

Qualification Pack



Facility Management Executive

QP Code: THC/Q5708

Version: 2.0

NSQF Level: 5

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THC/Q5708: Facility Management Executive

Brief Job Description

The individual at work is responsible for managing and providing soft facility services, ensuring the availability of necessary resources at the client site, project planning, creating budgets, negotiating contracts for facility services, liaising with suppliers and vendors, and performing related administrative duties.

Personal Attributes

The job requires the individual to have excellent leadership, negotiation, communication and interpersonal skills, service-oriented approach, and ability to work independently.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N5820: Manage facility operations](#)
2. [THC/N5821: Perform administrative duties](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property and Facility Management Operations
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

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Minimum Educational Qualification & Experience	Diploma (3 Year) with 3 Years of experience as Multi-Purpose Associate OR Certificate-NSQF (level- 4 Multi-Purpose Associate) with 2 Years of experience as Multi-Purpose Associate
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	20 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
Deactivation Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04916
NQR Version	1.0

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THC/N5820: Manage facility operations

Description

This OS unit is about arranging facility services at client facility site (residential and office) after assessing client requirements, estimating the scope of work, signing contracts with third-party vendors, and ensuring operational excellence.

Scope

The scope covers the following :

- Arrange for soft services operations
- Ensure operational excellence

Elements and Performance Criteria

Arrange for soft services operations

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

- PC1.** assess client requirements for soft facility management services
- PC2.** survey client location for facility management services operational requirements
- PC3.** identify gaps in the existing services at client premises
- PC4.** liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.
- PC5.** carry out vendor background checks
- PC6.** obtain quotes and tenders from vendors and suppliers
- PC7.** estimate and compare costs for goods and services to maximize cost-effectiveness
- PC8.** negotiate contracts to optimize delivery and cost saving
- PC9.** select vendors for different services
- PC10.** choose the equipment and materials required to complete the services on time
- PC11.** estimate resource requirements to provide the service
- PC12.** prepare and present budget proposals
- PC13.** assist the Facility Manager to finalize the budget
- PC14.** review the demand invoice against the service contract with the client for resources
- PC15.** assist the Facility Manager with costing and drafting of the payment schedule for the service contract
- PC16.** coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.
- PC17.** arrange for distribution of equipment and materials for each service e.g. vacuum cleaner/personal protective equipment, etc. as per requirements through supervisors

Ensure operational excellence

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

- PC18.** develop and implement a facility management program including preventive maintenance and project lifecycle requirements

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- PC19.** create metrics to monitor quality and performance for the services
- PC20.** conduct and document regular facilities inspections
- PC21.** ensure compliance with health and safety standards and industry codes
- PC22.** supervise maintenance and repair of facilities and equipment
- PC23.** coordinate and monitor activities of contract suppliers
- PC24.** ensure all delivery schedules, quantity and quality criteria are met
- PC25.** respond to facility and equipment alarms and system failures
- PC26.** provide prompt response to requests and issues from clients
- PC27.** ensure supervisors provide adequate resources at facility site all the time for uninterrupted service
- PC28.** review the demand invoice provided by the supervisor against the service contract with the client and make corrections if needed
- PC29.** approve the demand invoice for release of resources to the supervisor
- PC30.** check for any budget overrun in terms of resources and materials
- PC31.** analyze the operation and performance data provided by the supervisors to assess the performance and quality of service provision at the client's site as per company's standards
- PC32.** monitor supervisors' performance and provide feedback for improving the performance and quality of services e. g. higher than normal consumption of material or an inadequate number of workers etc.
- PC33.** receive and incorporate client feedback to enhance the service experience

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the workplace
- KU2.** organizational SOPs for facility management services
- KU3.** types of soft facility management services
- KU4.** client requirements analysis techniques types of tools and equipment required for various services
- KU5.** tools and techniques of process management
- KU6.** process to define scope of work
- KU7.** methods of cost estimation in projects
- KU8.** budget planning and management process
- KU9.** inspection procedures of the premises
- KU10.** budget adherence and cost control methods
- KU11.** statutory and regulatory requirements for facility management services
- KU12.** vendor management process, tools and techniques
- KU13.** methods to collect and analyse client feedback
- KU14.** operational excellence performance measures

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information
- GS2.** fill-in checklists, log sheets etc.
- GS3.** improve and modify own work practices
- GS4.** negotiate and communicate effectively with clients and vendors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arrange for soft services operations</i>	20	20	-	10
PC1. assess client requirements for soft facility management services	-	-	-	-
PC2. survey client location for facility management services operational requirements	-	-	-	-
PC3. identify gaps in the existing services at client premises	-	-	-	-
PC4. liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.	-	-	-	-
PC5. carry out vendor background checks	-	-	-	-
PC6. obtain quotes and tenders from vendors and suppliers	-	-	-	-
PC7. estimate and compare costs for goods and services to maximize cost-effectiveness	-	-	-	-
PC8. negotiate contracts to optimize delivery and cost saving	-	-	-	-
PC9. select vendors for different services	-	-	-	-
PC10. choose the equipment and materials required to complete the services on time	-	-	-	-
PC11. estimate resource requirements to provide the service	-	-	-	-
PC12. prepare and present budget proposals	-	-	-	-
PC13. assist the Facility Manager to finalize the budget	-	-	-	-
PC14. review the demand invoice against the service contract with the client for resources	-	-	-	-
PC15. assist the Facility Manager with costing and drafting of the payment schedule for the service contract	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.	-	-	-	-
PC17. arrange for distribution of equipment and materials for each service e.g. vacuum cleaner/personal protective equipment, etc. as per requirements through supervisors	-	-	-	-
<i>Ensure operational excellence</i>	20	20	-	10
PC18. develop and implement a facility management program including preventive maintenance and project lifecycle requirements	-	-	-	-
PC19. create metrics to monitor quality and performance for the services	-	-	-	-
PC20. conduct and document regular facilities inspections	-	-	-	-
PC21. ensure compliance with health and safety standards and industry codes	-	-	-	-
PC22. supervise maintenance and repair of facilities and equipment	-	-	-	-
PC23. coordinate and monitor activities of contract suppliers	-	-	-	-
PC24. ensure all delivery schedules, quantity and quality criteria are met	-	-	-	-
PC25. respond to facility and equipment alarms and system failures	-	-	-	-
PC26. provide prompt response to requests and issues from clients	-	-	-	-
PC27. ensure supervisors provide adequate resources at facility site all the time for uninterrupted service	-	-	-	-
PC28. review the demand invoice provided by the supervisor against the service contract with the client and make corrections if needed	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. approve the demand invoice for release of resources to the supervisor	-	-	-	-
PC30. check for any budget overrun in terms of resources and materials	-	-	-	-
PC31. analyze the operation and performance data provided by the supervisors to assess the performance and quality of service provision at the client's site as per company's standards	-	-	-	-
PC32. monitor supervisors' performance and provide feedback for improving the performance and quality of services e. g. higher than normal consumption of material or an inadequate number of workers etc.	-	-	-	-
PC33. receive and incorporate client feedback to enhance the service experience	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N5820
NOS Name	Manage facility operations
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property and Facility Management Operations
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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THC/N5821: Perform administrative duties

Description

This OS unit is about maintaining the facility operations at the client site, managing budget for the services, liaising with vendors or third-party contractors, and clients.

Scope

The scope covers the following :

- Maintain facility operations
- Manage budget/cost
- Liaise with client
- Liaise with vendor/third-party contractor

Elements and Performance Criteria

Maintain facility operations

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

- PC1.** create an annual work plan for the client facility as per company's SOP
- PC2.** implement best practices to increase efficiency
- PC3.** plan and monitor appropriate facility management staffing levels
- PC4.** ensure efficient utilization of facility maintenance staff
- PC5.** provide assistance to Facility Manager in all administrative functions, security issues and facility services deemed by the client
- PC6.** inspect the turn out and attendance of the staff and sign the shift register
- PC7.** oversee acquisition, installation, and commissioning of equipment
- PC8.** ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.
- PC9.** maintain soft services stores and stocks
- PC10.** indent monthly requirements for soft services as per the month's budget
- PC11.** verify upkeep of office and building facilities at client site
- PC12.** handle back-office operations, inter-office correspondence, etc. for client offices
- PC13.** ensure that all structures, renovation projects or additions comply with safety, health, and environmental regulations
- PC14.** monitor energy efficiency, safety and security of the facility
- PC15.** submit reports to superiors and client as per company's SOP

Manage budget/cost

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

- PC16.** prepare and track facility budget
- PC17.** develop and implement cost reduction initiatives
- PC18.** ensure delivery of projects against set financial targets and timeline

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- PC19.** verify payment and invoicing match contract pricing
- PC20.** monitor budget against effort variance
- PC21.** analyse financial and productivity reports obtained from facility supervisors
- PC22.** generate and present regular reports and reviews of facility-related budgets, finances, contracts, expenditures, and purchases

Liaise with client

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

- PC23.** meet clients regularly as per pre-determined schedule
- PC24.** ensure that all required information is provided to the client as per service contract
- PC25.** present status report to the client regularly as per contract
- PC26.** resolve client complaints and issues
- PC27.** upsell other services to the client for financial profits to the organization
- PC28.** negotiate terms of leases where applicable
- PC29.** submit an invoice to client as per agreement and receive payment from client as per standards

Liaise with vendor/third-party contractor

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

- PC30.** create and maintain a network of local vendors for various soft services e.g. housekeeping service providers, pest controllers, etc.
- PC31.** draft contracts for third-party service providers
- PC32.** ensure that vendors provide operational data as per the service contract
- PC33.** check that vendors follow organizational SOPs at client facilities
- PC34.** monitor delays and effort variations in the service delivery of vendors
- PC35.** receive and check all invoices received from vendors for any discrepancy
- PC36.** collect all documents from the vendor for a compliance audit
- PC37.** manage vendor staff training and development
- PC38.** perform real-time monitoring of services and periodic reviews to adhere to SLA
- PC39.** generate a performance report based on operational data analysis and provide feedback
- PC40.** coordinate and monitor activities of contract suppliers
- PC41.** manage contractor and vendor relationships
- PC42.** ensure payment of all vendors/suppliers on time

