

## Qualification Pack



# Laundry Valet

QP Code: THC/Q0204

Version: 1.0

NSQF Level: 3

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/Q0204: Laundry Valet

#### Brief Job Description

The individual at work attends to laundry calls; collects clothes and other uniform, upholstery or fabric; launders them and delivers after completing the laundry process.

#### Personal Attributes

The job requires the individual to have: physical fitness, 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/N0219: Collect guests clothes for laundry](#)
2. [THC/N0220: Process and deliver the guest laundry](#)
3. [THC/N0221: Handle in house laundry requirement](#)
4. [THC/N0230: Attend to uniform room operations](#)
5. [THC/N9901: Communicate with customer and colleagues](#)
6. [THC/N9902: Maintain customer-centric service orientation](#)
7. [THC/N9903: Maintain standard of etiquette and hospitable conduct](#)
8. [THC/N9904: Follow gender and age sensitive service practices](#)
9. [THC/N9906: Maintain health and hygiene](#)
10. [THC/N9907: Maintain safety at workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping

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<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2004/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	5th Class
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	02/09/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Approval Date</b>	28/09/2015
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2015/TH/THC/01421
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0219: Collect guests clothes for laundry

#### Description

This OS unit is about attending to calls for laundry, collecting the clothes from the guests and coordinating with the laundry department for washing or dry cleaning or pressing or altering.

#### Scope

This unit/task covers the following:

- Prepare for work
- Handle laundry calls
- Collect clothes for laundry
- Take any special requests from guests

#### Elements and Performance Criteria

##### *Preparing for work*

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

- PC1.** sign in the attendance register
- PC2.** understand work requirement from laundry manager
- PC3.** ensure material availability for the work

##### *Handling laundry calls*

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

- PC4.** interact with guest and understand the laundry requirement
- PC5.** inform guest about laundry facility available, time taken for process, etc
- PC6.** make note of room number and guest details for collection

##### *Collecting clothes*

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

- PC7.** reach guest room a within specified timing as per standards
- PC8.** interact with guest and understand the laundry, dry cleaning and pressing requirement
- PC9.** make note of different type of garments given for washing process
- PC10.** count and verify the number of laundry items, its type, etc
- PC11.** prepare an acknowledge document mentioning the number of garments, type and billing details on collection of clothes
- PC12.** ensure all details are captured in the document including guest details, room number and expected delivery time

##### *Taking any special requests from guests*

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

- PC13.** Make note of any special request such as removal of stains, tailoring, alteration / button replacement, etc
- PC14.** inform guest about the possibility of addressing the requirement
- PC15.** inform about additional timing, charges for the requirement

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**PC16.** mention the additional details in the acknowledgement document and hand it to guests

### 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 work area
- KU8.** organization quality and hygiene standards policy
- KU9.** companys policy on laundry processing
- KU10.** company s laundry related pricing policy
- KU11.** companys laundry facility
- KU12.** material movement, storage and material return policy
- KU13.** site layout and obstacles
- KU14.** general laundry process / cycle
- KU15.** different types of laundry machines and its usage
- KU16.** different types of fabrics and its washing requirement
- KU17.** different types of clothes and its washing requirement
- KU18.** basic detergents used for washing
- KU19.** alterations possible in clothes
- KU20.** timing for laundry process based on clothes types
- KU21.** stains in fabric, their details on whether is it possible to remove stains
- KU22.** behavioural etiquette
- KU23.** documentation on collection of clothes from guests
- KU24.** personal grooming standards
- KU25.** levels of personal hygiene required at the workplace and why it is important to maintain them during work
- 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:

- GS1.** read and interpret instructions, procedures, information and signs relevant to care taking services

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- GS2.** interpret and follow operational instructions for caretaking services and prioritize work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc applicable to the job in English and/or local language
- GS4.** complete appropriate documentation on collection and delivery of guest laundry
- GS5.** communicate effectively with guests and respond to their queries
- GS6.** discuss with housekeeping supervisor on guest and room details
- GS7.** communicate with people in respectful form and manner in line with organizational protocol
- GS8.** decide on possibility of addressing laundry requirement such as stain removal, etc
- GS9.** decide on expected delivery time and quality
- GS10.** plan, prioritize and sequence maintenance and caretaking activities to be performed
- GS11.** manage time effectively and efficiently in a way all the scheduled and required activities are carried out
- GS12.** develop a rapport with guest
- GS13.** listen carefully and interpret guests requirement
- GS14.** suggest customer on possible solutions
- GS15.** significance of etiquette such as maintaining the appropriate physical distance during conversation with guest, not entering bedroom without permission
- GS16.** importance of being patient and courteous with all types of guests
- GS17.** being polite and courteous under all circumstances
- GS18.** analyze the problems and suggest better solutions
- GS19.** identify immediate or temporary solutions to resolve delay or other problems related to care taking
- GS20.** seek to improve and modify own work practices
- GS21.** to estimate time taken for laundry services
- GS22.** to assess effort required for laundry services
- GS23.** use systems for registering guest clothes details for laundry processing
- GS24.** prepare laundry bills using computer system

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing for work</i>	<b>2</b>	<b>4.5</b>	-	-
<b>PC1.</b> sign in the attendance register	1	1.5	-	-
<b>PC2.</b> understand work requirement from laundry manager	0.5	1.5	-	-
<b>PC3.</b> ensure material availability for the work	0.5	1.5	-	-
<i>Handling laundry calls</i>	<b>3</b>	<b>7.5</b>	-	-
<b>PC4.</b> interact with guest and understand the laundry requirement	1	2.5	-	-
<b>PC5.</b> inform guest about laundry facility available, time taken for process, etc	1	2.5	-	-
<b>PC6.</b> make note of room number and guest details for collection	1	2.5	-	-
<i>Collecting clothes</i>	<b>6</b>	<b>13.5</b>	-	-
<b>PC7.</b> reach guest room a within specified timing as per standards	1	2.5	-	-
<b>PC8.</b> interact with guest and understand the laundry, dry cleaning and pressing requirement	1	2.5	-	-
<b>PC9.</b> make note of different type of garments given for washing process	1	2	-	-
<b>PC10.</b> count and verify the number of laundry items, its type, etc	1	2.5	-	-
<b>PC11.</b> prepare an acknowledge document mentioning the number of garments, type and billing details on collection of clothes	1	2.5	-	-
<b>PC12.</b> ensure all details are captured in the document including guest details, room number and expected delivery time	1	1.5	-	-
<i>Taking any special requests from guests</i>	<b>4</b>	<b>9.5</b>	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> Make note of any special request such as removal of stains, tailoring, alteration / button replacement, etc	1	2.5	-	-
<b>PC14.</b> inform guest about the possibility of addressing the requirement	1	2	-	-
<b>PC15.</b> inform about additional timing, charges for the requirement	1	2.5	-	-
<b>PC16.</b> mention the additional details in the acknowledgement document and hand it to guests	1	2.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0219
<b>NOS Name</b>	Collect guests clothes for laundry
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/09/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

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### THC/N0220: Process and deliver the guest laundry

#### Description

This OS unit is about ensuring that the guest clothes are processed as per the requirement by the laundry department and delivering it to the guests.

