

Qualification Pack



House keeping Manager

QP Code: THC/Q0207

Version: 1.0

NSQF Level: 7

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THC/Q0207: House keeping Manager

Brief Job Description

The individual at work performs planning, scheduling, staffing and monitoring of housekeeping activities. The individual prepares housekeeping budget, coordinates with vendors and recruits to ensure quality housekeeping service.

Personal Attributes

The job requires the individual to have: good grooming, service orientation, ability to develop rapport with guests and staff, leadership skills, attention to details, politeness, ability to work in standing position for long hours, good moral character, healthy habits and commitment.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0224: Plan effectively the activities of housekeeping department](#)
2. [THC/N0225: Perform staffing and organizing of housekeeping department](#)
3. [THC/N0226: Control the activities of housekeeping department](#)
4. [THC/N9901: Communicate with customer and colleagues](#)
5. [THC/N9902: Maintain customer-centric service orientation](#)
6. [THC/N9903: Maintain standard of etiquette and hospitable conduct](#)
7. [THC/N9904: Follow gender and age sensitive service practices](#)
8. [THC/N9905: Maintain IPR of organisation and customer](#)
9. [THC/N9906: Maintain health and hygiene](#)
10. [THC/N9907: Maintain safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels

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Occupation	Housekeeping
Country	India
NSQF Level	7
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5121.10
Minimum Educational Qualification & Experience	12th Class with 3-5 Years of experience as Housekeeping Supervisor
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
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/01419
NQR Version	1.0

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THC/N0224: Plan effectively the activities of housekeeping department

Description

This OS unit is about planning the day to day activities of the housekeeping department in an efficient way. It includes maintaining inventory for housekeeping, preparing budget and scheduling the housekeeping tasks.

Scope

This unit/task covers the following:

- Maintain sufficient level of housekeeping inventory
- Prepare and maintain the budget of housekeeping department
- Prepare weekly work schedules for all housekeeping staffs

Elements and Performance Criteria

Maintaining sufficient level of housekeeping inventory

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

- PC1.** estimate the quantity of items required for housekeeping department of the entire hotel
- PC2.** ensure that the level of inventory never falls below the threshold level
- PC3.** ensure that the ordered quantities are received on time
- PC4.** set the frequency of housekeeping processes in the hotel
- PC5.** prepare the list of various housecleaning activities that must be carried out
- PC6.** estimate the amount of time it should take a housekeeping staff to carry out a given activity based on the performance standards
- PC7.** identify the appropriate vendor to procure necessary items

Preparing and maintaining the budget of housekeeping department

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

- PC8.** estimate the quantity and amount of recyclable and non-recyclable items required by the department for a given period of time.
- PC9.** Select appropriate vendors to get best rates and good quality materials
- PC10.** prepare a budget for the entire department based on the quantity of products, amount of staffs in the department
- PC11.** ensure that the budget is correctly maintained for the various activities carried out
- PC12.** maintain a file of receipts of all the expense incurred for the department
- PC13.** ensure the budget is align with the organisational objective and target

Preparing weekly work schedules for all housekeeping staffs

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

- PC14.** set the performance standards for measuring effectiveness of other housekeeping staffs
- PC15.** cooperate and coordinate with all housekeeping employees
- PC16.** interact with employees and get their planned absence from the office for the week

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- PC17.** prepare a weekly work schedule based on employees availability
- PC18.** intimate the employees about the schedule and ensure that it is accepted by all
- PC19.** coordinate with banquet department and fulfill housekeeping requirement for events

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.** organization culture and typical customer profile
- KU4.** companys service level agreements and policies
- KU5.** companys code of conduct
- KU6.** organization pricing, discount policy
- KU7.** organization policy on documentation, reporting, etc.
- KU8.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU9.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU10.** how to greet the customers and engage them
- KU11.** site layout and obstacles
- KU12.** hotel offering and services available
- KU13.** type of rooms available, the facilities, tariff and other details
- KU14.** materials required for a housekeeping department
- KU15.** quantity of items that must be held as inventory so that department doesnt falls short of them
- KU16.** necessary performance standards against which employee performance can be measured and evaluated.
- KU17.** how often the housekeeping activities needs to be performed so that customers are satisfied
- KU18.** the various housekeeping activities that need to be carried out in the hotel
- KU19.** how long will it take for an employee to perform the housekeeping activities
- KU20.** how much it would cost to procure the required items
- KU21.** how to assign schedules to the employees based on their availability
- KU22.** how to evaluate quality of products provided by various vendors
- KU23.** how to select the best vendor on the basis of cheapest price and highest quality
- KU24.** personal grooming standards
- KU25.** significance of giving attention to details
- KU26.** what permits and checks are required for working on the premises