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** project planning techniques
- KU2.** site operations management process
- KU3.** resource management tools and techniques
- KU4.** administration and maintenance methods of facility
- KU5.** tools and techniques of data collection and analysis

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- KU6.** operational excellence analysis methods
- KU7.** budget adherence and cost control techniques
- KU8.** asset tracking tools and methods
- KU9.** productivity measurement tools and techniques
- KU10.** vendor and client management process
- KU11.** upselling and cross-selling techniques
- KU12.** types of contract, invoice and payment methods
- KU13.** billing and payment procedures
- KU14.** statutory and regulatory requirements at facility sites
- KU15.** methods of maintaining and monitoring vendor performance

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information
- GS2.** interpret and follow operational instructions from supervisors
- GS3.** fill-in checklists, log sheets etc.
- GS4.** adhere to safety and security standards
- GS5.** prioritize work process in order to complete as per agreed schedule
- GS6.** improve and modify own work practices
- GS7.** communicate effectively with clients and vendors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain facility operations</i>	10	10	-	5
PC1. create an annual work plan for the client facility as per company's SOP	-	-	-	-
PC2. implement best practices to increase efficiency	-	-	-	-
PC3. plan and monitor appropriate facility management staffing levels	-	-	-	-
PC4. ensure efficient utilization of facility maintenance staff	-	-	-	-
PC5. provide assistance to Facility Manager in all administrative functions, security issues and facility services deemed by the client	-	-	-	-
PC6. inspect the turn out and attendance of the staff and sign the shift register	-	-	-	-
PC7. oversee acquisition, installation, and commissioning of equipment	-	-	-	-
PC8. ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.	-	-	-	-
PC9. maintain soft services stores and stocks	-	-	-	-
PC10. indent monthly requirements for soft services as per the month's budget	-	-	-	-
PC11. verify upkeep of office and building facilities at client site	-	-	-	-
PC12. handle back-office operations, inter-office correspondence, etc. for client offices	-	-	-	-
PC13. ensure that all structures, renovation projects or additions comply with safety, health, and environmental regulations	-	-	-	-
PC14. monitor energy efficiency, safety and security of the facility	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. submit reports to superiors and client as per company's SOP	-	-	-	-
<i>Manage budget/cost</i>	10	10	-	5
PC16. prepare and track facility budget	-	-	-	-
PC17. develop and implement cost reduction initiatives	-	-	-	-
PC18. ensure delivery of projects against set financial targets and timeline	-	-	-	-
PC19. verify payment and invoicing match contract pricing	-	-	-	-
PC20. monitor budget against effort variance	-	-	-	-
PC21. analyse financial and productivity reports obtained from facility supervisors	-	-	-	-
PC22. generate and present regular reports and reviews of facility-related budgets, finances, contracts, expenditures, and purchases	-	-	-	-
<i>Liaise with client</i>	10	10	-	5
PC23. meet clients regularly as per pre-determined schedule	-	-	-	-
PC24. ensure that all required information is provided to the client as per service contract	-	-	-	-
PC25. present status report to the client regularly as per contract	-	-	-	-
PC26. resolve client complaints and issues	-	-	-	-
PC27. upsell other services to the client for financial profits to the organization	-	-	-	-
PC28. negotiate terms of leases where applicable	-	-	-	-
PC29. submit an invoice to client as per agreement and receive payment from client as per standards	-	-	-	-
<i>Liaise with vendor/third-party contractor</i>	10	10	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. create and maintain a network of local vendors for various soft services e.g. housekeeping service providers, pest controllers, etc.	-	-	-	-
PC31. draft contracts for third-party service providers	-	-	-	-
PC32. ensure that vendors provide operational data as per the service contract	-	-	-	-
PC33. check that vendors follow organizational SOPs at client facilities	-	-	-	-
PC34. monitor delays and effort variations in the service delivery of vendors	-	-	-	-
PC35. receive and check all invoices received from vendors for any discrepancy	-	-	-	-
PC36. collect all documents from the vendor for a compliance audit	-	-	-	-
PC37. manage vendor staff training and development	-	-	-	-
PC38. perform real-time monitoring of services and periodic reviews to adhere to SLA	-	-	-	-
PC39. generate a performance report based on operational data analysis and provide feedback	-	-	-	-
PC40. coordinate and monitor activities of contract suppliers	-	-	-	-
PC41. manage contractor and vendor relationships	-	-	-	-
PC42. ensure payment of all vendors/suppliers on time	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N5821
NOS Name	Perform administrative duties
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Property and Facility Management Operations
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Promote effective communication

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

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

Maintain professional etiquette

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

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

Ensure rendering of specific services as per the guests' requirements

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

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

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

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

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

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Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

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

Maintain safe and secure working environment

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

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

Follow effective waste management and recycling practices at workplace

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N5820.Manage facility operations	40	40	-	20	100	25
THC/N5821.Perform administrative duties	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	25
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
Total	160	160	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
SLA	Service Level Agreement
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard analysis and critical control points
ISO	The International Organization for Standardization

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.

Qualification Pack



Facility Management Executive

QP Code: THC/Q5708

Version: 1.0

NSQF Level: 6

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:assessment@thsc.in

Qualification Pack

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Qualification Pack

THC/Q5708: Facility Management Executive

Brief Job Description

The individual at work establishes standards for monitoring quality of soft facility services, ensures availability of necessary resources at clients site and develops relationship with clients and vendors.

Personal Attributes

The job requires the individual to have: good eye sight; observational ability, attention to details, ability to work independently, service oriented approach, health safety and hazard orientation, ability develop rapport with customers and commitment.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N5712: Establish soft services and their quality](#)
2. [THC/N5713: Monitor soft services and their quality at clients premises](#)
3. [THC/N5714: Manage client and vendors](#)
4. [THC/N5715: Perform administrative work at facility](#)
5. [THC/N9901: Communicate with customer and colleagues](#)
6. [THC/N9902: Maintain customer-centric service orientation](#)
7. [THC/N9903: Maintain standard of etiquette and hospitable conduct](#)
8. [THC/N9904: Follow gender and age sensitive service practices](#)
9. [THC/N9905: Maintain IPR of organisation and customer](#)
10. [THC/N9906: Maintain health and hygiene](#)
11. [THC/N9907: Maintain safety at workplace](#)
12. [THC/N9909: Learn a foreign or local language\(s\) including English](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
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Qualification Pack

Sub-Sector	Facility Management
Occupation	Facility Operations
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2004/NIL
Minimum Educational Qualification & Experience	Diploma (Electrical Engineering) with 2-3 Years of experience Facility Supervisor
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	02/09/2015
Next Review Date	31/03/2022
NSQC Approval Date	28/09/2015
Version	1.0
Reference code on NQR	2015/TH/THC/01408
NQR Version	1.0

Qualification Pack

THC/N5712: Establish soft services and their quality

Description

This OS unit is about conducting preliminary inspection of the facility, capturing clients requirements and establishing monitoring and quality parameters for soft facility services as per company standards.

Scope

This unit/task covers the following:

- Identify client's facility management service needs
- Conduct preliminary inspection at client's premise
- Establish parameters for monitoring and quality of services

Elements and Performance Criteria

Identifying clients facility management service needs

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

- PC1.** converse with clients to understand the importance of soft facility management services to their business
- PC2.** capture clients specific requirements related to soft facility management services e.g. reception area should be cleaned four times during the operation hours etc.

Conducting preliminary inspection at clients premise

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

- PC3.** take a round of clients facility to inspect the condition of the premises
- PC4.** carry out a thorough inspection of the facility assessing the requirements of various soft facility services
- PC5.** identify the gaps in the existing and quality soft facility management services at clients premises

Establishing parameters for monitoring and quality of services

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

- PC6.** chalk out the work to be done for effective and efficient soft service provision at clients premises
- PC7.** identify the monitoring parameters to measure the quality and performance of soft facility management service provision
- PC8.** discuss with the client identified monitoring and quality parameters
- PC9.** finalize those parameters after taking the consent from the client

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to employees, service provision and performance conditions

Qualification Pack

- KU2.** relevant occupational health and safety requirements applicable in the work place
- KU3.** what are the services provided by the company to clients and its quality standards
- KU4.** what records to be kept and to whom they need to be passed
- KU5.** organization culture and typical customer profile
- KU6.** companys service level agreements and policies
- KU7.** companys code of conduct
- KU8.** organization pricing policy
- KU9.** organization policy on documentation, reporting, etc
- KU10.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU11.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU12.** what are soft and hard facility management services
- KU13.** what is the role of facilities services and its contribution to the core business of the client
- KU14.** how to capture clients requirements for soft facility services
- KU15.** how to inspect the premises to estimate the quantum of work and identify the problems related to soft services of facility management
- KU16.** how to assess clients needs related to soft facility services keeping in view the requirements of persons with special needs
- KU17.** how to identify the gaps in existing soft services of facility management at client location
- KU18.** understanding of the terms hazard, risk and control
- KU19.** what are the relevant statutory and regulatory requirements applicable on the provision of soft facility services and why these are important
- KU20.** what are the service provision standards as per companys SOP and how to manage them at clients site
- KU21.** how to regularly check the quality of soft facility management services provided to the client against the agreed quality standards
- KU22.** about the safe working practices for providing soft facility management services

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** interpret and follow operational instructions
- GS3.** complete appropriate documentation
- GS4.** create the data capturing formats as per companys SOPs
- GS5.** document accurately all the requirements to provide effective and efficient services at client location
- GS6.** Keep records as per companys formats in a way that someone else can understand
- GS7.** communicate effectively with clients and respond to their queries
- GS8.** provide accurate and up-to-date information in a way that is suitable for the people receiving it