#### Scope

This unit/task covers the following:

- Take guest clothes to laundry section
- Inform laundry supervisor about guest requirement
- Follow up with laundry operator
- Deliver the guest laundry

#### Elements and Performance Criteria

##### *Taking guest clothes to laundry section*

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

- PC1.** collect different guest laundry items and take it to laundry area
- PC2.** label or mark the garment before washing for identification
- PC3.** sort the garments as per washing / pressing / dry cleaning requirement
- PC4.** check for all pockets and ensure they are empty
- PC5.** return the valuables or belongings to the guest if found in the garment
- PC6.** take the garment to respective section such as machine washing, pressing as per the requirement

##### *Informing laundry supervisor about guest requirement*

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

- PC7.** inform laundry manager / supervisor about guest special requirement
- PC8.** make note of the requirement that can be done in house and should be given outside
- PC9.** arrange for special requirement on garment to be attended by coordinating with regular vendors
- PC10.** inform guests on change in delivery timing, bill, etc and receive their conformation on the same

##### *Following up with laundry operator*

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

- PC11.** overlook the process such as alteration, tailoring and ensure guest requirement is met
- PC12.** inform any special request from guest to the operators / pressman / tailor
- PC13.** receive guest garments after processing
- PC14.** check for finish and ensure it is fine for delivery
- PC15.** pack / fold the garment as per procedure and take them for delivery

##### *Delivering the guest laundry*

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

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- PC16.** check for guest availability for delivery of garments
- PC17.** hand the garments to the guest
- PC18.** inform guest about the dry cleaning / pressing completed
- PC19.** allow guest to count / check the garment and get confirmation on receipt
- PC20.** present the invoice and get guest signature
- PC21.** attend to any additional requirement from the guests

## 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 work area
- KU8.** organization quality and hygiene standards policy
- KU9.** companys policy on laundry processing
- KU10.** company s laundry related pricing policy
- KU11.** companys laundry facility
- KU12.** material movement, storage and material return policy
- KU13.** site layout and obstacles
- KU14.** general laundry process / cycle
- KU15.** different types of laundry machines and its usage
- KU16.** different types of fabrics and its washing requirement
- KU17.** different types of clothes and its washing requirement
- KU18.** Sorting of clothes based on type and washing requirement
- KU19.** basic detergents used for washing
- KU20.** alterations possible in clothes
- KU21.** timing for laundry process based on clothes types
- KU22.** stains in fabric, their details on whether is it possible to remove stains
- KU23.** packing / folding of different type of clothes
- KU24.** behavioural etiquette
- KU25.** documentation on delivery of clothes to guests
- KU26.** price and Billing details of laundry
- KU27.** personal grooming standards

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- KU28.** levels of personal hygiene required at the workplace and why it is important to maintain them during work
- KU29.** what permits and checks are required for working on the premises

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to care taking services
- GS2.** interpret and follow operational instructions for caretaking services and prioritize work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc applicable to the job in English and/or local language
- GS4.** complete appropriate documentation on collection and delivery of guest laundry
- GS5.** communicate effectively with guests and respond to their queries
- GS6.** discuss with housekeeping supervisor on guest and room details
- GS7.** communicate with people in respectful form and manner in line with organizational protocol
- GS8.** decide on possibility of addressing laundry requirement such as stain removal, etc
- GS9.** decide on expected delivery time and quality
- GS10.** plan, prioritize and sequence maintenance and caretaking activities to be performed
- GS11.** manage time effectively and efficiently in a way all the scheduled and required activities are carried out
- GS12.** develop a rapport with guest
- GS13.** listen carefully and interpret guests requirement
- GS14.** suggest customer on possible solutions
- GS15.** significance of etiquette such as maintaining the appropriate physical distance during conversation with guest, not entering bedroom without permission
- GS16.** importance of being patient and courteous with all types of guests
- GS17.** being polite and courteous under all circumstances
- GS18.** analyze the problems and suggest better solutions
- GS19.** identify immediate or temporary solutions to resolve delay or other problems related to care taking
- GS20.** seek to improve and modify own work practices
- GS21.** to estimate time taken for laundry services
- GS22.** to assess effort required for laundry services
- GS23.** use systems for registering guest clothes details for laundry processing
- GS24.** prepare laundry bills using computer system

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Taking guest clothes to laundry section</i>	<b>6</b>	<b>9</b>	-	-
<b>PC1.</b> collect different guest laundry items and take it to laundry area	1	1.5	-	-
<b>PC2.</b> label or mark the garment before washing for identification	1	1.5	-	-
<b>PC3.</b> sort the garments as per washing / pressing / dry cleaning requirement	1	1.5	-	-
<b>PC4.</b> check for all pockets and ensure they are empty	1	1.5	-	-
<b>PC5.</b> return the valuables or belongings to the guest if found in the garment	1	1.5	-	-
<b>PC6.</b> take the garment to respective section such as machine washing, pressing as per the requirement	1	1.5	-	-
<i>Informing laundry supervisor about guest requirement</i>	<b>4</b>	<b>6</b>	-	-
<b>PC7.</b> inform laundry manager / supervisor about guest special requirement	1	1.5	-	-
<b>PC8.</b> make note of the requirement that can be done in house and should be given outside	1	1.5	-	-
<b>PC9.</b> arrange for special requirement on garment to be attended by coordinating with regular vendors	1	1.5	-	-
<b>PC10.</b> inform guests on change in delivery timing, bill, etc and receive their conformation on the same	1	1.5	-	-
<i>Following up with laundry operator</i>	<b>4</b>	<b>7.5</b>	-	-
<b>PC11.</b> overlook the process such as alteration, tailoring and ensure guest requirement is met	0.5	1.5	-	-
<b>PC12.</b> inform any special request from guest to the operators / pressman / tailor	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> receive guest garments after processing	1	1.5	-	-
<b>PC14.</b> check for finish and ensure it is fine for delivery	1	1.5	-	-
<b>PC15.</b> pack / fold the garment as per procedure and take them for delivery	1	1.5	-	-
<i>Delivering the guest laundry</i>	<b>6</b>	<b>7.5</b>	-	-
<b>PC16.</b> check for guest availability for delivery of garments	1	1.5	-	-
<b>PC17.</b> hand the garments to the guest	1	1.5	-	-
<b>PC18.</b> inform guest about the dry cleaning / pressing completed	1	1	-	-
<b>PC19.</b> allow guest to count / check the garment and get confirmation on receipt	1	1	-	-
<b>PC20.</b> present the invoice and get guest signature	1	1	-	-
<b>PC21.</b> attend to any additional requirement from the guests	1	1.5	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0220
<b>NOS Name</b>	Process and deliver the guest laundry
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/09/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA



## Qualification Pack

### THC/N0221: Handle in house laundry requirement

#### Description

This OS unit is about coordinating with different departments within the hotel and fulfilling their laundry requirement. It includes collection, laundering and delivering linens, pillow cover, table cloth, napkin, etc and other fabric used in hotel premises.

