand enhancement via word-of-mouth</p> <p>KB8. the hospitality and tourism environment</p> <p>KB9. company's growth strategy and productivity targets</p>						
Skills (S)							
A. Core Skills/ Generic Skills	<table border="1"> <tr> <td data-bbox="477 1497 1521 1535"> Reading Skills </td> </tr> <tr> <td data-bbox="477 1535 1521 1686"> <p>The individual on the job needs to know and understand:</p> <p>SA1. how to read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. how to read notes and comments from the supervisor or customer</p> </td> </tr> <tr> <td data-bbox="477 1686 1521 1724"> Writing Skills </td> </tr> <tr> <td data-bbox="477 1724 1521 1797"> <p>The individual on the job needs to know and understand:</p> <p>SA3. how to fill up documentation pertaining to job requirement</p> </td> </tr> <tr> <td data-bbox="477 1797 1521 1835"> Oral Communication (Listening and Speaking skills) </td> </tr> <tr> <td data-bbox="477 1835 1521 1923"> <p>The individual on the job needs to know and understand:</p> <p>SA4. how to interact with team members to work efficiently</p> </td> </tr> </table>	Reading Skills	<p>The individual on the job needs to know and understand:</p> <p>SA1. how to read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. how to read notes and comments from the supervisor or customer</p>	Writing Skills	<p>The individual on the job needs to know and understand:</p> <p>SA3. how to fill up documentation pertaining to job requirement</p>	Oral Communication (Listening and Speaking skills)	<p>The individual on the job needs to know and understand:</p> <p>SA4. how to interact with team members to work efficiently</p>
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Oral Communication (Listening and Speaking skills)							
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THC/N9903

Maintain standard of etiquette and hospitable conduct

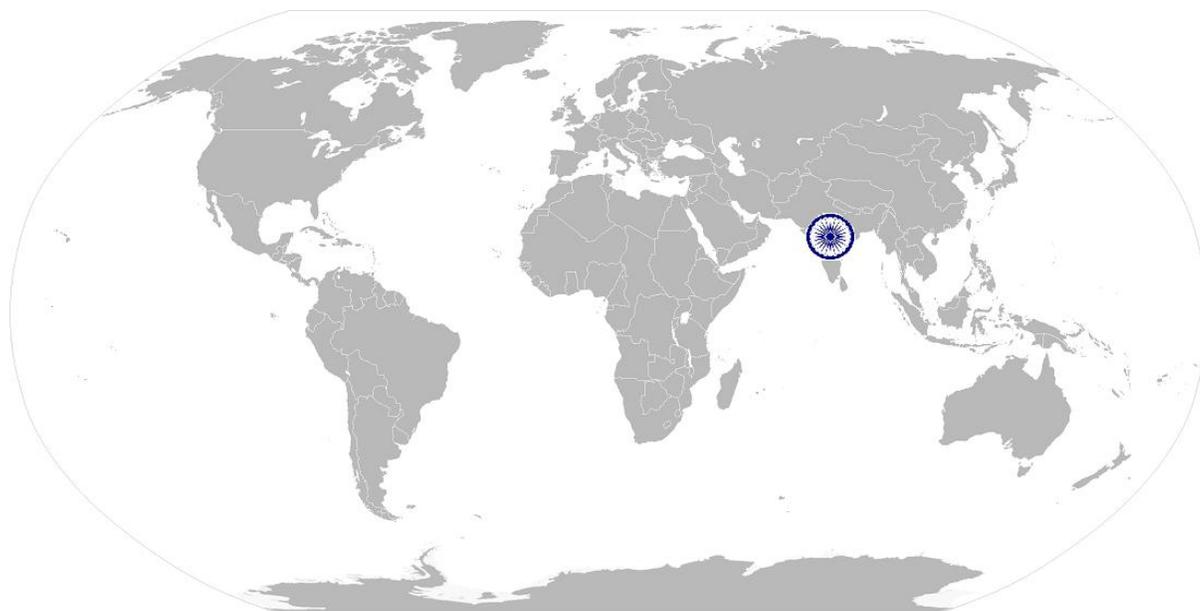
	<p>SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette</p> <p>SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests</p>
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and report potential areas of disruption to work process
	SB2. how to address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	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	
Analytical Thinking	
NA	
Critical Thinking	
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

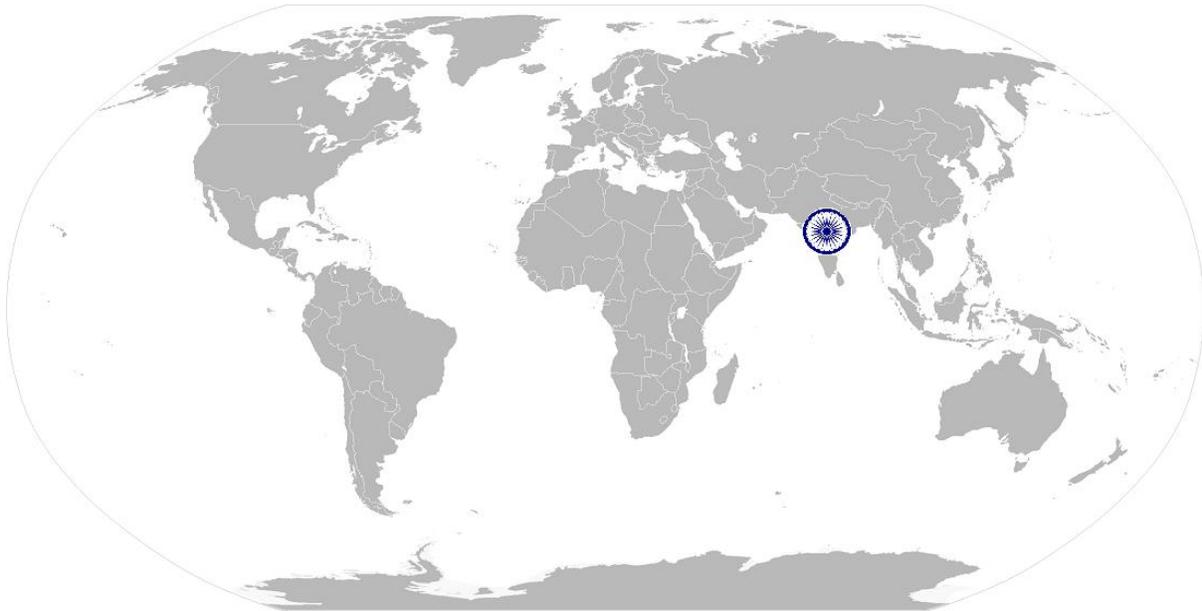
Maintain standard of etiquette and hospitable conduct

NOS Version Control

NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



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

Unit Code	THC/N9904
Unit Title (Task)	Follow gender and age sensitive service practices
Description	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
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Educate customer on specific facilities and services available for different categories of customers • Provide gender and age specific services as per their unique and collective requirements • Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Educating customer on specific facilities and services available	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</p> <p>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</p> <p>PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</p> <p>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</p> <p>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.</p> <p>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</p> <p>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</p>
Providing different age and gender specific customer service	<p>To be competent, the user/ individual must be able to:</p> <p>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</p> <p>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</p> <p>PC11. coordinate with team to meet these unique needs, also keeping in mind their</p>