Generic Skills (GS)

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

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- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** interpret and follow operational instructions and prioritise work
- GS3.** complete appropriate documentation
- GS4.** record details on inventory, employee, payroll, etc
- GS5.** decide and select housekeeping supplies and materials as per the requirements
- GS6.** decide and select a vendor for procurement after getting best terms
- GS7.** plan improving skills through participation in on-the-job and other training programs
- GS8.** plan and allocate task to associates based on their competence
- GS9.** plan, organize and manage time to adhere to work timings and deliverables
- GS10.** manage distractions to be disciplined at work
- GS11.** listen carefully and interpret guests requirement
- GS12.** keep guests calm during issues
- GS13.** importance of personal grooming
- GS14.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation
- GS15.** importance of being patient and courteous with all types of guests
- GS16.** being polite and courteous under all circumstances
- GS17.** listen to employee issues and resolve them
- GS18.** seek to improve and modify own work practices
- GS19.** to assess the problems related to operation of various equipment
- GS20.** calculate and estimate the optimum inventory level of materials to be stocked for smooth operation
- GS21.** calculate the cost of different expenses while preparing a budget
- GS22.** operate the computer and extract information
- GS23.** use hotel management software to maintain records and prepare report
- GS24.** use Internet to gather work related information
- GS25.** use the equipment judiciously to maintain the optimum cost of operations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintaining sufficient level of housekeeping inventory</i>	8	12	-	-
PC1. estimate the quantity of items required for housekeeping department of the entire hotel	1.5	3	-	-
PC2. ensure that the level of inventory never falls below the threshold level	1.5	1.5	-	-
PC3. ensure that the ordered quantities are received on time	1	1.5	-	-
PC4. set the frequency of housekeeping processes in the hotel	1	1.5	-	-
PC5. prepare the list of various housecleaning activities that must be carried out	1	1.5	-	-
PC6. estimate the amount of time it should take a housekeeping staff to carry out a given activity based on the performance standards	1	1.5	-	-
PC7. identify the appropriate vendor to procure necessary items	1	1.5	-	-
<i>Preparing and maintaining the budget of housekeeping department</i>	6	9	-	-
PC8. estimate the quantity and amount of recyclable and non-recyclable items required by the department for a given period of time.	1	1.5	-	-
PC9. Select appropriate vendors to get best rates and good quality materials	1	1.5	-	-
PC10. prepare a budget for the entire department based on the quantity of products, amount of staffs in the department	1	1.5	-	-
PC11. ensure that the budget is correctly maintained for the various activities carried out	1	1.5	-	-
PC12. maintain a file of receipts of all the expense incurred for the department	1	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure the budget is align with the organisational objective and target	1	1.5	-	-
<i>Preparing weekly work schedules for all housekeeping staffs</i>	6	9	-	-
PC14. set the performance standards for measuring effectiveness of other housekeeping staffs	1	1.5	-	-
PC15. cooperate and coordinate with all housekeeping employees	1	1.5	-	-
PC16. interact with employees and get their planned absence from the office for the week	1	1.5	-	-
PC17. prepare a weekly work schedule based on employees availability	1	1.5	-	-
PC18. intimate the employees about the schedule and ensure that it is accepted by all	1	1.5	-	-
PC19. coordinate with banquet department and fulfill housekeeping requirement for events	1	1.5	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0224
NOS Name	Plan effectively the activities of housekeeping department
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/09/2015

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THC/N0225: Perform staffing and organizing of housekeeping department

Description

This OS unit is about managing the staffs in the housekeeping department. It includes recruiting, training and recognising the performance of the personnel in the housekeeping services.