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- GS9.** communicate with people in respectful form and manner in line with organizational protocol
- GS10.** interact in language the other person is comfortable with
- GS11.** type of situations which require to be tackled by the individual or need to pass on to the superiors
- GS12.** what sort of work decisions can be taken by the individual within the job responsibilities
- GS13.** how to plan the work activities to create a comfortable working atmosphere at the client location
- GS14.** how to prioritize work activities to make best use of time and resources
- GS15.** how to organize, improve and modify own work practices
- GS16.** develop a rapport with clients and vendors
- GS17.** listen carefully and interpret their requirement
- GS18.** suggest client on possible solutions to their problems e.g. how to maintain the services in higher footfall area
- GS19.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation
- GS20.** importance of being patient and courteous with clients and vendors
- GS21.** being polite and courteous under all circumstances
- GS22.** how to avoid conflicts and solve them amicably
- GS23.** how to deal with the un-satisfaction of the client
- GS24.** to assess efforts required to provide effective and efficient soft services at the location
- GS25.** to estimate the time taken to complete a work
- GS26.** assess the resource requirement for provision of effective and efficient soft services
- GS27.** calculate the material quantity based on the condition and area of clients premises
- GS28.** calculate the cost of service provision based on the condition and area of clients premises
- GS29.** negotiate with client and vendor on services and pricing

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identifying clients facility management service needs</i>	1.5	9.5	-	-
PC1. converse with clients to understand the importance of soft facility management services to their business	0.5	5	-	-
PC2. capture clients specific requirements related to soft facility management services e.g. reception area should be cleaned four times during the operation hours etc.	1	4.5	-	-
<i>Conducting preliminary inspection at clients premise</i>	3	13.5	-	-
PC3. take a round of clients facility to inspect the condition of the premises	1	4.5	-	-
PC4. carry out a thorough inspection of the facility assessing the requirements of various soft facility services	1	4.5	-	-
PC5. identify the gaps in the existing and quality soft facility management services at clients premises	1	4.5	-	-
<i>Establishing parameters for monitoring and quality of services</i>	2.5	20	-	-
PC6. chalk out the work to be done for effective and efficient soft service provision at clients premises	0.5	5	-	-
PC7. identify the monitoring parameters to measure the quality and performance of soft facility management service provision	1	5	-	-
PC8. discuss with the client identified monitoring and quality parameters	0.5	5	-	-
PC9. finalize those parameters after taking the consent from the client	0.5	5	-	-
NOS Total	7	43	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N5712
NOS Name	Establish soft services and their quality
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Facility Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/08/2015

Qualification Pack

THC/N5713: Monitor soft services and their quality at clients premises

Description

This OS unit is about ensuring availability of man, machine, materials and money at clients site, monitoring operational performance and quality of soft facility services.

Scope

This unit/task covers the following:

- Ensure provision of adequate resources for quality service provision
- Monitor operational performance and quality of service delivery
- Induct and monitor supervisor

Elements and Performance Criteria

Ensuring provision of adequate resources for quality service provision

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

- PC1.** receive the demand invoice from supervisor for the resources required to provide soft facility management services at clients site
- PC2.** review the demand invoice against the service contract with the client and make corrections if need be
- PC3.** approve the demand invoice for release of resources to supervisor

Monitoring operational performance and quality of service delivery

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

- PC4.** receive all the operational data from the supervisor at set frequency as per companys SOP
- PC5.** analyze the data to assess the performance and quality of service provision at clients site as per companys standards
- PC6.** provide feedback to the supervisor for improving the performance and quality of services at clients site e.g. higher than normal consumption of chemicals for floor and toilet cleaning
- PC7.** pass on the necessary and relevant information coming from higher authorities to supervisor
- PC8.** pass on clients feedback about the services to supervisor

Inducting and monitoring supervisor

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

- PC9.** help the promoted staff or new employee as supervisor in acclimatizing to new work area
- PC10.** explain supervisor about the operational and administrative work duties
- PC11.** explain supervisor about the operational and administrative work procedures that apply to the workplace
- PC12.** monitor supervisors performance and provide help when required
- PC13.** provide suggestion for improving the operational performance of the supervisor

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** relevant occupational health and safety requirements applicable in the work place
- KU3.** what are the services provided by the company to clients and its quality standards
- KU4.** what records to be kept and to whom they need to be passed
- KU5.** organization culture and typical customer profile
- KU6.** companys service level agreements and policies
- KU7.** organization policy on procurement, documentation, reporting, etc
- KU8.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU9.** how to handle manpower and provide them feedback politely
- KU10.** communicate in a way that gives them confidence and encourages others to be co-operative
- KU11.** situations that can cause changes in the amounts of utilities used, and what constitutes a significant change
- KU12.** ways of conserving utilities and the benefits of conserving them
- KU13.** how to encourage others to conserve utilities e.g. give examples of improvements in the use of utilities that could be of benefit to the premises
- KU14.** types of information that supervisor may need
- KU15.** how to develop a team and promote working with other staff members to achieve better results
- KU16.** how to maximize the use of resources and reduce wastage
- KU17.** factors, processes and trends that are likely to affect the motivation level of the staff
- KU18.** companys work routines and procedures that apply to the workplace and how to explain them clearly to someone new
- KU19.** what are the variety of resource required for service provision
- KU20.** about the use of resources and ways to limit their wastage

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** interpret operational instructions
- GS3.** complete appropriate documentation as per companys SOPs
- GS4.** create the data capturing formats as per companys SOPs
- GS5.** Keep records as per companys formats in a way that someone else can understand
- GS6.** communicate effectively with supervisor, staff and respond to their queries
- GS7.** communicate supervisor the operational plans for the location
- GS8.** communicate with people in respectful form and manner in line with organizational protocol
- GS9.** interact in language the other person is comfortable with

Qualification Pack

- GS10.** type of situations which require to be tackled by the individual or need to pass on to the superiors
- GS11.** what sort of work decisions can be taken by the individual within the job responsibilities
- GS12.** how to plan application of effective methods of monitoring service provision at clients site
- GS13.** how to plan the work activities to create a comfortable working atmosphere at the client location
- GS14.** how to prioritize work activities to make best use of time and resources
- GS15.** how to organize, improve and modify own work practices
- GS16.** develop a rapport with clients and vendors
- GS17.** listen carefully and interpret their requirement
- GS18.** suggest client on possible solutions to their problems e.g. how to maintain the services in higher footfall area
- GS19.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation
- GS20.** importance of being patient and courteous with clients and vendors
- GS21.** being polite and courteous under all circumstances
- GS22.** how to avoid conflicts and solve them amicably
- GS23.** how to deal with the un-satisfaction of the client
- GS24.** analyze the operational data received from the location
- GS25.** interpret the data and make meaningful inferences
- GS26.** analyze the performance of human resources working on the location
- GS27.** negotiate with client and vendor on services and pricing

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring provision of adequate resources for quality service provision</i>	1.5	9	-	-
PC1. receive the demand invoice from supervisor for the resources required to provide soft facility management services at clients site	0.5	1.5	-	-
PC2. review the demand invoice against the service contract with the client and make corrections if need be	0.5	6	-	-
PC3. approve the demand invoice for release of resources to supervisor	0.5	1.5	-	-
<i>Monitoring operational performance and quality of service delivery</i>	4.5	16.5	-	-
PC4. receive all the operational data from the supervisor at set frequency as per companys SOP	0.5	1.5	-	-
PC5. analyze the data to assess the performance and quality of service provision at clients site as per companys standards	1	6	-	-
PC6. provide feedback to the supervisor for improving the performance and quality of services at clients site e.g. higher than normal consumption of chemicals for floor and toilet cleaning	1	6	-	-
PC7. pass on the necessary and relevant information coming from higher authorities to supervisor	1	1.5	-	-
PC8. pass on clients feedback about the services to supervisor	1	1.5	-	-
<i>Inducting and monitoring supervisor</i>	5	13.5	-	-
PC9. help the promoted staff or new employee as supervisor in acclimatizing to new work area	1	2.5	-	-
PC10. explain supervisor about the operational and administrative work duties	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. explain supervisor about the operational and administrative work procedures that apply to the workplace	1	3	-	-
PC12. monitor supervisors performance and provide help when required	1	3	-	-
PC13. provide suggestion for improving the operational performance of the supervisor	1	2	-	-
NOS Total	11	39	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N5713
NOS Name	Monitor soft services and their quality at clients premises
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Facility Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/08/2015

Qualification Pack

THC/N5714: Manage client and vendors

Description

This unit is about dealing and developing productive relationship with clients and vendors.