#### Scope

This unit/task covers the following:

- Coordinate with departments for laundry requirement
- Collect fabric for laundry processing
- Follow up laundry process
- Deliver the laundry items after processing

#### Elements and Performance Criteria

##### *Coordinating with departments for laundry requirement*

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

- PC1.** attend laundry calls / coordinate with housekeeping, food & beverage for laundry requirements
- PC2.** coordinate periodically with different department supervisor on laundry requirement in the section

##### *Collecting fabric for laundry processing*

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

- PC3.** collect linens, bed sheets, etc from housekeeping department
- PC4.** collect table cloth, napkins, etc from food and beverage section
- PC5.** make note of any special requirement on dry cleaning, pressing, etc
- PC6.** return any valuables / items found in the cloth to the respective department supervisor

##### *Following up laundry process*

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

- PC7.** follow up with laundry supervisor, operators on laundry process
- PC8.** ensure all requirement such as stain removal, tailoring, alteration is met
- PC9.** inform the department supervisor on expected delivery of laundry items
- PC10.** fold / pack the laundry items as per requirement

##### *Delivering the laundry items after processing*

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

- PC11.** deliver the appropriate laundry items according to each department
- PC12.** get the confirmation on receipt of clothes
- PC13.** take note of additional / next laundry requirement and arrange for it
- PC14.** ensure all items are processed as per laundry requirement

## Qualification Pack

### 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 work area
- KU8.** organization quality and hygiene standards policy
- KU9.** companys policy on laundry processing
- KU10.** company s laundry related pricing policy
- KU11.** companys laundry facility
- KU12.** material movement, storage and material return policy
- KU13.** site layout and obstacles
- KU14.** general laundry process / cycle
- KU15.** different types of laundry machines and its usage
- KU16.** different types of fabrics and its washing requirement
- KU17.** different types of clothes and its washing requirement
- KU18.** period of laundry for each department
- KU19.** critical sections in hotel requiring laundry assistance
- KU20.** different types of uniforms and collecting it
- KU21.** sorting of clothes based on type and washing requirement
- KU22.** different fabrics in hotel such as linen, table cloth, napkins, etc
- KU23.** basic detergents used for washing
- KU24.** alterations possible in clothes
- KU25.** timing for laundry process based on clothes types
- KU26.** stains in fabric, their details on whether is it possible to remove stains
- KU27.** packing / folding of different type of clothes
- KU28.** behavioural etiquette
- KU29.** documentation on collection of fabric from different department
- KU30.** documentation on delivery of clothes to department incharge
- KU31.** personal grooming standards
- KU32.** levels of personal hygiene required at the workplace and why it is important to maintain them during work
- KU33.** what permits and checks are required for working on the premises

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to care taking services
- GS2.** interpret and follow operational instructions for caretaking services and prioritize work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc applicable to the job in English and/or local language
- GS4.** complete appropriate documentation on collection and delivery of guest laundry
- GS5.** communicate effectively with guests and respond to their queries
- GS6.** discuss with housekeeping supervisor on guest and room details
- GS7.** communicate with people in respectful form and manner in line with organizational protocol
- GS8.** decide on possibility of addressing laundry requirement such as stain removal, etc
- GS9.** decide on expected delivery time and quality
- GS10.** plan, prioritize and sequence maintenance and caretaking activities to be performed
- GS11.** manage time effectively and efficiently in a way all the scheduled and required activities are carried out
- GS12.** develop a rapport with guest
- GS13.** listen carefully and interpret guests requirement
- GS14.** suggest customer on possible solutions
- GS15.** significance of etiquette such as maintaining the appropriate physical distance during conversation with guest, not entering bedroom without permission
- GS16.** importance of being patient and courteous with all types of guests
- GS17.** being polite and courteous under all circumstances
- GS18.** analyze the problems and suggest better solutions
- GS19.** identify immediate or temporary solutions to resolve delay or other problems related to care taking
- GS20.** seek to improve and modify own work practices
- GS21.** to estimate time taken for laundry services
- GS22.** to assess effort required for laundry services
- GS23.** use systems for registering guest clothes details for laundry processing
- GS24.** prepare laundry bills using computer system

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinating with departments for laundry requirement</i>	<b>3</b>	<b>4</b>	-	-
<b>PC1.</b> attend laundry calls / coordinate with housekeeping, food & beverage for laundry requirements	1.5	1.5	-	-
<b>PC2.</b> coordinate periodically with different department supervisor on laundry requirement in the section	1.5	2.5	-	-
<i>Collecting fabric for laundry processing</i>	<b>6</b>	<b>9</b>	-	-
<b>PC3.</b> collect linens, bed sheets, etc from housekeeping department	1.5	2.5	-	-
<b>PC4.</b> collect table cloth, napkins, etc from food and beverage section	1.5	2.5	-	-
<b>PC5.</b> make note of any special requirement on dry cleaning, pressing, etc	1.5	2.5	-	-
<b>PC6.</b> return any valuables / items found in the cloth to the respective department supervisor	1.5	1.5	-	-
<i>Following up laundry process</i>	<b>6</b>	<b>8.5</b>	-	-
<b>PC7.</b> follow up with laundry supervisor, operators on laundry process	1.5	2.5	-	-
<b>PC8.</b> ensure all requirement such as stain removal, tailoring, alteration is met	1.5	2.5	-	-
<b>PC9.</b> inform the department supervisor on expected delivery of laundry items	1.5	1.5	-	-
<b>PC10.</b> fold / pack the laundry items as per requirement	1.5	2	-	-
<i>Delivering the laundry items after processing</i>	<b>5</b>	<b>8.5</b>	-	-
<b>PC11.</b> deliver the appropriate laundry items according to each department	1	2.5	-	-
<b>PC12.</b> get the confirmation on receipt of clothes	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> take note of additional / next laundry requirement and arrange for it	1.5	2.5	-	-
<b>PC14.</b> ensure all items are processed as per laundry requirement	1.5	1.5	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0221
<b>NOS Name</b>	Handle in house laundry requirement
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/09/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

## Qualification Pack

### THC/N0230: Attend to uniform room operations

#### Description

This OS unit is about attending to laundry requirement of staff uniform in the premises. It includes supply and collection of uniform from staff, following up of laundry process and ensures all staff wears a neat uniform as per organization standards.