Scope

This unit/task covers the following:

- Recruit and train housekeeping employees
- Recognize the efforts of housekeeping staffs
- Resolve conflicts among employees and ensure employee satisfaction

Elements and Performance Criteria

Recruiting and training housekeeping employees

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

- PC1.** identify the skills required for various roles in the housekeeping department
- PC2.** attract applications from qualified candidates for any vacant roles in the department
- PC3.** recruit and select job applicants based on the qualification
- PC4.** provide orientation to new employees for accustoming to the organization culture
- PC5.** provide adequate training facilities to the new recruits so that they are able to fulfill the work requirements
- PC6.** provide adequate upskilling training facilities to existing employees so that the organization keeps in pace with the evolving trends in housekeeping department

Recognising the efforts of housekeeping staffs

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

- PC7.** identify and allocate tasks of appropriate level to housekeeping staffs
- PC8.** ensure that the employees belonging to same role are assigned similar tasks
- PC9.** ensure fair pay of employees so that no employee is dissatisfied
- PC10.** recognize and reward employees who exceed the performance standards

Resolving conflicts among employees and ensuring employee satisfaction

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

- PC11.** address the grievances of employees
- PC12.** treat all employees in a fair and equal way
- PC13.** resolve conflicts among employees in a fair manner so that it doesn't affect the activities of the department
- PC14.** ensure that the employee morale is always high in the housekeeping department

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- 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.** organization culture and typical customer profile
- KU4.** companys service level agreements and policies
- KU5.** companys code of conduct
- KU6.** organization pricing, discount policy
- KU7.** organization policy on documentation, reporting, etc
- KU8.** sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU9.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU10.** how to greet the customers and engage them
- KU11.** site layout and obstacles
- KU12.** different products / services offered by the hotel
- KU13.** type of rooms available, the facilities, tariff and other details
- KU14.** skills required for all the roles in the housekeeping department
- KU15.** how to evaluate whether a particular job applicant is suitable for a given role
- KU16.** appropriate pay that to be provided for a staff under a given role
- KU17.** how to orient the new employee to the organizations culture
- KU18.** necessary training that needs to be imparted to the new recruits so that job requirements are fulfilled
- KU19.** latest trends happening in housekeeping department globally
- KU20.** training facilities that needs to be provided to employees so that the organization maintains a competitive advantage
- KU21.** various requirements of employees and how to fulfil them
- KU22.** various tasks of the housekeeping department
- KU23.** effective allocation of tasks to employees so that no employee is under/over utilised
- KU24.** how to build and establish trust among the employees of the department
- KU25.** how to resolve employee conflicts in a fair way
- KU26.** impacts of employee conflicts
- KU27.** training employees on banquet service housekeeping
- KU28.** rules and regulations of the hotels (for guests)
- KU29.** significance of giving attention to details
- KU30.** what permits and checks are required for working on the premis

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 and prioritise work
- GS3.** complete appropriate documentation

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- GS4.** record details on inventory, employee, payroll, etc
- GS5.** listen to customer needs and queries without internal talk
- GS6.** communicate effectively with guests and respond to their queries
- GS7.** communicate with people in respectful form and manner in line with organizational protocol
- GS8.** decide on selection of candidate for job based on skills and competency
- GS9.** recognise the performance and reward them
- GS10.** plan improving skills through participation in on-the-job and other training programs
- GS11.** plan and allocate task to associates based on their competence
- GS12.** plan, organize and manage time to adhere to work timings and deliverables
- GS13.** manage distractions to be disciplined at work
- GS14.** develop a rapport with guests
- GS15.** listen carefully and interpret guests requirement
- GS16.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission
- GS17.** importance of being patient and courteous with all types of guests
- GS18.** being polite and courteous under all circumstances
- GS19.** seek to improve and modify own work practices
- GS20.** to assess the problems related to operation of various equipment
- GS21.** to estimate time taken for each housekeeping activity and allocate work accordingly
- GS22.** to estimate the performance of staff based on checks and inspections
- GS23.** calculate and estimate the optimum inventory level of materials to be stocked for smooth operation
- GS24.** calculate the cost of different expenses while preparing a budget
- GS25.** operate the computer and extract information
- GS26.** use hotel management software to maintain records and prepare report
- GS27.** use Internet to gather work related information
- GS28.** use the equipment judiciously to maintain the optimum cost of operations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Recruiting and training housekeeping employees</i>	7.5	14	-	-
PC1. identify the skills required for various roles in the housekeeping department	1.5	2	-	-
PC2. attract applications from qualified candidates for any vacant roles in the department	1	2.5	-	-
PC3. recruit and select job applicants based on the qualification	1	2.5	-	-
PC4. provide orientation to new employees for accustoming to the organization culture	1.5	2	-	-
PC5. provide adequate training facilities to the new recruits so that they are able to fulfill the work requirements	1.5	2	-	-
PC6. provide adequate upskilling training facilities to existing employees so that the organization keeps in pace with the evolving trends in housekeeping department	1	3	-	-
<i>Recognising the efforts of housekeeping staffs</i>	4	10.5	-	-
PC7. identify and allocate tasks of appropriate level to housekeeping staffs	1	3	-	-
PC8. ensure that the employees belonging to same role are assigned similar tasks	1	3	-	-
PC9. ensure fair pay of employees so that no employee is dissatisfied	1	2.5	-	-
PC10. recognize and reward employees who exceed the performance standards	1	2	-	-
<i>Resolving conflicts among employees and ensuring employee satisfaction</i>	4	10	-	-
PC11. address the grievances of employees	1	2.5	-	-
PC12. treat all employees in a fair and equal way	1	2.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. resolve conflicts among employees in a fair manner so that it doesnt affects the activities of the department	1	2.5	-	-
PC14. ensure that the employee morale is always high in the housekeeping department	1	2.5	-	-
NOS Total	15.5	34.5	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0225
NOS Name	Perform staffing and organizing of housekeeping department
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/09/2015