Scope

This unit/task covers the following:

- Develop productive relationship with client
- Develop productive relationship with vendors

Elements and Performance Criteria

Developing productive relationship with client

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

- PC1.** meet client at pre determined frequency with status report of service delivery
- PC2.** ensure that all the required information is provided to the client as per service contract
- PC3.** coordinate with the client on statutory and regulatory requirements e.g. PPF of employees working at clients site etc and ensure their compliance
- PC4.** listen to clients problems related to service delivery and solve them
- PC5.** ensure that client is satisfied at all times and provide repeated business to the company
- PC6.** provide suggestions for the betterment of service delivery which will positively affect clients core business e.g. mechanized housekeeping in the open area
- PC7.** pitch the other services provided by the company to the client to get more business e.g. provision of technical facility management services at the same location

Developing productive relationship with vendors

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

- PC8.** create a network of local vendors of variety of soft facility management services e.g. housekeeping service providers, pest controllers etc.
- PC9.** ensure to capture their concerns and requirements before drafting the outsourcing contracts with them
- PC10.** inform them about the requirements of the service provision at the client site
- PC11.** help them in providing quality training to their employees working at the site
- PC12.** ensure that vendors provide services and submit all the needed operational data as per the service contract
- PC13.** ensure that vendors follow company approved work practices for service provision at the clients site
- PC14.** monitor and record delays and variations in the service delivery and inform the vendor(s) immediately
- PC15.** help vendor(s) in investigating the root cause of the delay or variations in the service delivery and its correction
- PC16.** ensure that vendors comply with all the statutory and regulatory

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PC17. ensure that vendors submit all the invoices in time as per companys format

PC18. ensure the release of money in time to vendors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organizations client and vendor management policies
- KU3.** organization culture and typical customer profile
- KU4.** companys service level agreements and policies
- KU5.** companys code of conduct
- KU6.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU7.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU8.** organization quality and hygiene standards policy
- KU9.** material movement, storage and material return policy
- KU10.** about the service contract with the client, the scope of work, quality standards and the criteria of monitoring the service performance mentioned in that
- KU11.** about company's services and knowledge of its competitors
- KU12.** about statutory and regulatory requirements applicable to the work
- KU13.** about effective ways of managing the clients and service vendors
- KU14.** how to avoid conflicts and in case it happens then how to deal effectively with it
- KU15.** critical methods of reviewing relationships with clients and vendors e.g. getting the repeat business, vendors sticking to the company for providing services as per companys standards
- KU16.** about clients core business and how facility management services impact that
- KU17.** how to create effective presentations of companys services to potential and existing clients
- KU18.** about the available service vendors related to facility management in the local area
- KU19.** how to assess the performance of the vendor
- KU20.** how to create a mutually beneficial relationship with vendors

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** interpret operational instructions
- GS3.** create the data capturing formats as per companys SOPs
- GS4.** document accurately all the requirements to provide effective and efficient services at client location
- GS5.** Keep records as per companys formats in a way that someone else can understand
- GS6.** communicate effectively with clients and vendors and respond to their queries

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- GS7.** provide accurate and up-to-date information in a way that is suitable for the people receiving it
- GS8.** communicate with people in respectful form and manner in line with organizational protocol
- GS9.** interact in language the other person is comfortable with
- GS10.** type of situations which require to be tackled by the individual or need to pass on to the superiors
- GS11.** what sort of work decisions can be taken by the individual within the job responsibilities
- GS12.** how to plan application of effective methods of monitoring service provision at clients site
- GS13.** how to plan the work activities to create a comfortable working atmosphere at the client location
- GS14.** how to prioritize work activities to make best use of time and resources
- GS15.** how to organize, improve and modify own work practices
- GS16.** develop a rapport with clients and vendors
- GS17.** listen carefully and interpret their requirement
- GS18.** suggest client on possible solutions to their problems e.g. how to maintain the services in higher footfall area
- GS19.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation
- GS20.** importance of being patient and courteous with clients and vendors
- GS21.** being polite and courteous under all circumstances
- GS22.** how to avoid conflicts and solve them amicably
- GS23.** how to deal with the un-satisfaction of the client
- GS24.** analyze the performance of services provided at clients location
- GS25.** analyze the performance of vendors
- GS26.** negotiate with client and vendor on services and pricing

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Developing productive relationship with client</i>	7	12	-	-
PC1. meet client at pre determined frequency with status report of service delivery	1	1.5	-	-
PC2. ensure that all the required information is provided to the client as per service contract	1	1.5	-	-
PC3. coordinate with the client on statutory and regulatory requirements e.g. PPF of employees working at clients site etc and ensure their compliance	1	1.5	-	-
PC4. listen to clients problems related to service delivery and solve them	1	2	-	-
PC5. ensure that client is satisfied at all times and provide repeated business to the company	1	2	-	-
PC6. provide suggestions for the betterment of service delivery which will positively affect clients core business e.g. mechanized housekeeping in the open area	1	1.5	-	-
PC7. pitch the other services provided by the company to the client to get more business e.g. provision of technical facility management services at the same location	1	2	-	-
<i>Developing productive relationship with vendors</i>	11	20	-	-
PC8. create a network of local vendors of variety of soft facility management services e.g. housekeeping service providers, pest controllers etc.	1	1.5	-	-
PC9. ensure to capture their concerns and requirements before drafting the outsourcing contracts with them	1	1.5	-	-
PC10. inform them about the requirements of the service provision at the client site	1	1.5	-	-
PC11. help them in providing quality training to their employees working at the site	1	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure that vendors provide services and submit all the needed operational data as per the service contract	1	2	-	-
PC13. ensure that vendors follow company approved work practices for service provision at the clients site	1	2	-	-
PC14. monitor and record delays and variations in the service delivery and inform the vendor(s) immediately	1	2	-	-
PC15. help vendor(s) in investigating the root cause of the delay or variations in the service delivery and its correction	1	2	-	-
PC16. ensure that vendors comply with all the statutory and regulatory	1	2	-	-
PC17. ensure that vendors submit all the invoices in time as per companys format	1	2	-	-
PC18. ensure the release of money in time to vendors	1	2	-	-
NOS Total	18	32	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N5714
NOS Name	Manage client and vendors
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Facility Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/08/2015

Qualification Pack

THC/N5715: Perform administrative work at facility

Description

This OS unit is about generating annual work plans for quality service provision, submitting periodic operation performance reports to authorities and helping superiors in drafting the contracts for the client facility and submitting invoice and collecting money from the client

Scope

This unit/task covers the following:

- Generate work plan for the location
- Submit operation performance reports
- Assist in creating the service contract
- Make location budget
- Submit invoice and receive money from client

Elements and Performance Criteria

Generating work plan for the location

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

- PC1.** create the annual work plan for the client facility as per company's SOP and share that with supervisor
- PC2.** monitor the service provision and do the appraisals of workers on the completion of work as per work plan

Submitting operation performance reports

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

- PC3.** generate the performance report as per company SOP based on the analysis of the operational data obtained from the supervisor
- PC4.** submit reports to superiors and client as per company's SOP

Assisting in creation of service contracts

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

- PC5.** draft the scope of work for the facility based on client's interaction and facility inspection
- PC6.** assist Assistant Facility Manager in the costing for service provision and drafting of payment receipt schedule for the service contract

Making the location budget

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

- PC7.** collect the budget proposal for the location from the supervisor
- PC8.** finalize the realistic budget for the location after discussing with supervisor and submit to Assistant Facility Manager for approval

Submitting invoice and receiving money from client

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

- PC9.** submit the invoice as per organizational protocol at the set frequency to client

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PC10. receive the money from the client as per organizational protocol

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** relevant occupational health and safety requirements applicable in the work place
- KU3.** what are the services provided by the company to clients and its quality standards
- KU4.** what records to be kept and to whom they need to be passed
- KU5.** organization culture and typical customer profile
- KU6.** company's service level agreements and policies
- KU7.** company's code of conduct
- KU8.** organization pricing policy
- KU9.** organization policy on documentation, reporting, etc
- KU10.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU11.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU12.** how to create the annual, monthly and weekly work plan to achieve the work objectives as per company's quality standards
- KU13.** what data to be collected to assess the performance of the service delivery at the client location
- KU14.** what report to be generated to apprise the superiors and its frequency of submission
- KU15.** what are budgetary processes and practices in the organization
- KU16.** how to make the facility budget in consultation with the operations staff

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** interpret and follow operational instructions
- GS3.** complete appropriate documentation
- GS4.** fill in the data capturing formats as per company's SOPs
- GS5.** document accurately all the job activities as per company's SOP e.g. use of daily utilities, outcomes of monitoring and inspection etc.
- GS6.** Keep records as per company's formats in a way that someone else can understand
- GS7.** communicate effectively with clients and respond to their queries
- GS8.** provide accurate and up-to-date information in a way that is suitable for the people receiving it
- GS9.** communicate staff the operational plans and work schedules
- GS10.** listen to people working within working area like staff, client, guests etc.

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- GS11.** communicate with people in respectful form and manner in line with organizational protocol
- GS12.** interact in language the other person is comfortable with
- GS13.** type of situations which require to be tackled by the individual or need to pass on to the superiors
- GS14.** what sort of work decisions can be taken by the individual within the job responsibilities
- GS15.** how to plan application of effective methods of monitoring service provision at clients site
- GS16.** how to plan the work activities to create a comfortable working atmosphere at the client location
- GS17.** how to prioritize work activities to make best use of time and resources
- GS18.** how to organize, improve and modify own work practices
- GS19.** develop a rapport with clients and vendors
- GS20.** listen carefully and interpret their requirement
- GS21.** suggest client on possible solutions to their problems e.g. how to maintain the services in higher footfall area
- GS22.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation
- GS23.** importance of being patient and courteous with clients and vendors
- GS24.** being polite and courteous under all circumstances
- GS25.** how to avoid conflicts and solve them amicably
- GS26.** how to deal with the un-satisfaction of the client
- GS27.** analyze the performance of services provided at clients location
- GS28.** analyze the performance of vendors
- GS29.** negotiate with client and vendor on services and pricing

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generating work plan for the location</i>	2	8	-	-
PC1. create the annual work plan for the client facility as per companys SOP and share that with supervisor	1	4	-	-
PC2. monitor the service provision and do the appraisals of workers on the completion of work as per work plan	1	4	-	-
<i>Submitting operation performance reports</i>	2	8	-	-
PC3. generate the performance report as per company SOP based on the analysis of the operational data obtained from the supervisor	1	4	-	-
PC4. submit reports to superiors and client as per companys SOP	1	4	-	-
<i>Assisting in creation of service contracts</i>	2	8	-	-
PC5. draft the scope of work for the facility based on clients interaction and facility inspection	1	4	-	-
PC6. assist Assistant Facility Manager in the costing for service provision and drafting of payment receipt schedule for the service contract	1	4	-	-
<i>Making the location budget</i>	2	8	-	-
PC7. collect the budget proposal for the location from the supervisor	1	4	-	-
PC8. finalize the realistic budget for the location after discussing with supervisor and submit to Assistant Facility Manager for approval	1	4	-	-
<i>Submitting invoice and receiving money from client</i>	2	8	-	-
PC9. submit the invoice as per organizational protocol at the set frequency to client	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. receive the money from the client as per organizational protocol	1	4	-	-
NOS Total	10	40	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N5715
NOS Name	Perform administrative work at facility
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Facility Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/08/2015