#### Scope

This unit/task covers the following:

- Sort and arrange staff uniform
- Coordinate with staff for supply and collection of uniform
- Follow up laundry process
- Arrange for special requirement in staff uniform

#### Elements and Performance Criteria

##### *Sorting and arranging staff uniform*

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

- PC1.** make note of different types of uniform as per colour, labels, type of dress etc
- PC2.** sort the uniform as per standards for easy identification
- PC3.** arrange the uniforms in the appropriate storage places
- PC4.** use hangers / accessories to store uniform as per requirement
- PC5.** ensure the storage area is free from dust, dirt, etc

##### *Coordinating with staff for supply and collection of uniform*

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

- PC6.** supply uniform to staff on arrival for days duty
- PC7.** ensure supply of right uniform as per size, department, etc
- PC8.** ensure no mixing up of staff uniform
- PC9.** collect uniform from the staff after days duty
- PC10.** check for damage of uniform and send for laundry requirement

##### *Following up laundry process*

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

- PC11.** follow up with laundry supervisor, operators on laundry process
- PC12.** ensure all requirement such as stain removal, etc is met
- PC13.** inform the department supervisor on expected delivery of laundry items
- PC14.** fold / pack the laundry items (uniform) as per requirement

##### *Arranging for special requirement in staff uniform*

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

- PC15.** make note of any requirement in the uniform such as stain removal, alteration, tailoring, steam pressing, etc from the staff

## Qualification Pack

- PC16.** inform appropriate individual (tailor, pressman, etc) to undertake special requirement
- PC17.** follow up and ensure all requirement are met
- PC18.** Inform laundry manager for replenishment of uniform after certain number of wash (as per standards) / due to damage in uniform
- PC19.** ensure all items are processed as per laundry requirement

## 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 work area
- KU8.** organization quality and hygiene standards policy
- KU9.** companys policy on laundry processing
- KU10.** company s laundry related pricing policy
- KU11.** companys laundry facility
- KU12.** material movement, storage and material return policy
- KU13.** site layout and obstacles
- KU14.** general laundry process / cycle
- KU15.** different types of laundry machines and its usage
- KU16.** different types of fabrics and its washing requirement
- KU17.** different types of clothes and its washing requirement
- KU18.** period of laundry for each department
- KU19.** critical sections in hotel requiring laundry assistance
- KU20.** different types of uniforms and collecting it
- KU21.** sorting of uniforms based on type and washing requirement
- KU22.** classification of uniform as per department type, designation, colour of the uniform
- KU23.** supplying and collecting procedure of uniform to staff
- KU24.** attending to special laundry requirement such as tailoring, alteration, stain removal, etc
- KU25.** stocking uniforms as per standards
- KU26.** standards on replenishment of uniform based on number of wash, damage of uniform, etc
- KU27.** behavioural etiquette
- KU28.** documentation on collection of fabric from different department
- KU29.** documentation on delivery of clothes to department incharge



## Qualification Pack

- KU30.** personal grooming standards
- KU31.** levels of personal hygiene required at the workplace and why it is important to maintain them during work
- KU32.** what permits and checks are required for working on the premises

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to care taking services
- GS2.** interpret and follow operational instructions for caretaking services and prioritize work
- GS3.** read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language
- GS4.** complete appropriate documentation on collection and delivery of guest laundry
- GS5.** communicate effectively with guests and respond to their queries
- GS6.** discuss with housekeeping supervisor on guest and room details
- GS7.** communicate with people in respectful form and manner in line with organizational protocol
- GS8.** decide on possibility of addressing laundry requirement such as stain removal, etc
- GS9.** decide on expected delivery time and quality
- GS10.** plan, prioritize and sequence maintenance and caretaking activities to be performed
- GS11.** manage time effectively and efficiently in a way all the scheduled and required activities are carried out
- GS12.** develop a rapport with guest
- GS13.** listen carefully and interpret guests requirement
- GS14.** suggest customer on possible solutions
- GS15.** significance of etiquette such as maintaining the appropriate physical distance during conversation with guest, not entering bedroom without permission
- GS16.** importance of being patient and courteous with all types of guests
- GS17.** being polite and courteous under all circumstances
- GS18.** analyze the problems and suggest better solutions
- GS19.** identify immediate or temporary solutions to resolve delay or other problems related to care taking
- GS20.** seek to improve and modify own work practices
- GS21.** to estimate time taken for laundry services
- GS22.** to assess effort required for laundry services
- GS23.** use systems for registering uniform details for laundry processing
- GS24.** prepare uniform stocking using computer system

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sorting and arranging staff uniform</i>	<b>5.5</b>	<b>7.5</b>	-	-
<b>PC1.</b> make note of different types of uniform as per colour, labels, type of dress etc	1	1.5	-	-
<b>PC2.</b> sort the uniform as per standards for easy identification	1	1.5	-	-
<b>PC3.</b> arrange the uniforms in the appropriate storage places	1	1.5	-	-
<b>PC4.</b> use hangers / accessories to store uniform as per requirement	1.5	1.5	-	-
<b>PC5.</b> ensure the storage area is free from dust, dirt, etc	1	1.5	-	-
<i>Coordinating with staff for supply and collection of uniform</i>	<b>5.5</b>	<b>7.5</b>	-	-
<b>PC6.</b> supply uniform to staff on arrival for days duty	1.5	1.5	-	-
<b>PC7.</b> ensure supply of right uniform as per size, department, etc	1	1.5	-	-
<b>PC8.</b> ensure no mixing up of staff uniform	1	1.5	-	-
<b>PC9.</b> collect uniform from the staff after days duty	1	1.5	-	-
<b>PC10.</b> check for damage of uniform and send for laundry requirement	1	1.5	-	-
<i>Following up laundry process</i>	<b>4</b>	<b>7</b>	-	-
<b>PC11.</b> follow up with laundry supervisor, operators on laundry process	1	2	-	-
<b>PC12.</b> ensure all requirement such as stain removal, etc is met	1	1.5	-	-
<b>PC13.</b> inform the department supervisor on expected delivery of laundry items	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> fold / pack the laundry items (uniform) as per requirement	1	1.5	-	-
<i>Arranging for special requirement in staff uniform</i>	<b>5</b>	<b>8</b>	-	-
<b>PC15.</b> make note of any requirement in the uniform such as stain removal, alteration, tailoring, steam pressing, etc from the staff	1	2	-	-
<b>PC16.</b> inform appropriate individual (tailor, pressman, etc) to undertake special requirement	1	1.5	-	-
<b>PC17.</b> follow up and ensure all requirement are met	1	1.5	-	-
<b>PC18.</b> Inform laundry manager for replenishment of uniform after certain number of wash (as per standards) / due to damage in uniform	1	1.5	-	-
<b>PC19.</b> ensure all items are processed as per laundry requirement	1	1.5	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0230
<b>NOS Name</b>	Attend to uniform room operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/09/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	NA

## Qualification Pack

### THC/N9901: Communicate with customer and colleagues

#### Description

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

#### Scope

This unit/task covers the following:

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

#### Elements and Performance Criteria

##### *Interacting with superior*

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

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

##### *Communicating with colleagues*

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

- PC8.** exhibit trust, support and respect to all the colleagues in the workplace
- PC9.** aim to achieve smooth workflow
- PC10.** help and assist colleagues with information and knowledge
- PC11.** seek assistance from the colleagues when required
- PC12.** identify the potential and existing conflicts with the colleagues and resolve
- PC13.** pass on essential information to other colleagues on timely basis
- PC14.** maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues
- PC15.** interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work
- PC16.** put team over individual goals and multi task or share work where necessary supporting the colleagues
- PC17.** highlight any errors of colleagues, help to rectify and ensure quality output
- PC18.** work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance