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THC/N0226: Control the activities of housekeeping department

Description

This OS unit is about controlling the activities of the housekeeping department including supervising staffs, conducting inspections, maintaining housekeeping equipment and addressing any guest grievances

Scope

This unit/task covers the following:

- Supervise housekeeping staffs
- Conduct inspections of all areas under housekeeping department
- Maintain all housekeeping equipment including laundry
- Address customer grievances

Elements and Performance Criteria

Supervising housekeeping staffs

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

- PC1.** ensure that employees are punctual
- PC2.** ensure that all employees clock the required number of work-hours everyday
- PC3.** follow the various activities performed by employees and ensure that they do it with expected standards
- PC4.** follow up with employees for uninformed absence from office
- PC5.** ensure that no employee is over burdened with work

Conducting inspections of all areas under housekeeping department

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

- PC6.** identify the areas that come under housekeeping department
- PC7.** estimate the quality and standards with which all activities in the department needs to be carried out
- PC8.** ensure that all the areas under housekeeping department are maintained in such a manner that guests are always satisfied
- PC9.** perform random inspection checks in rooms and public area and ensure they are well maintained
- PC10.** inspect rooms allocated for VIPs or regular customers before they check in

Maintaining all housekeeping equipment including laundry

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

- PC11.** ensure that all the housekeeping equipment are working properly
- PC12.** provide adequate training to all employees regarding handling of equipments
- PC13.** ensure that the equipments undergo routine service
- PC14.** ensure that faulty equipments are repaired on time
- PC15.** listen to the requirements of laundry manager and address them

Addressing customer grievances

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

- PC16.** listen to grievances of guests and address them
- PC17.** ensure that guests are always satisfied
- PC18.** escalate guest complaints beyond scope of managers role to executive housekeeper
- PC19.** receive feedback from guests and evaluate quality of service provided

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.** 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
- KU8.** work area
- KU9.** organization quality and hygiene standards policy
- KU10.** material movement, storage and material return policy
- KU11.** site layout and obstacles
- KU12.** different products / services offered by the hotel
- KU13.** How to arrive at work hours for employees in housekeeping department
- KU14.** identifying the degree of cleanliness with which the areas under housekeeping needs to be maintained
- KU15.** conducting inspections of housekeeping areas and parameters of checking cleanliness in the area
- KU16.** how often inspections needs to be conducted
- KU17.** how to correct the mistakes identified during inspections
- KU18.** how to operate housekeeping equipments
- KU19.** how often housekeeping equipment need to be serviced
- KU20.** maintenance cost of housekeeping equipment
- KU21.** latest equipment available in the market for housekeeping
- KU22.** equipment used in laundry department and their maintenance pattern
- KU23.** significance of giving attention to details
- KU24.** what permits and checks are required for working on the premises

Generic Skills (GS)