THC/N9904

Follow gender and age sensitive service practices

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

THC/N9904

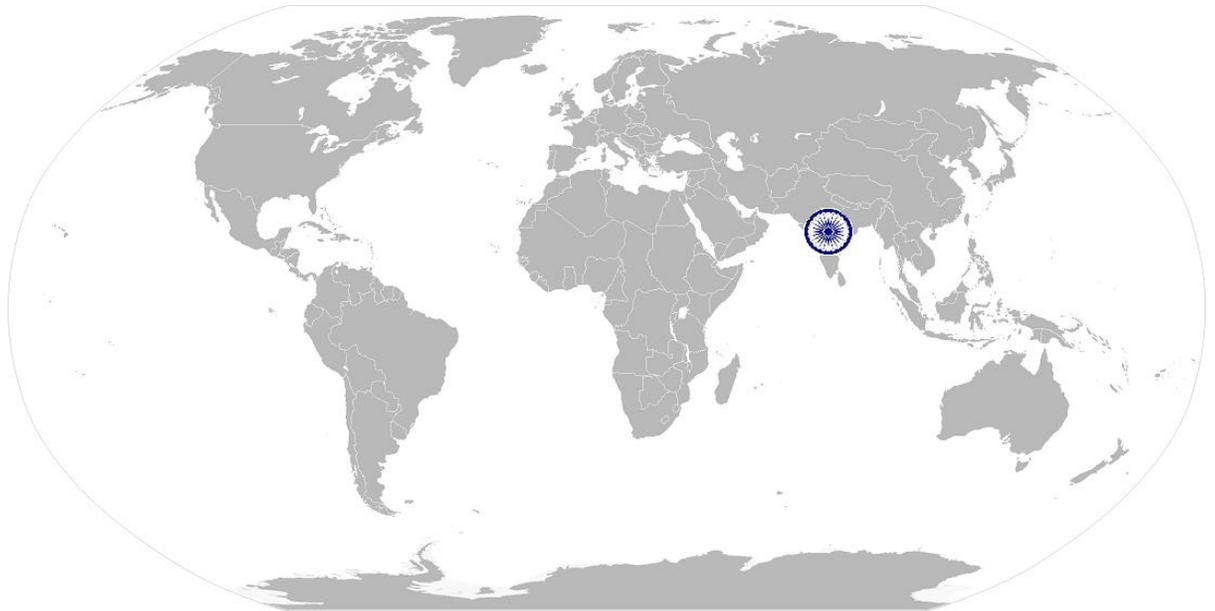
Follow gender and age sensitive service practices

	<p>KB6. process of handling and reporting abuse</p> <p>KB7. how to be vigilant for breach of safety at smallest level</p> <p>KB8. how to maintain customers' and colleagues' safety without making the environment threatening</p> <p>KB9. different types of potential security threats to domestic and international tourists</p> <p>KB10. standard procedures to be followed in the event of terrorist attack</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to safety maintenance requirements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette</p> <p>SA5. communicate with the women at workplace and the customers with respect</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele</p> <p>SB2. address the complaints and handle dissatisfied customers</p> <p>Plan and Organize</p> <p>NA</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. coordinate with different departments and work as team</p> <p>SB4. contribute to quality of team work and achieve smooth workflow</p> <p>SB5. share work load as required</p> <p>Analytical Thinking</p> <p>NA</p>

THC/N9904

Follow gender and age sensitive service practices

	Critical Thinking
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring problems based on the complaints received from women customers and at the workplace SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment

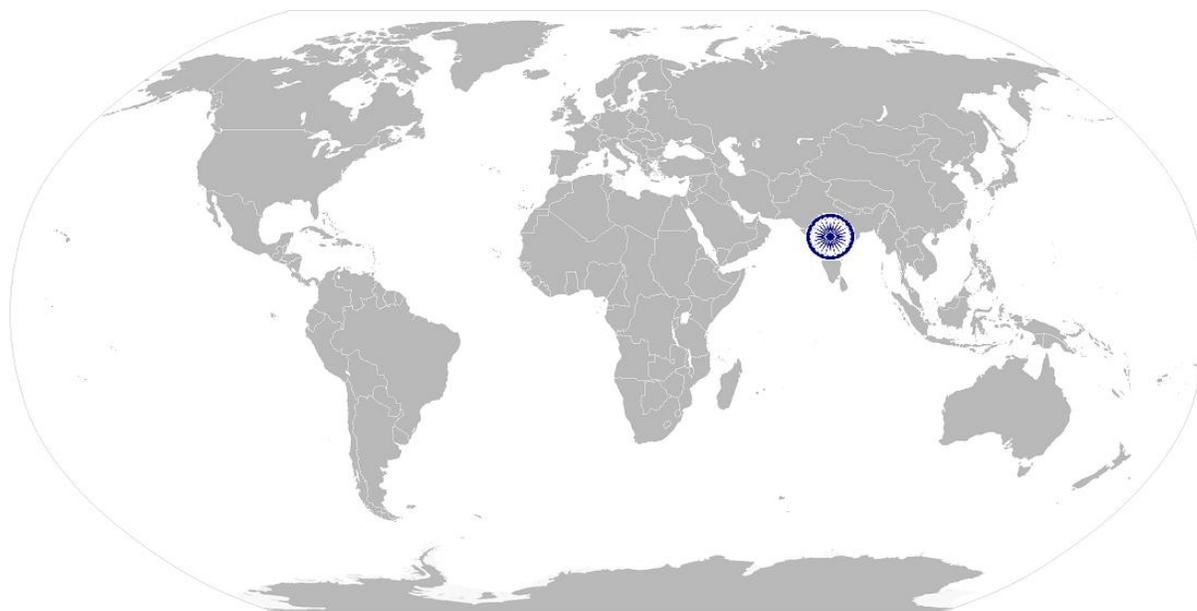


THC/N9904

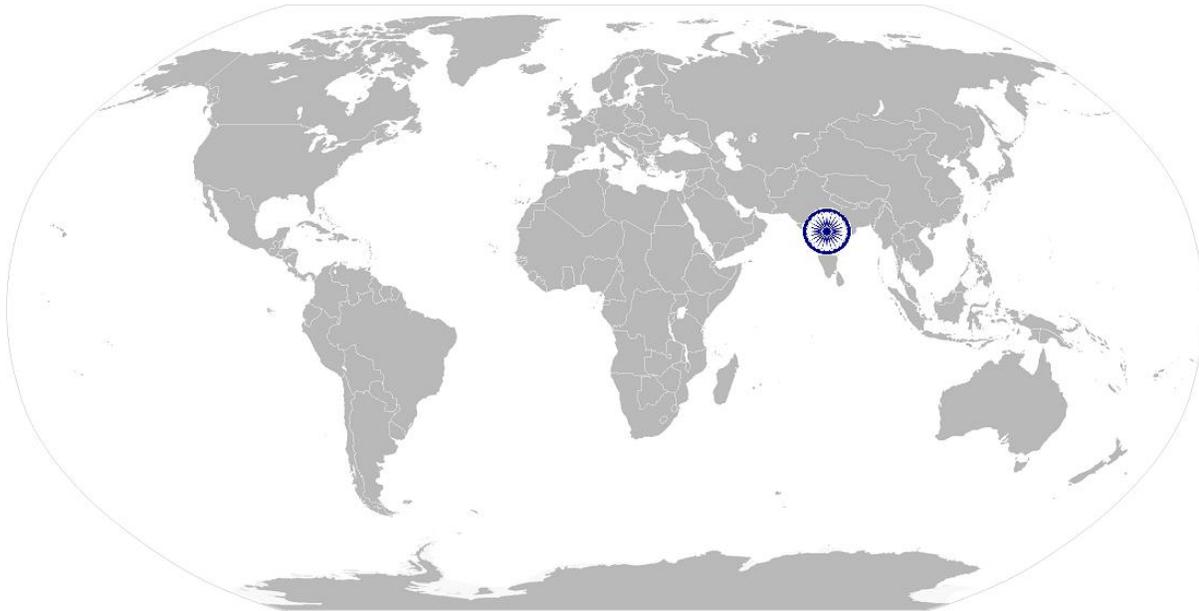
Follow gender and age sensitive service practices

NOS Version Control

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



National Occupational Standard



Overview

This unit is about securing intellectual property rights (IPR) of the employee's organisation and respecting customer's copyright.