Qualification Pack

THC/N9901: Communicate with customer and colleagues

Description

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

Scope

This unit/task covers the following:

- Interact with superior
- Communicate with colleagues
- Communicate effectively with customers

Elements and Performance Criteria

Interacting with superior

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

- PC1.** receive job order and instructions from reporting superior
- PC2.** understand the work output requirements, targets, performance indicators and incentives
- PC3.** deliver quality work on time and report any anticipated reasons for delays
- PC4.** escalate unresolved problems or complaints to the relevant senior
- PC5.** communicate maintenance and repair schedule proactively to the superior
- PC6.** receive feedback on work standards
- PC7.** document the completed work schedule and handover to the superior

Communicating with colleagues

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

- PC8.** exhibit trust, support and respect to all the colleagues in the workplace
- PC9.** aim to achieve smooth workflow
- PC10.** help and assist colleagues with information and knowledge
- PC11.** seek assistance from the colleagues when required
- PC12.** identify the potential and existing conflicts with the colleagues and resolve
- PC13.** pass on essential information to other colleagues on timely basis
- PC14.** maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues
- 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
- PC16.** put team over individual goals and multi task or share work where necessary supporting the colleagues
- PC17.** highlight any errors of colleagues, help to rectify and ensure quality output
- PC18.** work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance

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Communicating effectively with customers

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

- PC19.** ask more questions to the customers and identify their needs
- PC20.** possess strong knowledge on the product, services and market
- PC21.** brief the customers clearly
- PC22.** communicate with the customers in a polite, professional and friendly manner
- PC23.** build effective but impersonal relationship with the customers
- PC24.** ensure the appropriate language and tone are used to the customers
- PC25.** listen actively in a two way communication
- PC26.** be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc
- PC27.** understand the customer expectations correctly and provide the appropriate products and services
- PC28.** understand the customer dissatisfaction and address to their complaints effectively
- PC29.** maintain a positive, sensible and cooperative manner all time
- PC30.** ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers
- PC31.** avoid interrupting the customers while they talk
- PC32.** ensure to avoid negative questions and statements to the customers
- PC33.** inform the customers on any issues or problems before hand and also on the developments involving them
- PC34.** ensure to respond back to the customer immediately for their voice messages, e-mails, etc
- PC35.** develop good rapport with the customers and promote suitable products and services
- PC36.** seek feedback from the customers on their understanding to what was discussed
- PC37.** explain the terms and conditions clearly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on personnel management, effective team work at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** methods for effective communication with various categories of people and the different departments in the organization
- KU7.** significance of team coordination and productivity targets of the organisation
- KU8.** how to record the job activity as required on various types of documents?
- KU9.** how to use computer or smartphone to communicate effectively and productively
- KU10.** significance of helping colleagues with specific issues and problems
- KU11.** importance of meeting quality and time standards as a team

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- KU12.** how to practice effective listening
- KU13.** communicate effectively with customers
- KU14.** effective use of voice tone and pitch for communication
- KU15.** how to demonstrate ethics and convey discipline to the customers?
- KU16.** how to build effective working relationship with mutual trust and respect
- KU17.** importance of dealing with grievances effectively and in time

Generic Skills (GS)

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

- GS1.** read job sheets, company policy documents and information displayed at the workplace
- GS2.** read notes/comments from the supervisor
- GS3.** fill up documentation pertaining to job requirement
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with superior to achieve smooth workflow
- GS6.** communicate effectively with the customers to build a good rapport with them
- GS7.** use language that the customer or colleague understands
- GS8.** use the communications systems of the company, e.g., telephone, fax, public announcement systems
- GS9.** E-mail and use Internet for communicating
- GS10.** use of audio-visual aids to communicate complex issues
- GS11.** spot and communicate potential areas of disruptions to work process and report the same
- GS12.** report to supervisor and deal with a colleague individually, depending on the type of concern
- GS13.** coordinate with different departments and multi-task as necessary
- GS14.** contribute to quality of team work and achieve smooth workflow
- GS15.** share work load as required
- GS16.** delegate work in consultation with superior or as necessary instead of allowing work to pile up
- GS17.** improve work processes by interacting with others and adopting best practices
- GS18.** resolve recurring inter-personal conflicts

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with superior</i>	3.5	1.5	-	-
PC1. receive job order and instructions from reporting superior	0.5	0.5	-	-
PC2. understand the work output requirements, targets, performance indicators and incentives	0.5	-	-	-
PC3. deliver quality work on time and report any anticipated reasons for delays	0.5	-	-	-
PC4. escalate unresolved problems or complaints to the relevant senior	0.5	-	-	-
PC5. communicate maintenance and repair schedule proactively to the superior	0.5	-	-	-
PC6. receive feedback on work standards	0.5	0.5	-	-
PC7. document the completed work schedule and handover to the superior	0.5	0.5	-	-
<i>Communicating with colleagues</i>	5.5	9.5	-	-
PC8. exhibit trust, support and respect to all the colleagues in the workplace	0.5	1	-	-
PC9. aim to achieve smooth workflow	0.5	1	-	-
PC10. help and assist colleagues with information and knowledge	0.5	0.5	-	-
PC11. seek assistance from the colleagues when required	0.5	0.5	-	-
PC12. identify the potential and existing conflicts with the colleagues and resolve	0.5	1	-	-
PC13. pass on essential information to other colleagues on timely basis	0.5	1	-	-
PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	0.5	1	-	-
PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues	0.5	1	-	-
PC17. highlight any errors of colleagues, help to rectify and ensure quality output	0.5	1	-	-
PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance	0.5	0.5	-	-
<i>Communicating effectively with customers</i>	9.5	20	-	-
PC19. ask more questions to the customers and identify their needs	0.5	0.5	-	-
PC20. possess strong knowledge on the product, services and market	0.5	-	-	-
PC21. brief the customers clearly	0.5	-	-	-
PC22. communicate with the customers in a polite, professional and friendly manner	0.5	1	-	-
PC23. build effective but impersonal relationship with the customers	0.5	1	-	-
PC24. ensure the appropriate language and tone are used to the customers	0.5	1	-	-
PC25. listen actively in a two way communication	0.5	1	-	-
PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc	0.5	1	-	-
PC27. understand the customer expectations correctly and provide the appropriate products and services	0.5	1	-	-
PC28. understand the customer dissatisfaction and address to their complaints effectively	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. maintain a positive, sensible and cooperative manner all time	0.5	1	-	-
PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers	0.5	1.5	-	-
PC31. avoid interrupting the customers while they talk	0.5	0.5	-	-
PC32. ensure to avoid negative questions and statements to the customers	0.5	0.5	-	-
PC33. inform the customers on any issues or problems before hand and also on the developments involving them	0.5	1.5	-	-
PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc	0.5	1.5	-	-
PC35. develop good rapport with the customers and promote suitable products and services	0.5	1.5	-	-
PC36. seek feedback from the customers on their understanding to what was discussed	0.5	1.5	-	-
PC37. explain the terms and conditions clearly	0.5	2.5	-	-
NOS Total	18.5	31	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate with customer and colleagues
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9902: Maintain customer-centric service orientation

Description

This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction

Scope

This unit/task covers the following:

- Engage with customers to understand their service quality requirements
- Achieve customer satisfaction
- Fulfil customer requirement

Elements and Performance Criteria

Engaging with customers for assessing service quality requirements

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

- PC1.** keep in mind the profiles of expected customers
- PC2.** understand the target customers and their needs as defined by the company
- PC3.** organize regular customer events and feedback session frequently
- PC4.** build a good rapport with the customers including the ones who complain
- PC5.** have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc
- PC6.** receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc
- PC7.** compulsively seek customer rating of service to help develop a set of regularly improved procedures
- PC8.** ingrain customer oriented behaviour in service at all level
- PC9.** aim to gain their long lasting loyalty and satisfaction
- PC10.** engage with customers on without intruding on privacy

Achieving customer satisfaction

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

- PC11.** ensure clarity, honesty and transparency with the customers
- PC12.** treat the customers fairly and with due respect
- PC13.** focus on executing company's marketing strategies and product development
- PC14.** focus on enhancing brand value of company through customer satisfaction

Fulfilling customer requirement

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

- PC15.** ensure that customer expectations are met
- PC16.** learn to read customer's needs and wants
- PC17.** willingly accept and implement new and innovative products and services that help improve customer satisfaction

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- PC18.** communicate feedback of customer to senior, especially, the negative feedback
- PC19.** maintain close contact with the customers and focus groups
- PC20.** offer promotions to improve product satisfaction level to the customers periodically
- PC21.** weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on customer centric orientation behaviour at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** treating the customers with respect and in a friendly and professional way
- KU7.** gaining customer satisfaction
- KU8.** methods of engaging with the customers
- KU9.** ways to improving companys customer satisfaction rating
- KU10.** companys and prevailing market standards of customer satisfaction
- KU11.** standard operating procedure (sop) and common unscheduled requests
- KU12.** the significance of being transparent and courteous under all circumstances involving customer interaction without losing composure

Generic Skills (GS)

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

- GS1.** read job sheets, company policy documents and information displayed at the workplace
- GS2.** read notes/comments from the supervisor
- GS3.** fill up documentation pertaining to ones role in customer satisfaction
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with customers
- GS6.** engage with customer to understand their expectations
- GS7.** company standards and effectiveness improvements pattern
- GS8.** resolve customers concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague
- GS9.** use the communications systems of the company, e
- GS10.** E-mail and use Internet for communicating
- GS11.** use of audio-visual aids to communicate complex issues
- GS12.** how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth