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

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- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** interpret and follow operational instructions and prioritise work
- GS3.** complete appropriate documentation
- GS4.** record details on inventory, employee, payroll, etc
- GS5.** listen without internal talk
- GS6.** communicate effectively with guests and respond to their queries
- GS7.** discuss with staff on any requirement
- GS8.** communicate with people in respectful form and manner in line with organizational protocol
- GS9.** decide and select housekeeping supplies and materials as per the requirements
- GS10.** decide on selection of candidate for job based on skills and competency
- GS11.** recognise the performance and reward them
- GS12.** plan improving skills through participation in on-the-job and other training programs
- GS13.** plan and allocate task to associates based on their competence
- GS14.** plan, organize and manage time to adhere to work timings and deliverables
- GS15.** manage distractions to be disciplined at wo
- GS16.** develop a rapport with guests
- GS17.** listen carefully and interpret guests requirement
- GS18.** significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission
- GS19.** importance of being patient and courteous with all types of guests
- GS20.** being polite and courteous under all circumstances
- GS21.** listen to employee issues and resolve them
- GS22.** seek to improve and modify own work practices
- GS23.** to assess the problems related to operation of various equipment
- GS24.** to estimate time taken for each housekeeping activity and allocate work accordingly
- GS25.** to estimate the performance of staff based on checks and inspections
- GS26.** calculate and estimate the optimum inventory level of materials to be stocked for smooth operation
- GS27.** calculate the cost of different expenses while preparing a budget
- GS28.** operate the computer and extract information
- GS29.** use hotel management software to maintain records and prepare report
- GS30.** use Internet to gather work related information
- GS31.** use the equipment judiciously to maintain the optimum cost of operations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervising housekeeping staffs</i>	5	7.5	-	-
PC1. ensure that employees are punctual	1	1.5	-	-
PC2. ensure that all employees clock the required number of work-hours everyday	1	1.5	-	-
PC3. follow the various activities performed by employees and ensure that they do it with expected standards	1	1.5	-	-
PC4. follow up with employees for uninformed absence from office	1	1.5	-	-
PC5. ensure that no employee is over burdened with work	1	1.5	-	-
<i>Conducting inspections of all areas under housekeeping department</i>	5	7.5	-	-
PC6. identify the areas that come under housekeeping department	1	1.5	-	-
PC7. estimate the quality and standards with which all activities in the department needs to be carried out	1	1.5	-	-
PC8. ensure that all the areas under housekeeping department are maintained in such a manner that guests are always satisfied	1	1.5	-	-
PC9. perform random inspection checks in rooms and public area and ensure they are well maintained	1	1.5	-	-
PC10. inspect rooms allocated for VIPs or regular customers before they check in	1	1.5	-	-
<i>Maintaining all housekeeping equipment including laundry</i>	5	7.5	-	-
PC11. ensure that all the housekeeping equipment are working properly	1	1.5	-	-
PC12. provide adequate training to all employees regarding handling of equipments	1	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that the equipments undergo routine service	1	1.5	-	-
PC14. ensure that faulty equipments are repaired on time	1	1.5	-	-
PC15. listen to the requirements of laundry manager and address them	1	1.5	-	-
<i>Addressing customer grievances</i>	5	6	-	-
PC16. listen to grievances of guests and address them	1.5	1.5	-	-
PC17. ensure that guests are always satisfied	1.5	1.5	-	-
PC18. escalate guest complaints beyond scope of managers role to executive housekeeper	1	1.5	-	-
PC19. receive feedback from guests and evaluate quality of service provided	1	1.5	-	-
NOS Total	20	28.5	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0226
NOS Name	Control the activities of housekeeping department
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	02/09/2015
Next Review Date	31/03/2022
NSQC Clearance Date	28/09/2015

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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

Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

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	-	-

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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 companys 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 relatetd and other grievance
- PC4.** inform about methods adopted to ensure safety andpersonal and baggage security of women, e.g., CCTV cameras, security guards, womens 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	-	-

Qualification Pack

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	-	-

Qualification Pack

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	-	-

Qualification Pack

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

Qualification Pack

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	-	-

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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	-	-

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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

Qualification Pack

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

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/N0224.Plan effectively the activities of housekeeping department	20	30	-	-	50	10
THC/N0225.Perform staffing and organizing of housekeeping department	15.5	34.5	-	-	50	10
THC/N0226.Control the activities of housekeeping department	20	28.5	-	-	48.5	10
THC/N9901.Communicate with customer and colleagues	18.5	31	-	-	49.5	10
THC/N9902.Maintain customer-centric service orientation	10	40	-	-	50	10
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	10
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
Total	171	327	-	-	498	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.