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



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> 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	-	-
<b>PC16.</b> put team over individual goals and multi task or share work where necessary supporting the colleagues	0.5	1	-	-
<b>PC17.</b> highlight any errors of colleagues, help to rectify and ensure quality output	0.5	1	-	-
<b>PC18.</b> 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>	<b>9.5</b>	<b>20</b>	-	-
<b>PC19.</b> ask more questions to the customers and identify their needs	0.5	0.5	-	-
<b>PC20.</b> possess strong knowledge on the product, services and market	0.5	-	-	-
<b>PC21.</b> brief the customers clearly	0.5	-	-	-
<b>PC22.</b> communicate with the customers in a polite, professional and friendly manner	0.5	1	-	-
<b>PC23.</b> build effective but impersonal relationship with the customers	0.5	1	-	-
<b>PC24.</b> ensure the appropriate language and tone are used to the customers	0.5	1	-	-
<b>PC25.</b> listen actively in a two way communication	0.5	1	-	-
<b>PC26.</b> be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc	0.5	1	-	-
<b>PC27.</b> understand the customer expectations correctly and provide the appropriate products and services	0.5	1	-	-
<b>PC28.</b> understand the customer dissatisfaction and address to their complaints effectively	0.5	1.5	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- 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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9902
<b>NOS Name</b>	Maintain customer-centric service orientation
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels, Facility Management, Restaurant, Cruise, Tours and Travels
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/09/2015
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	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	-	-
<b>PC1.</b> greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	-	0.5	-	-
<b>PC2.</b> welcome the customers with a smile	-	0.5	-	-
<b>PC3.</b> ensure to maintain eye contact	-	0.5	-	-
<b>PC4.</b> address the customers in a respectable manner	0.5	0.5	-	-
<b>PC5.</b> do not eat or chew while talking	-	0.5	-	-
<b>PC6.</b> use their names as many times as possible during the conversation	-	0.5	-	-
<b>PC7.</b> ensure not to be too loud while talking	-	0.5	-	-
<b>PC8.</b> maintain fair and high standards of practice	1	1.5	-	-
<b>PC9.</b> ensure to offer transparent prices	0.5	1.5	-	-
<b>PC10.</b> maintain proper books of accounts for payment due and received	0.5	1.5	-	-
<b>PC11.</b> answer the telephone quickly and respond back to mails faster	0.5	1.5	-	-
<b>PC12.</b> ensure not to argue with the customer	0.5	1.5	-	-
<b>PC13.</b> listen attentively and answer back politely	0.5	1.5	-	-
<b>PC14.</b> maintain personal integrity and ethical behaviour	1	1.5	-	-
<b>PC15.</b> dress professionally	0.5	1.5	-	-
<b>PC16.</b> deliver positive attitude to work	0.5	1.5	-	-
<b>PC17.</b> maintain well groomed personality	0.5	1.5	-	-

### Qualification Pack

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

### Qualification Pack

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	-	-
<b>NOS Total</b>	<b>14</b>	<b>36</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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



## Qualification Pack

### THC/N9904: Follow gender and age sensitive service practices

#### Description

This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times

#### Scope

This unit/task covers the following:

- Educate customer on specific facilities and services available for different categories of customers
- Provide gender and age specific services as per their unique and collective requirements
- Follow standard etiquette with women at workplace

#### Elements and Performance Criteria

##### *Educating customer on specific facilities and services available*

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

- PC1.** educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them
- PC2.** inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff
- PC3.** list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance
- PC4.** inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline
- PC5.** provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc
- PC6.** maintain compliant behavioral etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc
- PC7.** ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment
- PC8.** ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties

##### *Providing different age and gender specific customer service*

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

- PC9.** ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged
- PC10.** be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others
- PC11.** coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds

## Qualification Pack

- 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?

## Qualification Pack

**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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Educating customer on specific facilities and services available</i>	<b>6.5</b>	<b>7.5</b>	-	-
<b>PC1.</b> educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	1.5	-	-	-
<b>PC2.</b> inform about companys policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff	1.5	-	-	-
<b>PC3.</b> list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity relatetd and other grievance	1	-	-	-
<b>PC4.</b> 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	-	-
<b>PC5.</b> 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	-	-
<b>PC6.</b> 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	-	-
<b>PC7.</b> ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	0.5	1.5	-	-
<b>PC8.</b> 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>	<b>3.5</b>	<b>12.5</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> 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	-	-
<b>PC10.</b> 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	-	-
<b>PC11.</b> coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	0.5	2.5	-	-
<b>PC12.</b> provide entertainment programs and events suited for the children tourists	0.5	1.5	-	-
<b>PC13.</b> educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	0.5	1.5	-	-
<b>PC14.</b> arrange for transport and equipment as required by senior citizens	0.5	1.5	-	-
<b>PC15.</b> ensure availability of medical facilities and doctor	0.5	1.5	-	-
<i>Following standard etiquette with women at workplace</i>	<b>5</b>	<b>15</b>	-	-
<b>PC16.</b> treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	0.5	1.5	-	-
<b>PC17.</b> ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc	0.5	1.5	-	-
<b>PC18.</b> involve women in the decision making processes and management professions	0.5	1.5	-	-
<b>PC19.</b> avoid specific discrimination and give women their due respect	0.5	1.5	-	-
<b>PC20.</b> 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
<b>PC21.</b> 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	-	-
<b>PC22.</b> establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues	0.5	1.5	-	-
<b>PC23.</b> frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell	0.5	1.5	-	-
<b>PC24.</b> 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	-	-
<b>PC25.</b> ensure safety and security of women at all levels	0.5	1.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> ensure to clean the store areas with appropriate materials and procedures	0.5	1	-	-
<b>PC14.</b> 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>	<b>3</b>	<b>6.5</b>	-	-
<b>PC15.</b> 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	-	-
<b>PC16.</b> ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc	0.5	1	-	-
<b>PC17.</b> wash the cups, glasses or other cutlery clean before and after using them	0.5	1	-	-
<b>PC18.</b> 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	-	-
<b>PC19.</b> 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	-	-
<b>PC20.</b> ensure no cross contaminations of items such as linen, towels, utensils, etc	0.5	1	-	-
<i>Taking precautionary health measures</i>	<b>5.5</b>	<b>14</b>	-	-
<b>PC21.</b> report on personal health issues related to injury, food, air and infectious diseases	0.5	1	-	-
<b>PC22.</b> ensure not to go for work if unwell, to avoid the risk of being spread to other people	0.5	1	-	-
<b>PC23.</b> use a tissue, cover the mouth and turn away from people while sneezing or coughing	0.5	1.5	-	-
<b>PC24.</b> wash hands on using these tissues after coughing and sneezing and after using the wastes	0.5	1.5	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- 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