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- GS13.** how to address the complaints and handle the dissatisfied the customers
- GS14.** coordinate with different departments in order to service the customer better
- GS15.** contribute to quality of team work and achieve smooth workflow
- GS16.** share work load as required
- GS17.** improve work processes by interacting with customers and adopting best practices
- GS18.** resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service
- GS19.** act upon constructively on any problems as pointed by customers
- GS20.** handle personality clashes effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Engaging with customers for assessing service quality requirements</i>	4.5	19	-	-
PC1. keep in mind the profiles of expected customers	0.5	2	-	-
PC2. understand the target customers and their needs as defined by the company	0.5	1	-	-
PC3. organize regular customer events and feedback session frequently	0.5	2	-	-
PC4. build a good rapport with the customers including the ones who complain	0.5	2	-	-
PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc	0.5	2	-	-
PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc	0.5	2	-	-
PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures	0.5	2	-	-
PC8. ingrain customer oriented behaviour in service at all level	0.5	2	-	-
PC9. aim to gain their long lasting loyalty and satisfaction	0.5	2	-	-
PC10. engage with customers on without intruding on privacy	-	2	-	-
<i>Achieving customer satisfaction</i>	2	8	-	-
PC11. ensure clarity, honesty and transparency with the customers	0.5	2	-	-
PC12. treat the customers fairly and with due respect	0.5	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. focus on executing companys marketing strategies and product development	0.5	2	-	-
PC14. focus on enhancing brand value of company through customer satisfaction	0.5	2	-	-
<i>Fulfilling customer requirement</i>	3.5	13	-	-
PC15. ensure that customer expectations are met	0.5	2	-	-
PC16. learn to read customers needs and wants	0.5	2	-	-
PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction	0.5	2	-	-
PC18. communicate feedback of customer to senior, especially, the negative feedback	0.5	2	-	-
PC19. maintain close contact with the customers and focus groups	0.5	1.5	-	-
PC20. offer promotions to improve product satisfaction level to the customers periodically	0.5	1.5	-	-
PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives	0.5	2	-	-
NOS Total	10	40	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Maintain customer-centric service orientation
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9903: Maintain standard of etiquette and hospitable conduct

Description

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

Scope

This unit/task covers the following:

- Follow behavioural, personal and telephone etiquettes
- Treat customers with high degree of respect and professionalism
- Achieve customer satisfaction

Elements and Performance Criteria

Following behavioural, personal and telephone etiquettes

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

- PC1.** greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival
- PC2.** welcome the customers with a smile
- PC3.** ensure to maintain eye contact
- PC4.** address the customers in a respectable manner
- PC5.** do not eat or chew while talking
- PC6.** use their names as many times as possible during the conversation
- PC7.** ensure not to be too loud while talking
- PC8.** maintain fair and high standards of practice
- PC9.** ensure to offer transparent prices
- PC10.** maintain proper books of accounts for payment due and received
- PC11.** answer the telephone quickly and respond back to mails faster
- PC12.** ensure not to argue with the customer
- PC13.** listen attentively and answer back politely
- PC14.** maintain personal integrity and ethical behaviour
- PC15.** dress professionally
- PC16.** deliver positive attitude to work
- PC17.** maintain well groomed personality
- PC18.** achieve punctuality and body language
- PC19.** maintain the social and telephonic etiquette
- PC20.** provide small gifts as token of appreciation and thanks giving to the customer
- PC21.** use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism
- PC22.** demonstrate responsible and disciplined behaviours at the workplace

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PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict

Treating customers with high degree of respect and professionalism

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

PC24. use appropriate titles and terms of respect to the customers

PC25. use polite language

PC26. maintain professionalism and procedures to handle customer grievances and complaints

PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility

PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette

PC29. provide special attention to the customer at all time

Achieving customer satisfaction

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

PC30. achieve 100% customer satisfaction on a scale of standard

PC31. gain customer loyalty

PC32. enhance brand value of company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on behavioural etiquette and professionalism

KU2. companys HR policies

KU3. companys reporting structure

KU4. companys documentation policy

KU5. companys customer profile

KU6. the significance of professional, polite, etiquette

KU7. the reason for achieving customer satisfaction

KU8. procedural behavioural patterns framed by the organisation

KU9. methods for gaining customer satisfaction

KU10. standard operating procedure and service quality standards

KU11. measure of customer satisfaction

KU12. significance of brand enhancement via word-of-mouth

KU13. the hospitality and tourism environment

KU14. companys growth strategy and productivity targets

Generic Skills (GS)

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

GS1. how to read job sheets, company policy documents and information displayed at the workplace

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- GS2.** how to read notes and comments from the supervisor or customer
- GS3.** how to fill up documentation pertaining to job requirement
- GS4.** how to interact with team members to work efficiently
- GS5.** how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette
- GS6.** how to avoid Self Reference Criterion effect while interacting with guests
- GS7.** how to spot and report potential areas of disruption to work process
- GS8.** how to address the complaints and handle dissatisfied customers
- GS9.** how to coordinate with different departments to achieve smooth workflow
- GS10.** contribution to quality of customer satisfaction via team work
- GS11.** how to share work load as required
- GS12.** how to improve work processes by interacting with customers
- GS13.** how to adopt suggested best practices
- GS14.** how to resolve recurring inter-personal conflicts
- GS15.** how to address or escalate recurring problems reported by customers
- GS16.** measure performance against companys standards
- GS17.** motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management
- GS18.** use the authority, power and politics issues to serve customer effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Following behavioural, personal and telephone etiquettes</i>	9.5	27.5	-	-
PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	-	0.5	-	-
PC2. welcome the customers with a smile	-	0.5	-	-
PC3. ensure to maintain eye contact	-	0.5	-	-
PC4. address the customers in a respectable manner	0.5	0.5	-	-
PC5. do not eat or chew while talking	-	0.5	-	-
PC6. use their names as many times as possible during the conversation	-	0.5	-	-
PC7. ensure not to be too loud while talking	-	0.5	-	-
PC8. maintain fair and high standards of practice	1	1.5	-	-
PC9. ensure to offer transparent prices	0.5	1.5	-	-
PC10. maintain proper books of accounts for payment due and received	0.5	1.5	-	-
PC11. answer the telephone quickly and respond back to mails faster	0.5	1.5	-	-
PC12. ensure not to argue with the customer	0.5	1.5	-	-
PC13. listen attentively and answer back politely	0.5	1.5	-	-
PC14. maintain personal integrity and ethical behaviour	1	1.5	-	-
PC15. dress professionally	0.5	1.5	-	-
PC16. deliver positive attitude to work	0.5	1.5	-	-
PC17. maintain well groomed personality	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC18. achieve punctuality and body language	0.5	1.5	-	-
PC19. maintain the social and telephonic etiquette	0.5	1.5	-	-
PC20. provide small gifts as token of appreciation and thanks giving to the customer	0.5	1.5	-	-
PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	0.5	1.5	-	-
PC22. demonstrate responsible and disciplined behaviours at the workplace	0.5	1.5	-	-
PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	0.5	1.5	-	-
<i>Treating customers with high degree of respect and professionalism</i>	3	5	-	-
PC24. use appropriate titles and terms of respect to the customers	0.5	1.5	-	-
PC25. use polite language	0.5	0.5	-	-
PC26. maintain professionalism and procedures to handle customer grievances and complaints	0.5	1	-	-
PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility	0.5	0.5	-	-
PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette	0.5	0.5	-	-
PC29. provide special attention to the customer at all time	0.5	1	-	-
<i>Achieving customer satisfaction</i>	1.5	3.5	-	-
PC30. achieve 100% customer satisfaction on a scale of standard	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC31. gain customer loyalty	0.5	1	-	-
PC32. enhance brand value of company	0.5	1.5	-	-
NOS Total	14	36	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain standard of etiquette and hospitable conduct
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9904: 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

This unit/task covers the following:

- 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

Elements and Performance Criteria

Educating customer on specific facilities and services available

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

- PC1.** educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them
- PC2.** inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff
- PC3.** list all the facilities available with respect to transportation facilities, night trips and safeguards, 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
- PC5.** provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc
- PC6.** maintain compliant behavioral 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
- PC7.** ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment
- 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

Providing different age and gender specific customer service

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

- 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
- 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
- PC11.** coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds

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- PC12.** provide entertainment programs and events suited for the children tourists
- PC13.** educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies
- PC14.** arrange for transport and equipment as required by senior citizens
- PC15.** ensure availability of medical facilities and doctor

Following standard etiquette with women at workplace

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

- PC16.** treat women equally across both the horizontal as well as vertical segregation of roles in the workplace
- PC17.** ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc
- PC18.** involve women in the decision making processes and management professions
- PC19.** avoid specific discrimination and give women their due respect
- PC20.** motivate the women in the work place towards utilizing their skills
- PC21.** educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them
- PC22.** establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues
- PC23.** frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell
- PC24.** ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc
- PC25.** ensure safety and security of women at all levels

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on gender sensitive service practices at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** gender specific requirements of different types of customer
- KU7.** specific requirements of different age-groups of customers
- KU8.** safety measures and procedures available for female colleagues and customers
- KU9.** how to educate female customers and colleagues on available facilities so that they feel safe and secure
- KU10.** helpline numbers
- KU11.** process of handling and reporting abuse
- KU12.** how to be vigilant for breach of safety at smallest level?
- KU13.** how to maintain customers and colleagues safety without making the environment threatening?