Qualification Pack

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



HouseKeeping Manager

QP Code: THC/Q0207

Version: 2.0

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/Q0207: HouseKeeping Manager

Brief Job Description

The individual at work manages the operations of the housekeeping department, human resource, inventory, and control costs as per organizational standards.

Personal Attributes

The job requires the individual to have strong communication, interpersonal, leadership, and team management skills with an eye to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0224: Manage staff and operations of the housekeeping department](#)
2. [THC/N0225: Manage inventory, and control costs](#)
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	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5121.10

Qualification Pack

Minimum Educational Qualification & Experience	Graduate with 3 Years of experience as a Housekeeping Supervisor OR Certificate-NSQF (level - 5 Housekeeping Supervisor) with 2 Years of experience as a Housekeeping Supervisor
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	25 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/04917
NQR Version	1.0

Qualification Pack

THC/N0224: Manage staff and operations of the housekeeping department

Description

This OS unit is about managing the housekeeping staff and implementing operational standards of housekeeping, and coordinate repairs and maintenance of the housekeeping department.

Scope

The scope covers the following :

- Manage the housekeeping staff
- Implement operational standards for housekeeping department
- Manage housekeeping operations

Elements and Performance Criteria

Manage the housekeeping staff

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

- PC1.** assess and inform the HR department about the staffing needs in the housekeeping department
- PC2.** assist the HR in selection the housekeeping staff
- PC3.** conduct orientation for the new staff and regular training programs on cleaning and maintenance tasks for the existing staff
- PC4.** monitor the performance of the housekeeping staff on a daily basis as per standards and provide feedback, if required
- PC5.** schedule the shifts, draw up the Rota for the staff and arrange for replacements in cases of absence
- PC6.** conduct regular staff meetings for effective communication with staff
- PC7.** administer performance appraisal of the housekeeping staff and recommend personnel actions, such as promotions, transfers, and dismissals
- PC8.** resolve conflicts among employees, if any
- PC9.** address the grievances of the staff members

Implement operational standards for housekeeping department

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

- PC10.** assist the Executive Housekeeper in developing standard procedures for housekeeping activities
- PC11.** implement appropriate tracking system to ensure compliance to standards
- PC12.** ensure energy management, sustainability and green practices in the housekeeping department
- PC13.** assist in developing, delegating and monitoring departmental goals, objectives and programs
- PC14.** implement effective key control system to ensure the security of all housekeeping keys
- PC15.** ensure all security procedures laid down by the organization are appropriately implemented

Qualification Pack

Manage housekeeping operations

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

- PC16.** manage in-house services such as laundries, maintenance and repair, dry cleaning, cleaning, etc.
- PC17.** instruct staff in work policies and procedures, and the use and maintenance of equipment's
- PC18.** make sure high standards of cleanliness are maintained throughout the hotel, with the supervision and inspection of all guest rooms and areas
- PC19.** ensure that the room is stocked with in-room amenities
- PC20.** ensure the correct usage of cleaning agents on all surfaces
- PC21.** monitor usage of housekeeping equipment to ensure safe and effective use and proper functioning
- PC22.** make sure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures
- PC23.** ensure effective guest service is delivered consistently
- PC24.** make sure that all the housekeeping activities are carried out professionally as per organizational service standards
- PC25.** ensure all documentation is complete for hotel audit procedures
- PC26.** check for faults or damages and arrange for the repairs and routine maintenance work of the facility as well as housekeeping tools and equipment
- PC27.** coordinate repairs and maintenance issues with Engineering Department/Vendor
- PC28.** ensure lost property is recorded, reported and processed according to organizational procedures
- PC29.** maintain required records of work hours, budgets, payrolls, and other relevant information for housekeeping operations
- PC30.** co-ordinate with Maintenance & Front office for the blocking & release of OOO rooms
- PC31.** submit requests for repair and periodic maintenance of cleaning equipment to the Executive Housekeeper