THC/N9905

Maintain IPR of organisation and customer

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customers
Description	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Secure company's IPR Respect customers copyright
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Securing company's IPR	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. prevent leak of new plans and designs to competitors by reporting on time PC2. be aware of any of company's product, service or design patents PC3. report IPR violations observed in the market, to supervisor or company head
Respecting customer's copyright	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC4. read copyright clause of the material published on the internet and any other printed material PC5. protect infringement upon customer's business or design plans PC6. consult supervisor or senior management when in doubt about using information available from customer PC7. report any infringement observed by anyone in the company
Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on intellectual property rights KA2. company's IPR infringement reporting policy KA3. company's Human Resource policies KA4. company's reporting structure KA5. company's documentation policy KA6. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company KB3. significance of damages resulting from IPR infringement KB4. industrial and political espionages

THC/N9905

Maintain IPR of organisation and customer

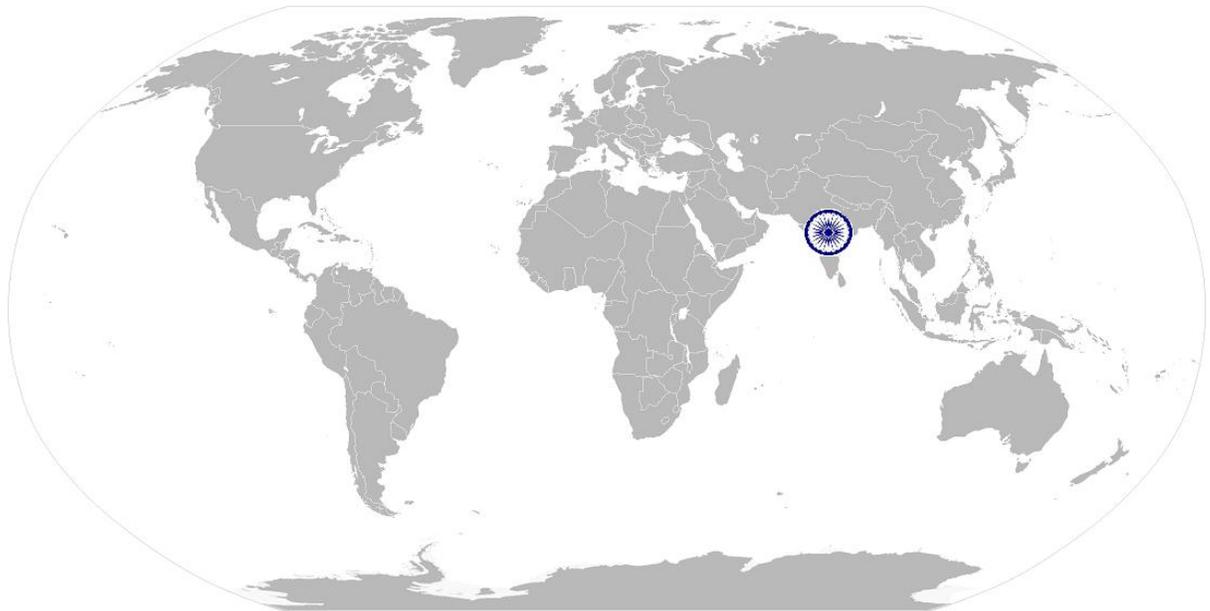
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand: SA3. fill up documentation pertaining to one's role in protecting IPR infringement
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	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 the customers about IPR protection and building trust
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues SB2. prevent information leakages SB3. avoid being caught up in copyright issues
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
Analytical Thinking	
The user/ individual on the job needs to know and understand: SB4. basics of what constitutes IPR violations under WTO agreement SB5. penalties to company or individual on evidence of IPR violations SB6. likely effect of IPR violation on customer	
Critical Thinking	
The user/ individual on the job needs to know and understand how to: SB7. improve work IPR related safety and adopting best practices SB8. resolve conflicts related to IPR by reporting in time	

THC/N9905

Maintain IPR of organisation and customer

NOS Version Control

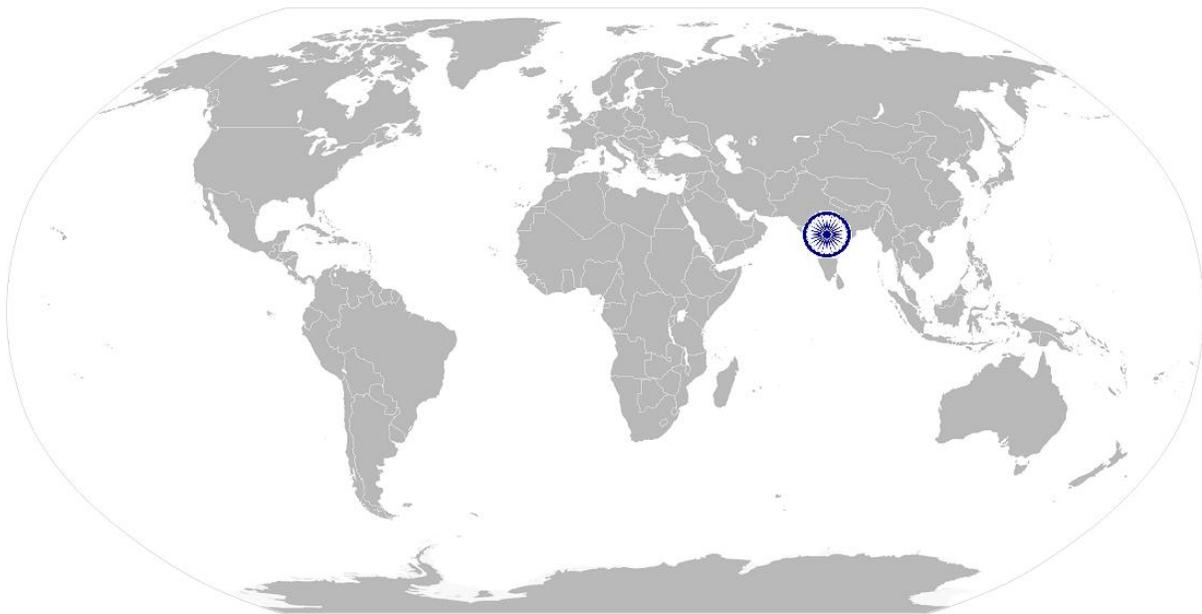
NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Front Office Management	Next review date	25/03/16



THC/N9906

Maintain health and hygiene

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

Unit Code	THC/N9906
Unit Title (Task)	Maintain health and hygiene
Description	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
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure cleanliness around workplace in hospitality and tourist areas • Follow personal hygiene practices • Take precautionary health measures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Ensuring cleanliness around workplace	<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>
Following personal hygiene practices	<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>

THC/N9906

Maintain health and hygiene

	<p>PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc.</p> <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>Taking precautionary health measures</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>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (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. Technical Knowledge</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>