## Qualification Pack

- 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>	<b>3.5</b>	<b>5</b>	-	-
<b>PC1.</b> assess the various work hazards	1	-	-	-
<b>PC2.</b> take necessary steps to eliminate or minimize them	0.5	1	-	-
<b>PC3.</b> suggest methods to improve the existing safety procedures at the workplace	0.5	1	-	-
<b>PC4.</b> analyze the causes of accidents at the workplace	0.5	1	-	-
<b>PC5.</b> suggest measures to prevent such accidents from taking place	0.5	1	-	-
<b>PC6.</b> 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>	<b>8</b>	<b>21</b>	-	-
<b>PC7.</b> be aware of the locations of fire extinguishers, emergency exits, etc	0.5	1	-	-
<b>PC8.</b> practice correct emergency procedures	0.5	1	-	-
<b>PC9.</b> check and review the storage areas frequently	0.5	1	-	-
<b>PC10.</b> 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	-	-
<b>PC11.</b> ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc	0.5	1	-	-
<b>PC12.</b> store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch	0.5	1	-	-
<b>PC13.</b> ensure safe techniques while moving furniture and fixtures	0.5	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	0.5	1	-	-
<b>PC15.</b> read the manufacturers manual carefully before use of any equipment	0.5	1	-	-
<b>PC16.</b> unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	0.5	1.5	-	-
<b>PC17.</b> keep the floors free from water and grease to avoid slippery surface	0.5	1.5	-	-
<b>PC18.</b> ensure to use non slip liquids and waxes to polish and treat floors	0.5	1	-	-
<b>PC19.</b> use rubber mats to the places where floors are constantly wet	0.5	1.5	-	-
<b>PC20.</b> ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc	0.5	1.5	-	-
<b>PC21.</b> use flat surfaces, secure holding and protective wear while using such sharp tools	0.5	1.5	-	-
<b>PC22.</b> use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	0.5	1.5	-	-
<b>PC23.</b> practice personal safety when lifting, bending, or moving equipment and supplies	0.5	1.5	-	-
<i>Using safety tools or personal protective equipment</i>	<b>2</b>	<b>6</b>	-	-
<b>PC24.</b> ensure the workers have access to first aid kit when needed	-	1	-	-
<b>PC25.</b> ensure all equipment and tools are stored and maintained properly and safe to use	0.5	1	-	-
<b>PC26.</b> 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	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC27.</b> Ensure to display safety signs at places where necessary for people to be cautious	-	1	-	-
<b>PC28.</b> 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	-	-
<b>PC29.</b> 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>	<b>1.5</b>	<b>3</b>	-	-
<b>PC30.</b> document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken	0.5	1	-	-
<b>PC31.</b> comply with the established safety procedures of the workplace	0.5	0.5	-	-
<b>PC32.</b> report to the supervisor on any problems and hazards identified	-	0.5	-	-
<b>PC33.</b> ensure zero accident at workplace	-	0.5	-	-
<b>PC34.</b> adhere to safety standards and ensure no material damage	0.5	0.5	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### Minimum Aggregate Passing % at QP Level : 50

(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/N0219.Collect guests clothes for laundry	15	35	-	-	50	10
THC/N0220.Process and deliver the guest laundry	20	30	-	-	50	10
THC/N0221.Handle in house laundry requirement	20	30	-	-	50	10
THC/N0230.Attend to uniform room operations	20	30	-	-	50	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/N9906.Maintain health and hygiene	15.5	34.5	-	-	50	10
THC/N9907.Maintain safety at workplace	15	35	-	-	50	10
<b>Total</b>	<b>163</b>	<b>336.5</b>	<b>-</b>	<b>-</b>	<b>499.5</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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



## Qualification Pack

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

## Qualification Pack



# Laundry Associate

QP Code: THC/Q0204

Version: 2.0

NSQF Level: 4

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/Q0204: Laundry Associate

#### Brief Job Description

The individual at work collects in-house and guests' dirty laundry like clothes, bed linens, curtains, tablecloths, napkins, staff uniforms, etc. and washes, irons and delivers them.

#### Personal Attributes

The job requires the individual to be physically fit and have a service-oriented approach and attention to detail.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0219: Prepare for laundry duties](#)
2. [THC/N0221: Perform laundry operations](#)
3. [THC/N0222: Deliver laundered items](#)
4. [THC/N9901: Communicate effectively and maintain service standards](#)
5. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
6. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/ 9121.0200

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th and one year of experience)
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	18/02/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Approval Date</b>	24/06/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/TH/THSC/04304
<b>NQR Version</b>	1

## Qualification Pack

### THC/N0219: Prepare for laundry duties

#### Description

This OS unit is about preparing for laundry duties like attending to laundry calls, collecting the items from uniform room, linen chutes and guest rooms for washing cycle/dry cleaning.

#### Scope

The scope covers the following :

- Collect and sort guest laundry
- Collect and sort in-house linen
- Collect and sort uniform

#### Elements and Performance Criteria

##### *Collect and sort guest laundry*

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

- PC1.** attend to a guest request for laundry
- PC2.** enter the call in the guest message register
- PC3.** inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.
- PC4.** pick up the laundry bag and filled laundry form from the guest room
- PC5.** note any special request such as removal of stains, alteration or button replacement, etc.
- PC6.** inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement
- PC7.** check and verify the clothes against the list and transfer them to the linen room
- PC8.** sort the garments for pressing/dry-cleaning/washing and place them in the respective bins
- PC9.** put the items that can color-bleed in hand wash bin
- PC10.** send the express laundry and pressing items to the respective sections immediately
- PC11.** segregate all clothes color-wise and fabric wise for machine wash
- PC12.** check the clothes for any repair or stray items left in the pocket
- PC13.** report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets
- PC14.** mark or tag the clothes as per organizational standards
- PC15.** record the details in the prescribed format
- PC16.** submit all the details and forms to the Laundry Manager

##### *Collect and sort in-house linen*

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

- PC17.** collect soiled linen from housekeeping
- PC18.** sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles

## Qualification Pack

- PC19.** sort the linen further by its type like towels, bedsheets, etc.
- PC20.** monogram the new linen before washing so that it can easily be identified and controlled for pilferage
- PC21.** separate the linen that requires repair and send to the tailor
- PC22.** separate the condemned or discarded linen before washing and send it to the tailor room for further use
- PC23.** remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc.

### *Collect and sort uniform*

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

- PC24.** collect the soiled uniforms from the uniform department
- PC25.** count the uniform physically in front of the uniform attendant
- PC26.** enter all details in the uniform exchange register
- PC27.** sort uniform based on the nature of soiling or type of uniform like blazers, sarees, etc.
- PC28.** separate dark load from the light and white load

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** laundry workflow and departmental organization
- KU3.** types of in-house laundry items like bed linen, curtains, table cloths, etc.
- KU4.** different types of fabrics and their properties
- KU5.** standard guest and in-house laundry collection procedures
- KU6.** washing procedures for various fabrics
- KU7.** linen inspection and segregation process
- KU8.** sorting procedures for various items
- KU9.** standard tagging or marking process
- KU10.** various types of records to be maintained like laundry form, uniform, and linen registers, etc.