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** method to analyze and forecast staffing levels
- KU2.** procedure of recruiting the housekeeping staff
- KU3.** how to conduct orientation and training for the staff
- KU4.** performance parameters of the housekeeping staff
- KU5.** method to schedule the shift and prepare the Rota
- KU6.** performance appraisal methods
- KU7.** effective ways to provide constructive feedback
- KU8.** conflict management
- KU9.** procedure to handle staff grievances
- KU10.** team management
- KU11.** SOPs for housekeeping

Qualification Pack

- KU12.** procedure to develop operational standards and procedures for the housekeeping department
- KU13.** ways to implement operational plans, procedures and systems
- KU14.** concept of energy management, sustainability and greening
- KU15.** procedure to schedule periodic housekeeping tasks
- KU16.** types of services provided by the housekeeping department
- KU17.** procedure to manage quality of housekeeping operations
- KU18.** methods to inspect cleanliness and other aspects of housekeeping procedure to inspect the facility and equipment for any damage
- KU19.** SOP to coordinate with Engineering department or Vendor for repairs and maintenance issues
- KU20.** SOP to submit requests for repair and periodic maintenance

Generic Skills (GS)

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

- GS1.** read the organization's policies, SOPs, etc.
- GS2.** write standard procedures and implementation plans
- GS3.** communicate effectively with co-workers and superiors
- GS4.** plan and prioritize tasks to ensure smooth functioning of the organization
- GS5.** identify immediate solutions to resolve delays

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the housekeeping staff</i>	15	15	-	5
PC1. assess and inform the HR department about the staffing needs in the housekeeping department	-	-	-	-
PC2. assist the HR in selection the housekeeping staff	-	-	-	-
PC3. conduct orientation for the new staff and regular training programs on cleaning and maintenance tasks for the existing staff	-	-	-	-
PC4. monitor the performance of the housekeeping staff on a daily basis as per standards and provide feedback, if required	-	-	-	-
PC5. schedule the shifts, draw up the Rota for the staff and arrange for replacements in cases of absence	-	-	-	-
PC6. conduct regular staff meetings for effective communication with staff	-	-	-	-
PC7. administer performance appraisal of the housekeeping staff and recommend personnel actions, such as promotions, transfers, and dismissals	-	-	-	-
PC8. resolve conflicts among employees, if any	-	-	-	-
PC9. address the grievances of the staff members	-	-	-	-
<i>Implement operational standards for housekeeping department</i>	10	10	-	5
PC10. assist the Executive Housekeeper in developing standard procedures for housekeeping activities	-	-	-	-
PC11. implement appropriate tracking system to ensure compliance to standards	-	-	-	-
PC12. ensure energy management, sustainability and green practices in the housekeeping department	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. assist in developing, delegating and monitoring departmental goals, objectives and programs	-	-	-	-
PC14. implement effective key control system to ensure the security of all housekeeping keys	-	-	-	-
PC15. ensure all security procedures laid down by the organization are appropriately implemented	-	-	-	-
<i>Manage housekeeping operations</i>	15	20	-	5
PC16. manage in-house services such as laundries, maintenance and repair, dry cleaning, cleaning, etc.	-	-	-	-
PC17. instruct staff in work policies and procedures, and the use and maintenance of equipment's	-	-	-	-
PC18. make sure high standards of cleanliness are maintained throughout the hotel, with the supervision and inspection of all guest rooms and areas	-	-	-	-
PC19. ensure that the room is stocked with in-room amenities	-	-	-	-
PC20. ensure the correct usage of cleaning agents on all surfaces	-	-	-	-
PC21. monitor usage of housekeeping equipment to ensure safe and effective use and proper functioning	-	-	-	-
PC22. make sure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures	-	-	-	-
PC23. ensure effective guest service is delivered consistently	-	-	-	-
PC24. make sure that all the housekeeping activities are carried out professionally as per organizational service standards	-	-	-	-
PC25. ensure all documentation is complete for hotel audit procedures	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. check for faults or damages and arrange for the repairs and routine maintenance work of the facility as well as housekeeping tools and equipment	-	-	-	-
PC27. coordinate repairs and maintenance issues with Engineering Department/Vendor	-	-	-	-
PC28. ensure lost property is recorded, reported and processed according to organizational procedures	-	-	-	-
PC29. maintain required records of work hours, budgets, payrolls, and other relevant information for housekeeping operations	-	-	-	-
PC30. co-ordinate with Maintenance & Front office for the blocking & release of OOO rooms	-	-	-	-
PC31. submit requests for repair and periodic maintenance of cleaning equipment to the Executive Housekeeper	-	-	-	-
NOS Total	40	45	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0224
NOS Name	Manage staff and operations of the housekeeping department
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

THC/N0225: Manage inventory, and control costs

Description

This OS unit is about managing the inventory, and assisting in budget preparation and cost control for the housekeeping department.