THC/N9906

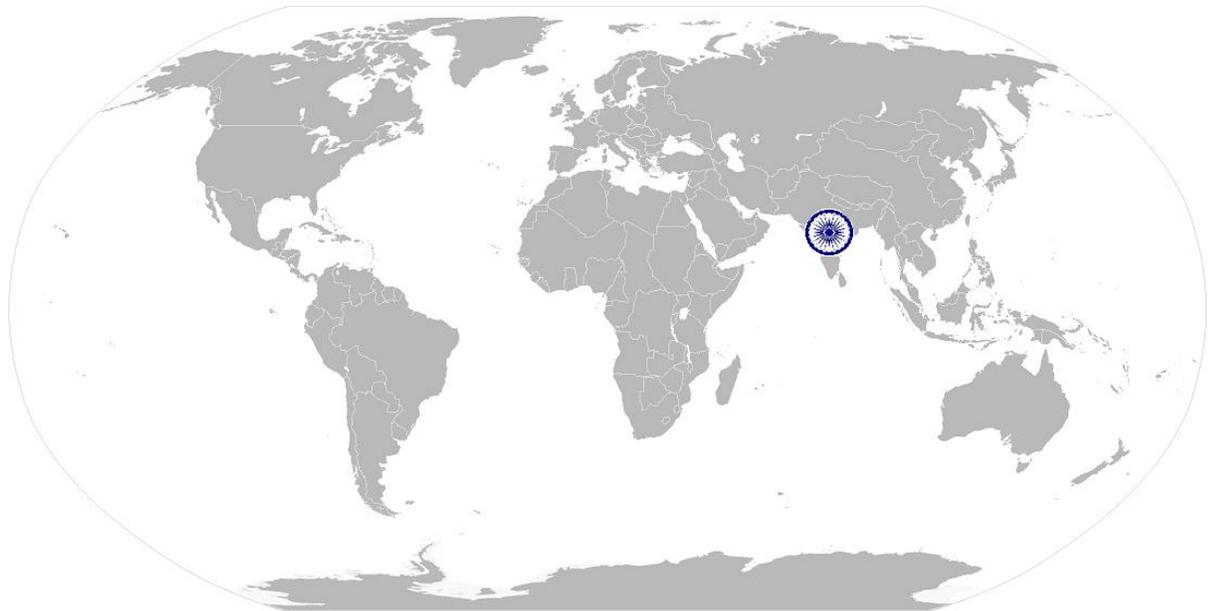
Maintain health and hygiene

	<p>KB7. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB8. acceptable ventilation standards</p> <p>KB9. technical layout standards and placements of equipment</p> <p>KB10. safe disposal methods for waste</p> <p>KB11. compliance norms for established health and hygiene procedures at workplace</p> <p>KB12. safe handling of chemicals</p> <p>KB13. standard material handling procedure</p> <p>KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists</p> <p>KB15. precautionary rules to follow for maintaining health and hygiene</p> <p>KB16. municipal or community rules for handling and disposing-off waste</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices</p> <p>SA2. understand internationally or nationally accepted signage related to hygiene and health</p> <p>SA3. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA4. read notes or comments from the supervisor or customer</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. fill up any documentation required to maintain health and hygiene</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. receive instructions from doctor and supervisor on medical care</p> <p>SA7. verbally report hygiene hazards and poor organisational practice</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to select appropriate hand tools and personal protection equipment</p> <p>SB2. how to select the cleaning procedures and effective hygiene practices as required</p> <p>Plan and Organize</p> <p>NA</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>NA</p>

THC/N9906

Maintain health and hygiene

	Analytical Thinking
	NA
	Critical Thinking
	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

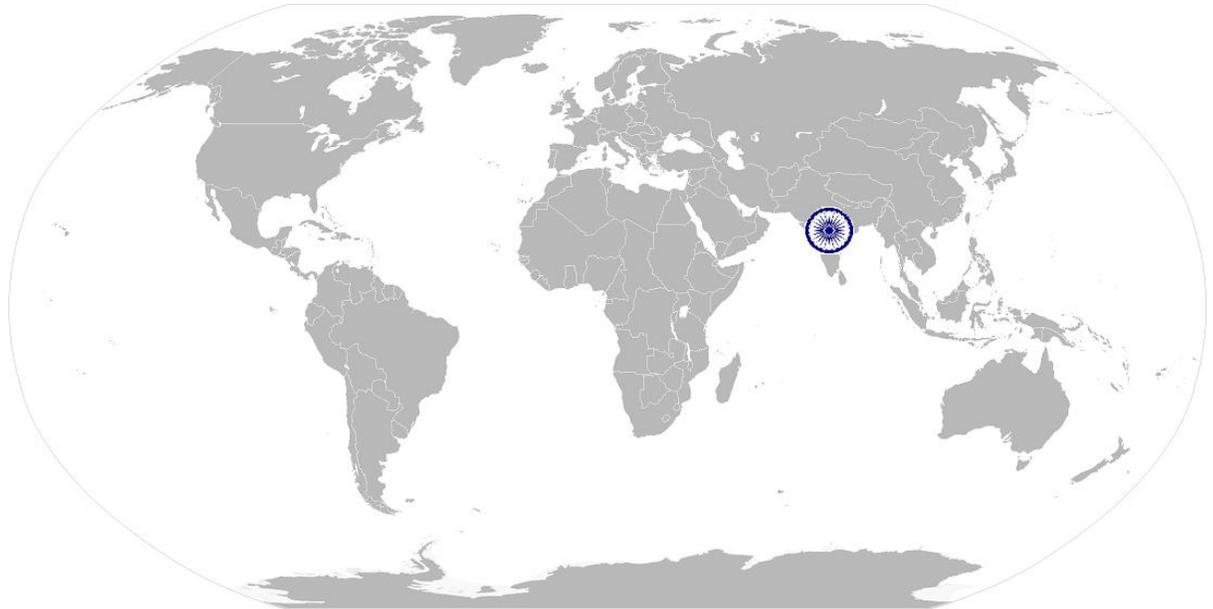


THC/N9906

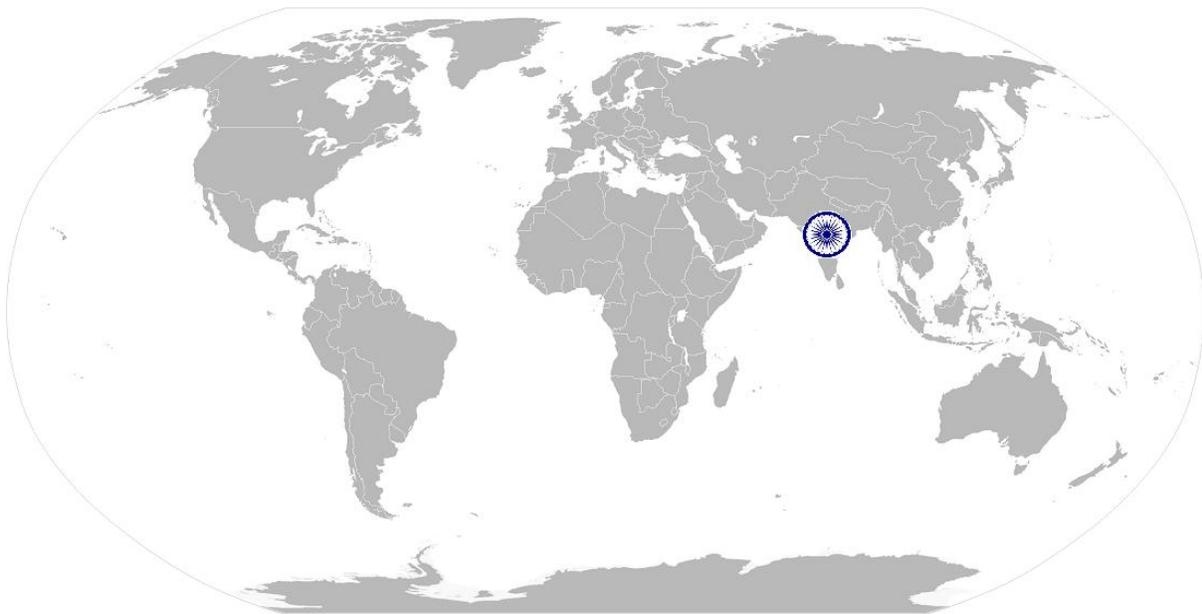
Maintain health and hygiene

NOS Version Control

NOS Code	THC/N9906		
Credits (NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



National Occupational Standard



Overview

This unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures.