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KU14. different types of potential security threats to domestic and international tourists

KU15. standard procedures to be followed in the event of terrorist attack

Generic Skills (GS)

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

GS1. read job sheets, company policy documents and information displayed at the workplace

GS2. read notes/comments from the supervisor

GS3. fill up documentation pertaining to safety maintenance requirements

GS4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette

GS5. communicate with the women at workplace and the customers with respect

GS6. decide on the methods to protect and safeguard the security of women in the workplace and the clientele

GS7. address the complaints and handle dissatisfied customers

GS8. coordinate with different departments and work as team

GS9. contribute to quality of team work and achieve smooth workflow

GS10. share work load as required

GS11. improve work processes by interacting with customers and adopting best practices

GS12. resolve recurring problems based on the complaints received from women customers and at the workplace

GS13. different acceptable standards of behaviour in different cultures and societies to which customers belong

GS14. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards

GS15. how to avoid negative behaviours accepted by peer groups that may affect work environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Educating customer on specific facilities and services available</i>	6.5	7.5	-	-
PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	1.5	-	-	-
PC2. inform about companys policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff	1.5	-	-	-
PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity relatetd and other grievance	1	-	-	-
PC4. inform about methods adopted to ensure safety andpersonal and baggage security of women, e.g., CCTV cameras, security guards, womens helpline	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	0.5	1.5	-	-
PC6. maintain compliant behavioral 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	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	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	0.5	1.5	-	-
<i>Providing different age and gender specific customer service</i>	3.5	12.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	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	0.5	2.5	-	-
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	0.5	2.5	-	-
PC12. provide entertainment programs and events suited for the children tourists	0.5	1.5	-	-
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	0.5	1.5	-	-
PC14. arrange for transport and equipment as required by senior citizens	0.5	1.5	-	-
PC15. ensure availability of medical facilities and doctor	0.5	1.5	-	-
<i>Following standard etiquette with women at workplace</i>	5	15	-	-
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	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	0.5	1.5	-	-
PC18. involve women in the decision making processes and management professions	0.5	1.5	-	-
PC19. avoid specific discrimination and give women their due respect	0.5	1.5	-	-
PC20. motivate the women in the work place towards utilizing their skills	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	0.5	1.5	-	-
PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues	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	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	0.5	1.5	-	-
PC25. ensure safety and security of women at all levels	0.5	1.5	-	-
NOS Total	15	35	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9904
NOS Name	Follow gender and age sensitive service practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9905: Maintain IPR of organisation and customer

Description

This OS unit is about securing intellectual property rights of the company and respecting customers copyright

Scope

This unit/task covers the following:

- Secure company's IPR
- Respect customers copyright

Elements and Performance Criteria

Securing companys IPR

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

- PC1.** prevent leak of new plans and designs to competitors by reporting on time
- PC2.** be aware of any of companys product or design patents
- PC3.** report IPR violations observed in the market, to supervisor or company head

Respecting customers copyright

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

- PC4.** read copyright clause of the material published on the internet and any other printed material
- PC5.** protect infringement upon customers 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 (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on intellectual property rights and infrigment reporting policy
- KU2.** companys HR policies
- KU3.** companys Human Resource policies
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** companys customer profile
- KU7.** patents and IPR laws
- KU8.** how IPR protection is important for competitiveness of a company
- KU9.** significance of damages resulting from IPR infringement
- KU10.** industrial and political espiona

Qualification Pack

Generic Skills (GS)

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

- GS1.** read job sheets, company policy documents and information displayed at the workplace
- GS2.** read notes/comments from the supervisor
- GS3.** fill up documentation pertaining to ones role in protecting IPR infringement
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with the customers about IPR protection and building trust
- GS6.** identify IPR related issues
- GS7.** prevent information leakages
- GS8.** avoid being caught up in copyright issues
- GS9.** basics of what constitutes IPR violations under WTO agreement
- GS10.** penalties to company or individual on evidence of IPR violations
- GS11.** likely effect of IPR violation on customer
- GS12.** improve work IPR related safety and adopting best practices
- GS13.** resolve conflicts related to IPR by reporting in time

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Securing companys IPR</i>	14	8	-	-
PC1. prevent leak of new plans and designs to competitors by reporting on time	3.5	4	-	-
PC2. be aware of any of companys product or design patents	7	-	-	-
PC3. report IPR violations observed in the market, to supervisor or company head	3.5	4	-	-
<i>Respecting customers copyright</i>	13.5	14.5	-	-
PC4. read copyright clause of the material published on the internet and any other printed material	3	4	-	-
PC5. protect infringement upon customers business or design plans	3.5	3.5	-	-
PC6. consult supervisor or senior management when in doubt about using information available from customer	3.5	3.5	-	-
PC7. report any infringement observed by anyone in the company	3.5	3.5	-	-
NOS Total	27.5	22.5	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9905
NOS Name	Maintain IPR of organisation and customer
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	26/03/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9906: 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 centers

Scope

This unit/task covers the following:

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures

Elements and Performance Criteria

Ensuring cleanliness around workplace

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

- PC1.** keep the workplace regularly clean and cleared-off of food waste or other litter
- PC2.** ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal
- PC3.** ensure that the trash cans or waste collection points are cleared everyday
- PC4.** arrange for regular pest control activities at the workplace
- PC5.** to maintain records for cleanliness and maintenance schedule
- PC6.** ensure the workplace is well ventilated with fresh air supply
- PC7.** check the air conditioner and other mechanical systems on a regular basis and maintain them well
- PC8.** ensure the workplace is provided with sufficient lighting
- PC9.** ensure clean work environment where food is stored, prepared, displayed and served
- PC10.** ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc
- PC11.** identify and report poor organizational practices with respect to hygiene, food handling, cleaning
- PC12.** ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids
- PC13.** ensure to clean the store areas with appropriate materials and procedures
- PC14.** identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal

Following personal hygiene practices

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

- PC15.** wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc

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- PC16.** ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc
- PC17.** wash the cups, glasses or other cutlery clean before and after using them
- PC18.** ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc
- 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
- PC20.** ensure no cross contaminations of items such as linen, towels, utensils, etc

Taking precautionary health measures

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

- PC21.** report on personal health issues related to 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
- PC23.** use a tissue, cover the mouth and turn away from people while sneezing or coughing
- PC24.** wash hands on using these tissues after coughing and sneezing and after using the wastes
- PC25.** ensure to use single use tissue and dispose these tissues immediately
- PC26.** coordinate for the provision of adequate clean drinking water
- PC27.** ensure to get appropriate vaccines regularly
- PC28.** avoid serving adulterated or contaminated food
- PC29.** undergo preventive health checkups at regular intervals
- PC30.** take prompt treatment from the doctor in case of illness
- PC31.** have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on health and hygiene at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000
- KU7.** health risks to the worker or customer
- KU8.** healthy work practices
- KU9.** equipment and hand swab tests
- KU10.** internal hygiene-audit tests
- KU11.** personal protective equipment to be worn and care
- KU12.** purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working
- KU13.** acceptable ventilation standards
- KU14.** technical layout standards and placements of equipment

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- KU15.** safe disposal methods for waste
- KU16.** compliance norms for established health and hygiene procedures at workplace
- KU17.** safe handling of chemicals
- KU18.** standard material handling procedure
- KU19.** standard operating procedure (SOP) for maintaining cleanliness and checklists
- KU20.** precautionary rules to follow for maintaining health and hygiene
- KU21.** municipal or community rules for handling and disposing-off waste

Generic Skills (GS)

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

- GS1.** read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices
- GS2.** understand internationally or nationally accepted signage related to hygiene and health
- GS3.** read job sheets, company policy documents and information displayed at the workplace
- GS4.** read notes or comments from the supervisor or customer
- GS5.** fill up any documentation required to maintain health and hygiene
- GS6.** fill up any documentation required to maintain health and hygiene
- GS7.** receive instructions from doctor and supervisor on medical care
- GS8.** verbally report hygiene hazards and poor organisational practice
- GS9.** how to select appropriate hand tools and personal protection equipment
- GS10.** how to select the cleaning procedures and effective hygiene practices as required
- GS11.** how to use the acids, detergents, lubricants, etc for cleaning
- GS12.** how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring cleanliness around workplace</i>	7	14	-	-
PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	0.5	1	-	-
PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal	0.5	1	-	-
PC3. ensure that the trash cans or waste collection points are cleared everyday	0.5	1	-	-
PC4. arrange for regular pest control activities at the workplace	0.5	1	-	-
PC5. to maintain records for cleanliness and maintenance schedule	0.5	1	-	-
PC6. ensure the workplace is well ventilated with fresh air supply	0.5	1	-	-
PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	0.5	1	-	-
PC8. ensure the workplace is provided with sufficient lighting	0.5	1	-	-
PC9. ensure clean work environment where food is stored, prepared, displayed and served	0.5	1	-	-
PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc	0.5	1	-	-
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	0.5	1	-	-
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids	0.5	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure to clean the store areas with appropriate materials and procedures	0.5	1	-	-
PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal	0.5	1	-	-
<i>Following personal hygiene practices</i>	3	6.5	-	-
PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc	0.5	1.5	-	-
PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc	0.5	1	-	-
PC17. wash the cups, glasses or other cutlery clean before and after using them	0.5	1	-	-
PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc	0.5	1	-	-
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	0.5	1	-	-
PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc	0.5	1	-	-
<i>Taking precautionary health measures</i>	5.5	14	-	-
PC21. report on personal health issues related to injury, food, air and infectious diseases	0.5	1	-	-
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people	0.5	1	-	-
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing	0.5	1.5	-	-
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes	0.5	1.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. ensure to use single use tissue and dispose these tissues immediately	0.5	1.5	-	-
PC26. coordinate for the provision of adequate clean drinking water	0.5	1.5	-	-
PC27. ensure to get appropriate vaccines regularly	0.5	1.5	-	-
PC28. avoid serving adulterated or contaminated food	0.5	1.5	-	-
PC29. undergo preventive health checkups at regular intervals	0.5	1.5	-	-
PC30. take prompt treatment from the doctor in case of illness	0.5	1	-	-
PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community	0.5	0.5	-	-
NOS Total	15.5	34.5	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Maintain health and hygiene
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9907: Maintain safety at workplace