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** manage time effectively for prompt and improved guest services
- GS3.** fill up required forms
- GS4.** document all requirements and details
- GS5.** communicate effectively with co-workers and supervisors
- GS6.** coordinate with other departments for smooth functioning

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect and sort guest laundry</i>	<b>15</b>	<b>15</b>	-	<b>8</b>
<b>PC1.</b> attend to a guest request for laundry	-	-	-	-
<b>PC2.</b> enter the call in the guest message register	-	-	-	-
<b>PC3.</b> inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.	-	-	-	-
<b>PC4.</b> pick up the laundry bag and filled laundry form from the guest room	-	-	-	-
<b>PC5.</b> note any special request such as removal of stains, alteration or button replacement, etc.	-	-	-	-
<b>PC6.</b> inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement	-	-	-	-
<b>PC7.</b> check and verify the clothes against the list and transfer them to the linen room	-	-	-	-
<b>PC8.</b> sort the garments for pressing/dry-cleaning/washing and place them in the respective bins	-	-	-	-
<b>PC9.</b> put the items that can color-bleed in hand wash bin	-	-	-	-
<b>PC10.</b> send the express laundry and pressing items to the respective sections immediately	-	-	-	-
<b>PC11.</b> segregate all clothes color-wise and fabric wise for machine wash	-	-	-	-
<b>PC12.</b> check the clothes for any repair or stray items left in the pocket	-	-	-	-
<b>PC13.</b> report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets	-	-	-	-
<b>PC14.</b> mark or tag the clothes as per organizational standards	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> record the details in the prescribed format	-	-	-	-
<b>PC16.</b> submit all the details and forms to the Laundry Manager	-	-	-	-
<i>Collect and sort in-house linen</i>	<b>15</b>	<b>15</b>	-	<b>8</b>
<b>PC17.</b> collect soiled linen from housekeeping	-	-	-	-
<b>PC18.</b> sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles	-	-	-	-
<b>PC19.</b> sort the linen further by its type like towels, bedsheets, etc.	-	-	-	-
<b>PC20.</b> monogram the new linen before washing so that it can easily be identified and controlled for pilferage	-	-	-	-
<b>PC21.</b> separate the linen that requires repair and send to the tailor	-	-	-	-
<b>PC22.</b> separate the condemned or discarded linen before washing and send it to the tailor room for further use	-	-	-	-
<b>PC23.</b> remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc.	-	-	-	-
<i>Collect and sort uniform</i>	<b>10</b>	<b>10</b>	-	<b>4</b>
<b>PC24.</b> collect the soiled uniforms from the uniform department	-	-	-	-
<b>PC25.</b> count the uniform physically in front of the uniform attendant	-	-	-	-
<b>PC26.</b> enter all details in the uniform exchange register	-	-	-	-
<b>PC27.</b> sort uniform based on the nature of soiling or type of uniform like blazers, sarees, etc.	-	-	-	-
<b>PC28.</b> separate dark load from the light and white load	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0219
<b>NOS Name</b>	Prepare for laundry duties
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	18/02/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## Qualification Pack

### THC/N0221: Perform laundry operations

#### Description

This OS unit is about laundering all guest items and in-house linen and uniforms using appropriate methods.

#### Scope

The scope covers the following :

- Remove the stains through spotting
- Hand wash the garments
- Perform machine washing and drying
- Dry clean the garments
- Iron the garments
- Perform additional laundry services

#### Elements and Performance Criteria

##### *Remove the stains through spotting*

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

- PC1.** identify the type of stain
- PC2.** clean the table and the steam gun nozzle
- PC3.** arrange the chemicals required for spotting
- PC4.** place stain right side up on the perforated plate
- PC5.** steam the stain using a spray gun and steam pedal
- PC6.** apply appropriate chemical on the stain
- PC7.** rub the stain and reapply steam
- PC8.** dry the fabric after the stain is removed

##### *Hand wash the garments*

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

- PC9.** prepare the required solution or cleaning agent
- PC10.** segregate the hand wash clothes into light and dark color
- PC11.** separate the items in which the color bleeds
- PC12.** soak each lot separately
- PC13.** rub lightly with hands or brush, as appropriate
- PC14.** rinse the washed clothes
- PC15.** dry the clothes by hanging them
- PC16.** send the linen or garments for processing to the steam or cotton press unit according to fabric

##### *Perform machine washing and drying*

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

## Qualification Pack

- PC17.** load the machine as per its optimum capacity
- PC18.** measure required chemicals into the appropriate suspenders
- PC19.** set the program in the machine as per the fabric and wash load type
- PC20.** monitor the washer for correct water levels, water temperature, proper draining, and for any leakage, etc.
- PC21.** unload the machine at the end of the wash cycle
- PC22.** hang the items that require steam press for air drying
- PC23.** dry the other items in the dryer
- PC24.** monitor the dryer for correct load, right program settings, etc.
- PC25.** send the machine dried items to be pressed to the respective pressing units

### *Dry clean the garments*

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

- PC26.** place the small and delicate items in a net bag before loading in the machine
- PC27.** load the dry-cleaning machine as per capacity
- PC28.** measure and add required chemicals as per the fabric
- PC29.** operate the dry-cleaning machine as per specifications
- PC30.** send the items to respective pressing units after dry-cleaning

### *Iron the garments*

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

- PC31.** clean and feather brush the pressing unit
- PC32.** ensure there are no previous day's clothes on the shelf or rack
- PC33.** arrange sufficient number of hangers
- PC34.** fill up spray bottles with fresh water for dampening the clothes
- PC35.** iron the clothes manually or using the press unit, as applicable

### *Perform additional laundry services*

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

- PC36.** assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals
- PC37.** clean the laundry machines as per specifications
- PC38.** keep storage areas and carts well-stocked, clean, and tidy
- PC39.** track maintenance and repairs of laundering equipment as directed by the Laundry Manager
- PC40.** keep the facility clean at all times
- PC41.** report any technical problems in the machinery or deficit in the inventory to laundry Manager

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** laundry workflow and departmental organization
- KU3.** procedure to wash the clothes

## Qualification Pack

- KU4.** types and operating procedure of laundry machines
- KU5.** steps of laundering and washing mechanism
- KU6.** types of fabrics and washing requirements
- KU7.** types of stain and their removal procedures
- KU8.** types of detergents and cleaning agents used for washing
- KU9.** methods of sorting the fabrics
- KU10.** washing, drying and ironing procedures
- KU11.** stain identification techniques
- KU12.** dry cleaning process
- KU13.** types of care symbols on the garments
- KU14.** cleaning and maintenance procedures for different washing machines and dryers

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively with co-workers and supervisors
- GS3.** manage time effectively for prompt and improved services
- GS4.** coordinate with different departments for smooth workflow