THC/N9907

Maintain safety at workplace

Unit Code	THC/N9907
Unit Title (Task)	Maintain safety at workplace
Description	This OS unit is about following workplace safety standards to have a hazard-free work environment and avoid downtime because of disruption from personal injuries and hazardous system failures
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment • Achieve safety standards
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid work hazards	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various hazards in the work areas</p> <p>PC2. take necessary steps to eliminate or minimize them</p> <p>PC3. analyse the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p>
Following standard safety procedure	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. be aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC8. practice correct emergency procedures</p> <p>PC9. check and review the storage areas frequently</p> <p>PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC11. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc.</p> <p>PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed</p> <p>PC13. ensure safe techniques while moving furniture and fixtures</p> <p>PC14. ensure to reduce risk of injury from use of electrical tools</p> <p>PC15. read the manufacturer's manual carefully before use of any equipment</p> <p>PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries</p> <p>PC17. keep the floors free from water and grease to avoid slippery surface</p> <p>PC18. ensure to use non slip liquids and waxes to polish and treat floors, if required</p> <p>PC19. use rubber mats to the places where floors are constantly wet</p>

THC/N9907

Maintain safety at workplace

	<p>PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.</p> <p>PC21. use flat surfaces, secure holding and protective wear while using such sharp tools</p> <p>PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC23. practice ergonomic lifting, bending, or moving equipment and supplies</p>
<p>Using safety tools or Personal Protective Equipment</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. ensure the workers have access to first aid kit when needed</p> <p>PC25. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC26. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC27. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC28. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc., are available</p>
<p>Achieving safety standards</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC31. comply with the established safety procedures of the workplace</p> <p>PC32. report to the supervisor on any problems and hazards identified</p> <p>PC33. ensure zero accident at workplace</p> <p>PC34. adhere to safety standards and ensure no material damage</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (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 safety procedures 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. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. personal protective equipment should be worn and how it is cared for</p> <p>KB2. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB3. how to provide the first aid treatment at workplace</p> <p>KB4. significance of accidental risks to the worker and productivity loss</p>

THC/N9907

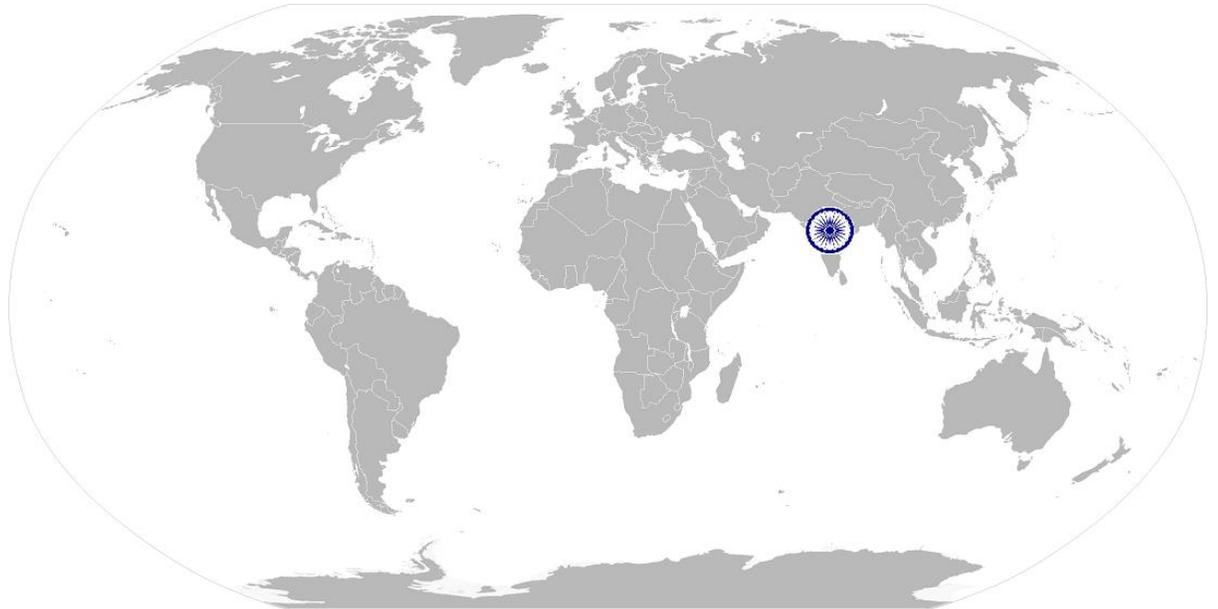
Maintain safety at workplace

	<p>KB5. reporting procedure or hierarchy for signs of damage and potential hazards</p> <p>KB6. methods to minimize accidental risks</p> <p>KB7. safe handling chemicals, acids, etc. for cleaning</p> <p>KB8. material handling procedure</p> <p>KB9. standard operating procedure for safety drills and equipment maintenance</p> <p>KB10. precautionary activities to be followed for work place safety</p> <p>KB11. optimal operation of tools and electrical equipment</p> <p>KB12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices.</p> <p>SA2. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA3. read notes/comments from the supervisor</p>
	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. fill up documentation to one's role</p>
<p>B. Professional Skills</p>	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. verbally report safety hazards and poor organisation practice</p> <p>SA6. communicate supervisor about the work safety issues</p> <p>SA7. receive instructions from supervisor on minimizing the accidental risks</p> <p>SA8. communicate co-workers about the precautions to be taken for accident free work</p>
	<p>Decision Making</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. select appropriate hand tools and personal protection equipment</p> <p>SB2. identify first aid needs in case and of an injury</p>
	<p>Plan and Organize</p>
	<p>NA</p>
	<p>Customer Centricity</p>
	<p>NA</p>
<p>Problem Solving</p>	
<p>NA</p>	
<p>Analytical Thinking</p>	
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. use safety equipment such as fire extinguisher during fire accidents</p>	

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Maintain safety at workplace

	SB4. store chemicals and tools in a safe way
	SB5. use tools and equipment without causing any injury to fellow workers
	Critical Thinking
	NA