Scope

The scope covers the following :

- Monitor inventory for the housekeeping department
- Assist in budget preparation and cost control

Elements and Performance Criteria

Monitor inventory for the housekeeping department

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

- PC1.** ensure efficient stores procedures in accordance with the business
- PC2.** make sure par stocks of guest supplies, cleaning supplies, linen and uniform are maintained at all times
- PC3.** forecast levels of stock required at different times to facilitate effective scheduling and ordering
- PC4.** perform stock taking as per the standards and order cleaning equipment, linen, room and cleaning supplies, as required
- PC5.** ensure effective stock rotation methods are followed
- PC6.** control stock room management across all areas such as linen, inventory and equipment and adhere to the budget
- PC7.** ensure stock register is properly maintained

Assist in budget preparation and cost control

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

- PC8.** assist the Executive Housekeeper in preparing the housekeeping budget and departmental financial targets
- PC9.** monitor the departmental budgeted and actual payroll costs and manage the same by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management
- PC10.** control departmental operating costs in line with forecasted business levels
- PC11.** track daily, monthly, and annual financials and budget preparations
- PC12.** assist Executive Housekeeper in controlling expenses of the housekeeping department
- PC13.** maintain a record of all the expense incurred by the department

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** SOP to order, stock and issue supplies
- KU2.** inventory management techniques
- KU3.** stock rotation methods
- KU4.** procedure to prepare requisition
- KU5.** stock taking procedures
- KU6.** par stock levels of housekeeping supplies
- KU7.** budget preparation methods
- KU8.** procedure to track and optimize departmental expense
- KU9.** effective cost control methods
- KU10.** methods to manage all operational costs
- KU11.** format of standard reports related to housekeeping

Generic Skills (GS)

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

- GS1.** read the organisation's policies, SOP, etc.
- GS2.** write reports related to housekeeping activities
- GS3.** communicate effectively with subordinates, co-workers and superiors
- GS4.** plan and prioritize tasks to ensure smooth functioning of the organisation
- GS5.** identify immediate solutions to resolve delays

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor inventory for the housekeeping department</i>	20	20	-	10
PC1. ensure efficient stores procedures in accordance with the business	-	-	-	-
PC2. make sure par stocks of guest supplies, cleaning supplies, linen and uniform are maintained at all times	-	-	-	-
PC3. forecast levels of stock required at different times to facilitate effective scheduling and ordering	-	-	-	-
PC4. perform stock taking as per the standards and order cleaning equipment, linen, room and cleaning supplies, as required	-	-	-	-
PC5. ensure effective stock rotation methods are followed	-	-	-	-
PC6. control stock room management across all areas such as linen, inventory and equipment and adhere to the budget	-	-	-	-
PC7. ensure stock register is properly maintained	-	-	-	-
<i>Assist in budget preparation and cost control</i>	20	20	-	10
PC8. assist the Executive Housekeeper in preparing the housekeeping budget and departmental financial targets	-	-	-	-
PC9. monitor the departmental budgeted and actual payroll costs and manage the same by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management	-	-	-	-
PC10. control departmental operating costs in line with forecasted business levels	-	-	-	-
PC11. track daily, monthly, and annual financials and budget preparations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. assist Executive Housekeeper in controlling expenses of the housekeeping department	-	-	-	-
PC13. maintain a record of all the expense incurred by the department	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0225
NOS Name	Manage inventory, and control costs
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Promote effective communication

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

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

Maintain professional etiquette

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

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

Ensure rendering of specific services as per the guests' requirements

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

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

Qualification Pack

- 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

Qualification Pack

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	-	-	-	-

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

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

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

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

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	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

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- 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

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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	-	-	-	-

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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).

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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.

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/N0224. Manage staff and operations of the housekeeping department	40	45	-	15	100	25
THC/N0225. Manage inventory, and control costs	40	40	-	20	100	25
THC/N9902. Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910. Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	15
THC/N9907. Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
Total	160	165	-	75	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
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization
OOO	Out of Order

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.