Description

This OS 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

Scope

This unit/task covers the following:

- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment
- Achieve safety standards

Elements and Performance Criteria

Taking precautionary measures to avoid work hazards

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

- PC1.** assess the various work hazards
- PC2.** take necessary steps to eliminate or minimize them
- PC3.** suggest methods to improve the existing safety procedures at the workplace
- PC4.** analyze the causes of accidents at the workplace
- PC5.** suggest measures to prevent such accidents from taking place
- 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

Following standard safety procedure

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

- PC7.** be aware of the locations of fire extinguishers, emergency exits, etc
- PC8.** practice correct emergency procedures
- PC9.** check and review the storage areas frequently
- PC10.** stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas
- PC11.** ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc
- PC12.** store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch
- PC13.** ensure safe techniques while moving furniture and fixtures
- PC14.** ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools
- PC15.** read the manufacturers manual carefully before use of any equipment
- PC16.** unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries
- PC17.** keep the floors free from water and grease to avoid slippery surface

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- PC18.** ensure to use non slip liquids and waxes to polish and treat floors
- PC19.** use rubber mats to the places where floors are constantly wet
- PC20.** ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc
- PC21.** use flat surfaces, secure holding and protective wear while using such sharp tools
- PC22.** use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies
- PC23.** practice personal safety when lifting, bending, or moving equipment and supplies

Using safety tools or personal protective equipment

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

- PC24.** ensure the workers have access to first aid kit when needed
- PC25.** ensure all equipment and tools are stored and maintained properly and safe to use
- 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
- PC27.** Ensure to display safety signs at places where necessary for people to be cautious
- PC28.** take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, 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

Achieving safety standards

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

- PC30.** document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken
- PC31.** comply with the established safety procedures of the workplace
- PC32.** report to the supervisor on any problems and hazards identified
- PC33.** ensure zero accident at workplace
- PC34.** adhere to safety standards and ensure no material damage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on safety procedures at workplace
- KU2.** companys HR policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** personal protective equipment should be worn and how it is cared for
- KU7.** purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working
- KU8.** how to provide the first aid treatment at workplace
- KU9.** significance of accidental risks to the worker and productivity loss

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- KU10.** reporting procedure or hierarchy for signs of damage and potential hazards
- KU11.** methods to minimize accidental risks
- KU12.** safe handling chemicals, acids, etc. for cleaning
- KU13.** material handling procedure
- KU14.** standard operating procedure for safety drills and equipment maintenance
- KU15.** precautionary activities to be followed for work place safety
- KU16.** Operation of tools and electrical equipment
- KU17.** emergency procedures to be followed in case of an mishap such as fire accidents, etc

Generic Skills (GS)

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

- GS1.** read and interpret relevant organisation policies, procedures and diagrams that identify safety practices
- GS2.** read job sheets, company policy documents and information displayed at the workplace
- GS3.** read notes/comments from the supervisor
- GS4.** fill up documentation to ones role
- GS5.** verbally report safety hazards and poor organisation practice
- GS6.** communicate supervisor about the work safety issues
- GS7.** receive instructions from supervisor on minimizing the accidental risks
- GS8.** communicate co-workers about the precautions to be taken for accident free work
- GS9.** select appropriate hand tools and personal protection equipment
- GS10.** identify first aid needs in case and of an injury
- GS11.** use safety equipment such as fire extinguisher during fire accidents
- GS12.** store chemicals and tools in a safe way
- GS13.** use tools and equipment without causing any injury to fellow workers

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Taking precautionary measures to avoid work hazards</i>	3.5	5	-	-
PC1. assess the various work hazards	1	-	-	-
PC2. take necessary steps to eliminate or minimize them	0.5	1	-	-
PC3. suggest methods to improve the existing safety procedures at the workplace	0.5	1	-	-
PC4. analyze the causes of accidents at the workplace	0.5	1	-	-
PC5. suggest measures to prevent such accidents from taking place	0.5	1	-	-
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	0.5	1	-	-
<i>Following standard safety procedure</i>	8	21	-	-
PC7. be aware of the locations of fire extinguishers, emergency exits, etc	0.5	1	-	-
PC8. practice correct emergency procedures	0.5	1	-	-
PC9. check and review the storage areas frequently	0.5	1	-	-
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	-	-
PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc	0.5	1	-	-
PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch	0.5	1	-	-
PC13. ensure safe techniques while moving furniture and fixtures	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	0.5	1	-	-
PC15. read the manufacturers manual carefully before use of any equipment	0.5	1	-	-
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	0.5	1.5	-	-
PC17. keep the floors free from water and grease to avoid slippery surface	0.5	1.5	-	-
PC18. ensure to use non slip liquids and waxes to polish and treat floors	0.5	1	-	-
PC19. use rubber mats to the places where floors are constantly wet	0.5	1.5	-	-
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc	0.5	1.5	-	-
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	0.5	1.5	-	-
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	0.5	1.5	-	-
PC23. practice personal safety when lifting, bending, or moving equipment and supplies	0.5	1.5	-	-
<i>Using safety tools or personal protective equipment</i>	2	6	-	-
PC24. ensure the workers have access to first aid kit when needed	-	1	-	-
PC25. ensure all equipment and tools are stored and maintained properly and safe to use	0.5	1	-	-
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	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Ensure to display safety signs at places where necessary for people to be cautious	-	1	-	-
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc	0.5	1	-	-
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	0.5	1	-	-
<i>Achieving safety standards</i>	1.5	3	-	-
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken	0.5	1	-	-
PC31. comply with the established safety procedures of the workplace	0.5	0.5	-	-
PC32. report to the supervisor on any problems and hazards identified	-	0.5	-	-
PC33. ensure zero accident at workplace	-	0.5	-	-
PC34. adhere to safety standards and ensure no material damage	0.5	0.5	-	-
NOS Total	15	35	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Maintain safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	26/03/2015
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Qualification Pack

THC/N9909: Learn a foreign or local language(s) including English

Description

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.

Scope

This unit/task covers the following:

- 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

Elements and Performance Criteria

Gaining understanding of common vocabulary required

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

- PC1.** understand from the company, the typical foreign or vernacular language queries
- PC2.** learn keywords that may be used to pose those queries
- PC3.** practice short oral conversations in the language, preferably, with colleagues or fellow trainees
- PC4.** listen to focussed or recorded sentences as spoken typically in the language

Achieving minimal pass standards of language proficiency

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

- PC5.** speak without hesitation and fear of being incorrect
- PC6.** express coherently in complete sentences over a variety of topics, albeit with effort
- PC7.** exhibit basic range of vocabulary and range of expression
- PC8.** seek to improve language proficiency to working knowledge level

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language
- KU2.** companys Human Resources policies
- KU3.** companys reporting structure
- KU4.** companys documentation policy
- KU5.** companys customer profile
- KU6.** preferred languages of usual customers
- KU7.** geographical variations of spoken languages
- KU8.** how to pick up the basic Grammar of the language
- KU9.** how to identify common expressions used by customers to express their needs and queries

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KU10. how to use the correct terms as appropriate for the situation

KU11. different proficiency levels of language as accepted globally

KU12. UN standards of language proficiency

Generic Skills (GS)

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

GS1. read the language, e.g., words, sentences, etc.

GS2. understand translations

GS3. write in the language

GS4. interact with customers confidently in their preferred language

GS5. not to offend the customer with improper use of language, unknowingly

GS6. use the right intonations and pauses

GS7. express limited language proficiency so as to alert customer of limitations to fluent conversations

GS8. use audio aids to listen to expressions and correct use of language

GS9. build vocabulary

GS10. improve language skills over time

GS11. practice at every opportunity available

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Gaining understanding of common vocabulary required</i>	6.5	19	-	-
PC1. understand from the company, the typical foreign or vernacular language queries	2.5	3	-	-
PC2. learn keywords that may be used to pose those queries	2	5	-	-
PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees	1	5.5	-	-
PC4. listen to focussed or recorded sentences as spoken typically in the language	1	5.5	-	-
<i>Achieving minimal pass standards of language proficiency</i>	4	20.5	-	-
PC5. speak without hesitation and fear of being incorrect	1	5.5	-	-
PC6. express coherently in complete sentences over a variety of topics, albeit with effort	1	5.5	-	-
PC7. exhibit basic range of vocabulary and range of expression	1	4	-	-
PC8. seek to improve language proficiency to working knowledge level	1	5.5	-	-
NOS Total	10.5	39.5	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9909
NOS Name	Learn a foreign or local language(s) including English
Sector	Tourism & Hospitality
Sub-Sector	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	06/10/2016
Next Review Date	31/03/2022
NSQC Clearance Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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Minimum Aggregate Passing % at QP Level : 60

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N5712.Establish soft services and their quality	7	43	-	-	50	10
THC/N5713.Monitor soft services and their quality at clients premises	11	39	-	-	50	10
THC/N5714.Manage client and vendors	18	32	-	-	50	10
THC/N5715.Perform administrative work at facility	10	40	-	-	50	10
THC/N9901.Communicate with customer and colleagues	18.5	31	-	-	49.5	5
THC/N9902.Maintain customer-centric service orientation	10	40	-	-	50	5
THC/N9903.Maintain standard of etiquette and hospitable conduct	14	36	-	-	50	10
THC/N9904.Follow gender and age sensitive service practices	15	35	-	-	50	10
THC/N9905.Maintain IPR of organisation and customer	27.5	22.5	-	-	50	5
THC/N9906.Maintain health and hygiene	15.5	34.5	-	-	50	10
THC/N9907.Maintain safety at workplace	15	35	-	-	50	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9909.Learn a foreign or local language(s) including English	10.5	39.5	-	-	50	5
Total	172	427.5	-	-	599.5	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.