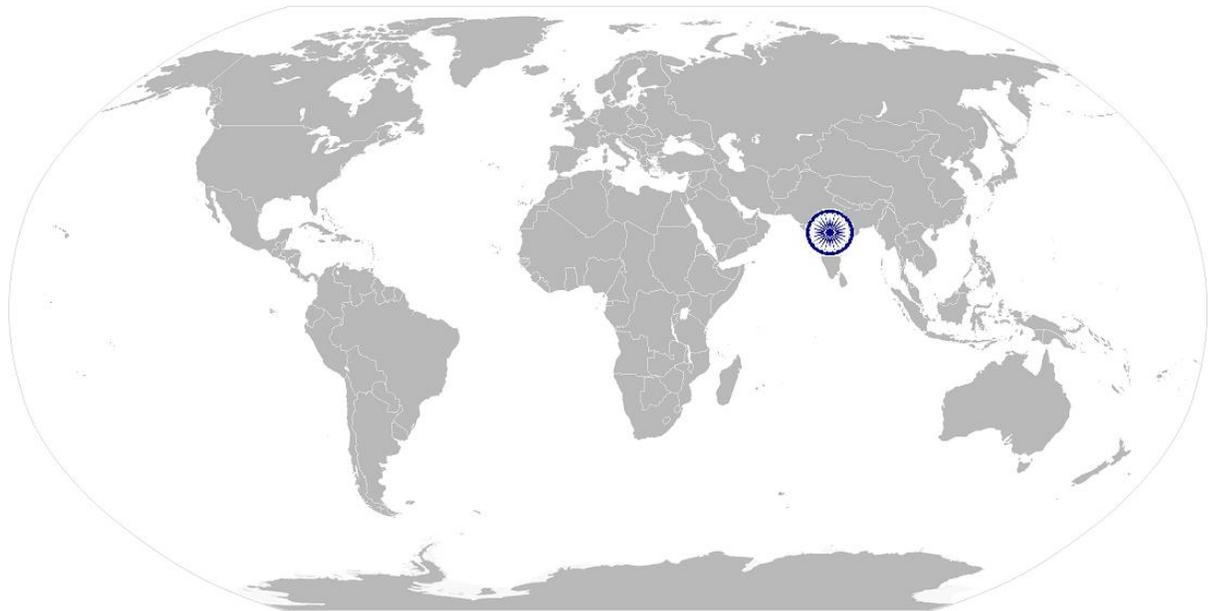


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Maintain safety at workplace

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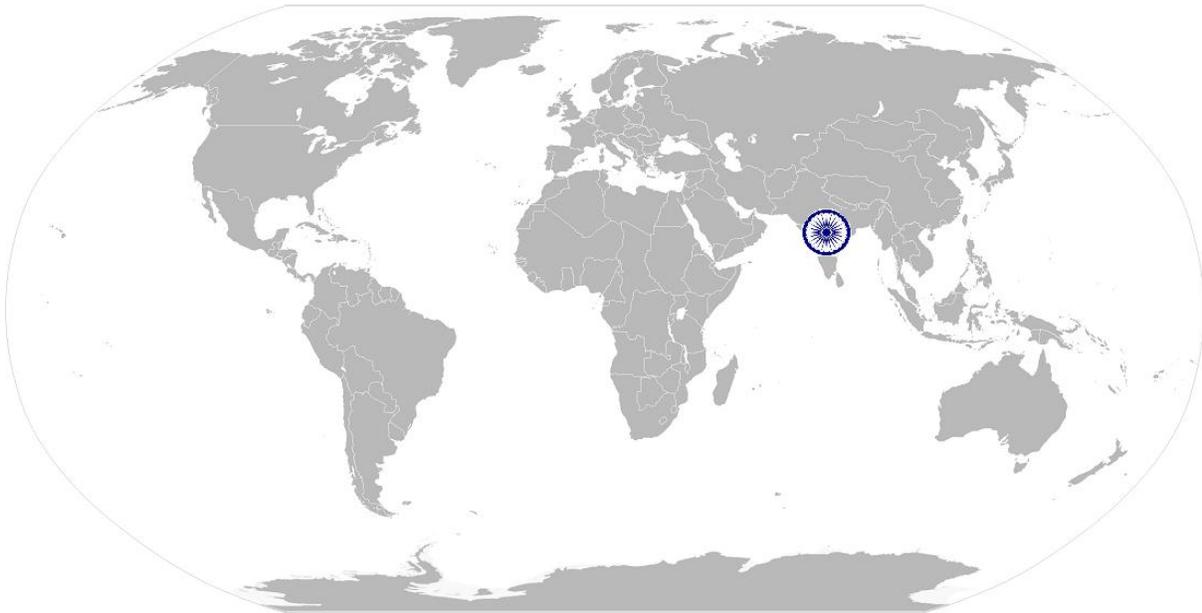
NOS Code	THC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16



THC/N9909

Learn a foreign or local language(s) including English

National Occupational Standard



Overview

This unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language including English.

THC/N9909

Learn a foreign or local language(s) including English

Unit Code	THC/N9909
Unit Title (Task)	Learn a foreign or local language(s) including English
Description	This OS unit is about gaining working competence in a language other than that used daily, i.e., a foreign language or a local language
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Gain understanding of common vocabulary required to address customers' queries Achieve 'minimal pass' level of language proficiency as per UN standards or as specified by company
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Gaining understanding of common vocabulary required	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand from the company, the typical foreign or vernacular language queries</p> <p>PC2. learn keywords that may be used to pose those queries</p> <p>PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees</p> <p>PC4. listen to focussed or recorded sentences as spoken typically in the language</p>
Achieving 'minimal pass standards' of language proficiency	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. speak without hesitation and fear of being incorrect</p> <p>PC6. express coherently in complete sentences over a variety of topics, albeit with effort</p> <p>PC7. exhibit basic range of vocabulary and range of expression</p> <p>PC8. seek to improve language proficiency to 'working knowledge' level</p>
Knowledge and Understanding (K)	
C. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA7. company's policies on use of language</p> <p>KA8. company's Human Resources policies</p> <p>KA9. company's reporting structure</p> <p>KA10. company's documentation policy</p> <p>KA11. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB5. preferred languages of usual customers</p> <p>KB6. geographical variations of spoken languages</p> <p>KB7. how to pick up the basic Grammar of the language</p>

THC/N9909

Learn a foreign or local language(s)

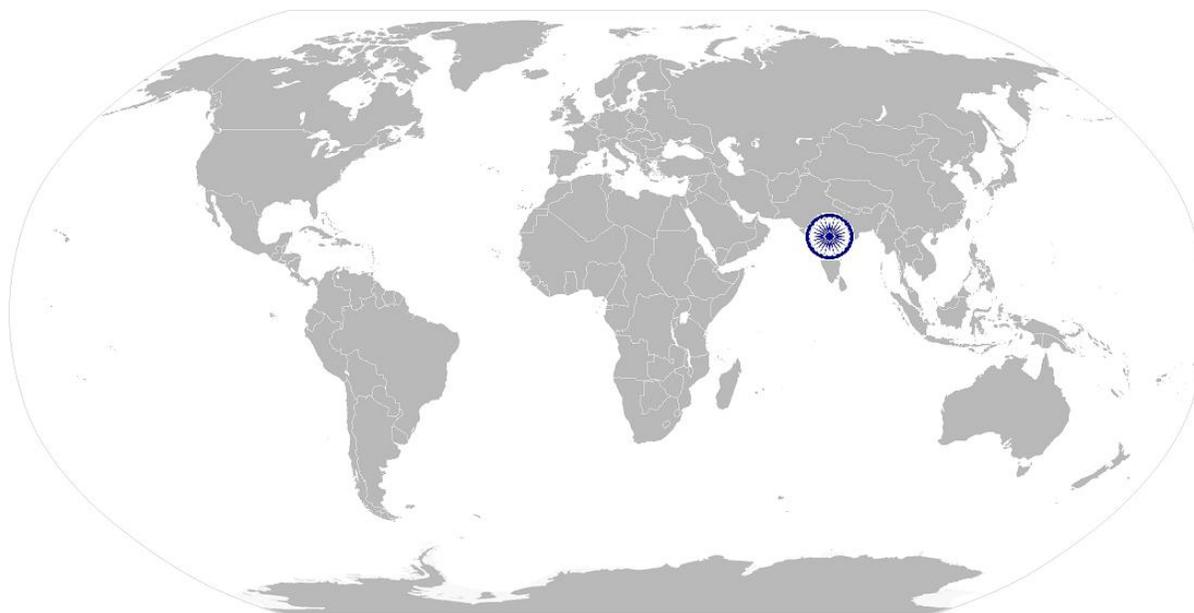
	<p>KB8. how to identify common expressions used by customers to express their needs and queries</p> <p>KB9. how to use the correct terms as appropriate for the situation</p> <p>KB10. different proficiency levels of language as accepted globally</p> <p>KB11. UN standards of language proficiency</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The individual on the job needs to know and understand how to:</p> <p>SA1. read the language, e.g., words, sentences, etc.</p> <p>SA2. understand translations</p>
	<p>Writing Skills</p>
	<p>The individual on the job needs to know and understand how to:</p> <p>SA3. write in the language</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The individual on the job needs to know and understand how to:</p> <p>SA4. interact with customers confidently in their preferred language</p> <p>SA5. not to offend the customer with improper use of language, unknowingly</p> <p>SA6. use the right intonations and pauses</p> <p>SA7. express limited language proficiency so as to alert customer of limitations to fluent conversations</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>NA</p>
	<p>Plan and Organize</p>
	<p>NA</p>
	<p>Customer Centricity</p>
	<p>NA</p>
	<p>Problem Solving</p>
	<p>NA</p>
	<p>Analytical Thinking</p>
	<p>The individual on the job needs to know and understand how to:</p> <p>SB1. use audio aids to listen to expressions and correct use of language</p> <p>SB2. build vocabulary</p>
<p>Critical Thinking</p>	
<p>The individual on the job needs to know and understand how to:</p> <p>SB3. improve language skills over time</p> <p>SB4. practice at every opportunity available</p>	

THC/N9909

Learn a foreign or local language(s)

NOS Version Control

NOS Code	THC/N9909		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	26/03/15
Occupation	Front Office Management	Next review date	26/03/16

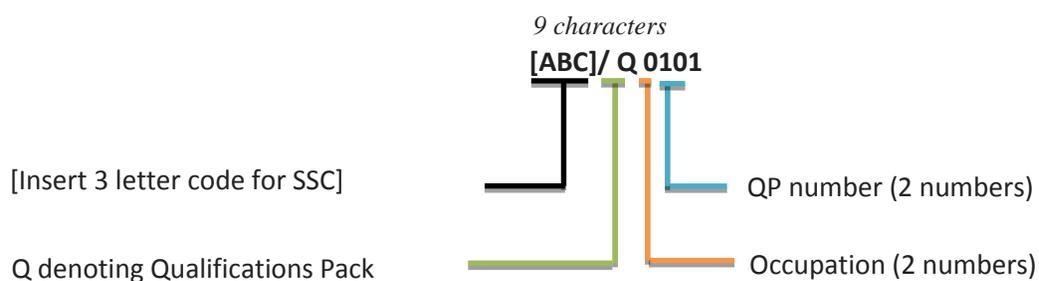


Qualifications Pack For Front Office Associate

Annexure

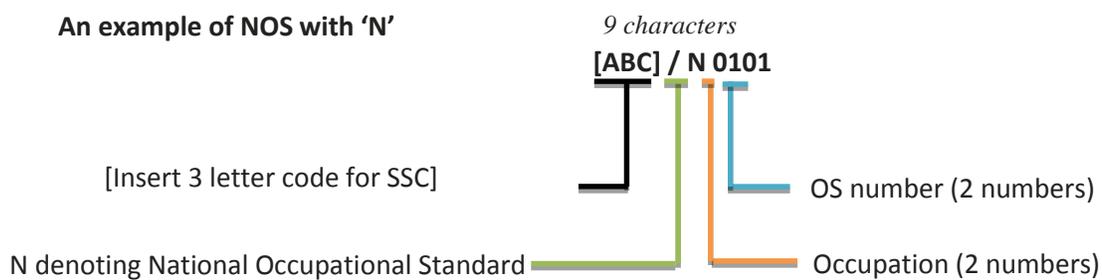
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Front Office Associate

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

Qualifications Pack For Front Office Associate

ASSESSMENT CRITERIA

<p>Job Role : Front Office associate Qualification Pack : THC/Q0102 Sector Skill Council : Tourism and Hospitality</p>
<ol style="list-style-type: none"> 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. 2. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. 3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0108 Record guest details for registration	PC1. greet the customer as per organization guideline on arrival at hotel	50	1.5	0.5	1.0
	PC2. make guest comfortable and feel good by offering a smile		3.0	0.5	2.5
	PC3. maintain eye contact while interacting with the guest		3.0	0.5	2.5
	PC4. look presentable and follow grooming standards		3.5	1.0	2.5
	PC5. interact with guest and identify if they are walk-in customer or reserved guest		3.5	1.0	2.5
	PC6. if they have walked in, check for availability of rooms as per guest requirement		3.5	1.0	2.5
	PC7. inform guest about different type of rooms and confirm on guest preference		3.5	1.0	2.5
	PC8. collect information and documents from new guest or recheck of repeat guest, the details required for guest registration as per organisation's standards and government rules		4.0	0.5	3.5
	PC9. cross check the identity document details of the guests against original		4.0	1.0	3.0
	PC10. complete the registration details after interacting with the guest on details including room type, room number, tariff details, meal plan and payment method		4.0	1.0	3.0
	PC11. receive guest signature on completed guest registration document		2.0	0.5	1.5
	PC12. record the information on all fields in the hotel management system		3.0	0.5	2.5
	PC13. return the original document immediately after scanning or copying		1.5	0.5	1.0

Qualifications Pack For Front Office Associate

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC14. ensure all mandatory guest details are captured as per regulatory requirement		3.0	1.0	2.0
	PC15. ensure guest details are recorded appropriately in the hotel system for future reference		3.5	1.0	2.5
	PC16. ensure that late night registrations are handled as per company's policy on customer facilitation, e.g., using handheld devices and without much delay to customer		3.5	1.0	2.5
	POINTS		50	12.5	37.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0109 Follow check-in procedure and allot room	PC1. interact with guest and identify the room preference based on type of room, room rate, days of stay, number of guests, gender of the guest, room view	50	1.5	0.5	1.0
	PC2. make note of any special request from guest, e.g., related to disability, non-smoking		1.0	0.5	0.5
	PC3. cross check the reservation details with the guest		1.5	0.5	1.0
	PC4. suggest related-product sale that may revenue to the company		2.0	0.5	1.5
	PC5. negotiate with guest when on discount requests		2.0	0.5	1.5
	PC6. offer discounts within the limit advised by management, to retain the guest		2.0	0.5	1.5
	PC7. decide on discount offers after considering the seasonal occupancy or as per instructions of Reservation Revenue Manager		2.0	0.5	1.5
	PC8. confirm the type of room, tariff and other agreed details to the guest before allotting the room		2.0	0.5	1.5
	PC9. check for availability of room as per guest preference in the system / log in register		2.0	0.5	1.5
	PC10. inform walk-in guest about any non-availability of room and inform next time and date of room availability		2.0	0.5	1.5
	PC11. allot the room if it is already blocked for the guest as per reservation status and instructions		2.0	0.5	1.5
	PC12. check and allot guests in a group in adjacent rooms on same floor		2.0	0.5	1.5
	PC13. for the regular guest, check availability and allot room as per preference of the guest		2.0	0.5	1.5
	PC14. allot the room as per company guidelines, e.g., preference to reserved guests		2.0	0.5	1.5
	PC15. ensure guests are satisfied with room allocation as per their preference		2.0	0.5	1.5

Qualifications Pack For Front Office Associate

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC16. inform guest about non availability of the preferred type of room, e.g., because of late check out by the guest		2.0	0.5	1.5
	PC17. allot alternate room on non-availability of preferred rooms and ensure transfer to the preferred room at the earliest		2.0	0.5	1.5
	PC18. upgrade the guest to a superior room type if the requested room is not available		2.0	0.5	1.5
	PC19. inform guest on upgrade, reason, facilities in the upgraded room, tariff details		2.0	0.5	1.5
	PC20. inform guest on any downgrade, reason, tariff and facilities in the room		2.0	0.5	1.5
	PC21. allot the room on guest confirmation and transfer when superior room becomes availability		2.0	0.5	1.5
	PC22. handle upgrade and downgrade as per directions of Front Office Manager		2.0	0.5	1.5
	PC23. convert enquiry to sales		2.0	0.5	1.5
	PC24. convince walk in guest to stay in the hotel		2.0	0.5	1.5
	PC25. book guest reservation / confirmation with minimal discount		2.0	0.5	1.5
	PC26. contribute in achieving the hotel's profit margin and guest occupancy targets		2.0	0.5	1.5
	POINTS		50	13	37
	TOTAL POINTS				50

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0107 Attend to guest queries	PC1. ask for any requirement form guest during check in	50	3.5	0.5	3.0
	PC2. arrange for materials / consumables as required		3.5	0.5	3.0
	PC3. coordinate with different department such as housekeeping, food & beverage, to fulfil guest requirement		3.5	0.5	3.0
	PC4. inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc.		3.5	0.5	3.0
	PC5. ensure the guest are attended at every instance of their request and not ignored		3.5	0.5	3.0
	PC6. answer to guest queries regarding any offerings within the hotel, nearby tourist or office locations, etc.		3.5	0.5	3.0
	PC7. assist guests on their query regarding ideal transportation, restaurants in the city, shopping area, etc.		3.5	0.5	3.0
	PC8. attend and respond to the clarification		3.5	0.5	3.0

Qualifications Pack For Front Office Associate

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	requested on operation of any equipment / controls inside the room				
	PC9. deliver message (if any) to the guest on time		3.5	0.5	3.0
	PC10. inform guest if there are any visitors		3.5	0.5	3.0
	PC11. arrange and deliver any materials / consumables requested in the front office		3.5	0.5	3.0
	PC12. ensure that the guest is not left unattended at any point of time		3.5	0.5	3.0
	PC13. revert to guest on any request on time (turn-around time as per organization guideline)		4.0	1.0	3.0
	PC14. ensure the guest are satisfied all the time		4.0	1.0	3.0
	POINTS	50	8	42	
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0110 Perform cashiering activities	PC1. seek details of mode of payment (cash, cheque, credit card, etc.)	50	1.0	0.5	0.5
	PC2. seek details of the organization if the payment would be made directly by a corporate entity		1.0	0.5	0.5
	PC3. inform Front Office Manager about guest from registered or affiliated organizations and seek confirmation		1.0	0.5	0.5
	PC4. inform guests about any offers (bank card tie ups ensuring discount for guests)		1.0	0.5	0.5
	PC5. seek details of payment for a group check-in		2.0	0.5	1.5
	PC6. check if room payment has already been made via online reservation		1.0	0.5	0.5
	PC7. prepare advance receipt on advance payment by the guest		2.0	0.5	1.5
	PC8. receive invoice pertaining to the guest from various facilities or departments such as restaurants, cafeteria, bar / pub, spa, salon, etc.		2.0	0.5	1.5
	PC9. ensure guest signature is present on all invoices		2.0	0.5	1.5
	PC10. attach all invoices to guest primary account		2.0	0.5	1.5
	PC11. ensure all bills are current and updated in the hotel system		2.0	0.5	1.5
	PC12. prepare a master invoice for a group check in		2.0	0.5	1.5
	PC13. prepare the bill under company name and mention details if the payment is directly done by the corporate entity		2.0	0.5	1.5
	PC14. prepare the invoice as per agreed tariff, applicable discount, applicable taxes, details of customer and other mandatory requirements		2.0	0.5	1.5
	PC15. inform guest on the invoices prepared		1.0	0.5	0.5

Qualifications Pack For Front Office Associate

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC16. confirm and get a clearance from the guest on details of billing		1.5	0.5	1.0
	PC17. receive the payment from guest		2.0	0.5	1.5
	PC18. check the authenticity of currency notes (during cash payment)		2.0	0.5	1.5
	PC19. handle credit / debit cards in front of the guest and return the card after the transaction		2.0	0.5	1.5
	PC20. inform guest about any failed transaction and get confirmation for further swiping of the card		2.0	0.5	1.5
	PC21. receive guest signature on the payment advice document (customer and merchant copy)		2.0	0.5	1.5
	PC22. follow company guidelines on mode of payment (accept foreign currency if approved by hotel / direct guest for foreign exchange desk)		2.0	0.5	1.5
	PC23. ensure the entire payment is settled after deduction of advance and discount		2.0	0.5	1.5
	PC24. receive guest signature on the invoice (customer and merchant copy) on payment		2.0	0.5	1.5
	PC25. give the guest a copy of the invoice in the hotel envelope		1.5	0.5	1.0
	PC26. document the payment details in the hotel system as per procedure		2.0	0.5	1.5
	PC27. close the guest account on payment of dues		2.0	0.5	1.5
	PC28. record all transaction of the front desk office		1.5	0.5	1.0
	PC29. do daily accounts tally of cash at vault and reconcile		1.5	0.5	1.0
	POINTS			50	14.5
	TOTAL POINTS				50

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9901 Communicate with customer and colleagues	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

Qualifications Pack For Front Office Associate

Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
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
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,		2.0	0.5	1.5

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	dress code, gestures and etiquettes towards the customers				
	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
	POINTS		50	18.5	31.5
	TOTAL POINTS		50		

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	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
	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		2.5	0.5	2.0

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	respect				
	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
	POINTS		50	10	40
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9903 Maintain standard of etiquette and hospitable conduct	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
	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

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	POINTS		50	14	36
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	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,		1.0	1.0	0.0

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Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
reporting abuse, maternity related and other grievance				
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 backgrounds		3.0	0.5	2.5
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

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	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
	POINTS		50	15	35
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS			50	27.5
	TOTAL POINTS			50	

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9906 Maintain health and hygiene	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 waste disposal		1.5	0.5	1.0
	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		1.5	0.5	1.0

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	injury, food, air and infectious diseases				
	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 coughing and sneezing and after using the wastes		2.0	0.5	1.5
	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
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0

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Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required,		1.5	0.5	1.0

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	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	etc.				
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9909 Learn a foreign or local language(s) including English	PC1. understand from the company, the typical foreign or vernacular language queries	50	5.5	2.5	3.0
	PC2. learn keywords that may be used to pose those queries		7.0	2.0	5.0
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		6.5	1.0	5.5
	PC4. listen to focussed or recorded sentences as spoken typically in the language		6.5	1.0	5.5
	PC5. speak without hesitation and fear of being incorrect		6.5	1.0	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		6.5	1.0	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5.0	1.0	4.0
	PC8. seek to improve language proficiency to 'working knowledge' level		6.5	1.0	5.5
	POINTS		50	10.5	39.5
	TOTAL POINTS			50	
	GRAND TOTAL	600		174	426