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Remove the stains through spotting</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> identify the type of stain	-	-	-	-
<b>PC2.</b> clean the table and the steam gun nozzle	-	-	-	-
<b>PC3.</b> arrange the chemicals required for spotting	-	-	-	-
<b>PC4.</b> place stain right side up on the perforated plate	-	-	-	-
<b>PC5.</b> steam the stain using a spray gun and steam pedal	-	-	-	-
<b>PC6.</b> apply appropriate chemical on the stain	-	-	-	-
<b>PC7.</b> rub the stain and reapply steam	-	-	-	-
<b>PC8.</b> dry the fabric after the stain is removed	-	-	-	-
<i>Hand wash the garments</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC9.</b> prepare the required solution or cleaning agent	-	-	-	-
<b>PC10.</b> segregate the hand wash clothes into light and dark color	-	-	-	-
<b>PC11.</b> separate the items in which the color bleeds	-	-	-	-
<b>PC12.</b> soak each lot separately	-	-	-	-
<b>PC13.</b> rub lightly with hands or brush, as appropriate	-	-	-	-
<b>PC14.</b> rinse the washed clothes	-	-	-	-
<b>PC15.</b> dry the clothes by hanging them	-	-	-	-
<b>PC16.</b> send the linen or garments for processing to the steam or cotton press unit according to fabric	-	-	-	-
<i>Perform machine washing and drying</i>	<b>10</b>	<b>10</b>	-	<b>5</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC17.</b> load the machine as per its optimum capacity	-	-	-	-
<b>PC18.</b> measure required chemicals into the appropriate suspenders	-	-	-	-
<b>PC19.</b> set the program in the machine as per the fabric and wash load type	-	-	-	-
<b>PC20.</b> monitor the washer for correct water levels, water temperature, proper draining, and for any leakage, etc.	-	-	-	-
<b>PC21.</b> unload the machine at the end of the wash cycle	-	-	-	-
<b>PC22.</b> hang the items that require steam press for air drying	-	-	-	-
<b>PC23.</b> dry the other items in the dryer	-	-	-	-
<b>PC24.</b> monitor the dryer for correct load, right program settings, etc.	-	-	-	-
<b>PC25.</b> send the machine dried items to be pressed to the respective pressing units	-	-	-	-
<i>Dry clean the garments</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC26.</b> place the small and delicate items in a net bag before loading in the machine	-	-	-	-
<b>PC27.</b> load the dry-cleaning machine as per capacity	-	-	-	-
<b>PC28.</b> measure and add required chemicals as per the fabric	-	-	-	-
<b>PC29.</b> operate the dry-cleaning machine as per specifications	-	-	-	-
<b>PC30.</b> send the items to respective pressing units after dry-cleaning	-	-	-	-
<i>Iron the garments</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC31.</b> clean and feather brush the pressing unit	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC32.</b> ensure there are no previous day's clothes on the shelf or rack	-	-	-	-
<b>PC33.</b> arrange sufficient number of hangers	-	-	-	-
<b>PC34.</b> fill up spray bottles with fresh water for dampening the clothes	-	-	-	-
<b>PC35.</b> iron the clothes manually or using the press unit, as applicable	-	-	-	-
<i>Perform additional laundry services</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC36.</b> assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals	-	-	-	-
<b>PC37.</b> clean the laundry machines as per specifications	-	-	-	-
<b>PC38.</b> keep storage areas and carts well-stocked, clean, and tidy	-	-	-	-
<b>PC39.</b> track maintenance and repairs of laundering equipment as directed by the Laundry Manager	-	-	-	-
<b>PC40.</b> keep the facility clean at all times	-	-	-	-
<b>PC41.</b> report any technical problems in the machinery or deficit in the inventory to laundry Manager	-	-	-	-
<b>NOS Total</b>	<b>80</b>	<b>80</b>	-	<b>40</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0221
<b>NOS Name</b>	Perform laundry operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	18/02/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## Qualification Pack

### THC/N0222: Deliver laundered items

#### Description

This OS unit is about checking the guest and in-house laundered items for proper finishing and quality, and delivering them to appropriate places.

#### Scope

The scope covers the following :

- Check quality of laundered items
- Deliver guest laundry
- Deliver in-house laundry and uniform

#### Elements and Performance Criteria

##### *Check quality of laundered items*

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

- PC1.** check the garments for missing buttons, stains, zippers, tears, etc.
- PC2.** inspect the linen for wear and tear and stubborn stains
- PC3.** check for any discoloration of items
- PC4.** verify the quality of washing and dry cleaning for all items
- PC5.** check if all items are properly pressed and folded as per the standards

##### *Deliver guest laundry*

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

- PC6.** verify the items with the laundry slip
- PC7.** remove the tag from guest laundry
- PC8.** ensure guest requirements for all items are met
- PC9.** pack the garment in a proper laundry bag as per the procedure
- PC10.** deliver the guest items on time
- PC11.** make sure the right items are returned to their correct owners
- PC12.** request guest to count or check the items and confirm
- PC13.** present the invoice for guest signature, as per standards
- PC14.** submit the signed invoice to supervisor for further processing as per SOP

##### *Deliver in-house laundry and uniform*

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

- PC15.** fold the laundry items manually or using automatic folding and stacking machines, as applicable
- PC16.** transport the ready laundered linen to the designated area such as linen room
- PC17.** deliver the laundered uniform to the designated department
- PC18.** organize and store the stock at designated locations

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** inspection methods for quality of laundered items
- KU3.** ironing techniques for different items
- KU4.** packing and folding techniques of different type of laundry items
- KU5.** standard procedure to present the invoice to the guest
- KU6.** delivery procedures for laundered items

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively with co-workers
- GS3.** manage time effectively for prompt and improved services
- GS4.** document all requirements and details

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check quality of laundered items</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> check the garments for missing buttons, stains, zippers, tears, etc.	-	-	-	-
<b>PC2.</b> inspect the linen for wear and tear and stubborn stains	-	-	-	-
<b>PC3.</b> check for any discoloration of items	-	-	-	-
<b>PC4.</b> verify the quality of washing and dry cleaning for all items	-	-	-	-
<b>PC5.</b> check if all items are properly pressed and folded as per the standards	-	-	-	-
<i>Deliver guest laundry</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC6.</b> verify the items with the laundry slip	-	-	-	-
<b>PC7.</b> remove the tag from guest laundry	-	-	-	-
<b>PC8.</b> ensure guest requirements for all items are met	-	-	-	-
<b>PC9.</b> pack the garment in a proper laundry bag as per the procedure	-	-	-	-
<b>PC10.</b> deliver the guest items on time	-	-	-	-
<b>PC11.</b> make sure the right items are returned to their correct owners	-	-	-	-
<b>PC12.</b> request guest to count or check the items and confirm	-	-	-	-
<b>PC13.</b> present the invoice for guest signature, as per standards	-	-	-	-
<b>PC14.</b> submit the signed invoice to supervisor for further processing as per SOP	-	-	-	-
<i>Deliver in-house laundry and uniform</i>	<b>15</b>	<b>15</b>	-	<b>5</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> fold the laundry items manually or using automatic folding and stacking machines, as applicable	-	-	-	-
<b>PC16.</b> transport the ready laundered linen to the designated area such as linen room	-	-	-	-
<b>PC17.</b> deliver the laundered uniform to the designated department	-	-	-	-
<b>PC18.</b> organize and store the stock at designated locations	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0222
<b>NOS Name</b>	Deliver laundered items
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	18/02/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## Qualification Pack

### THC/N9901: Communicate effectively and maintain service standards

#### Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

#### Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

#### Elements and Performance Criteria

##### *Communicate effectively with guests, colleagues and superiors*

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.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

##### *Maintain professional etiquette*

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

##### *Provide specific services as per the guests' requirements*

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability



## Qualification Pack

**PC19.** follow gender and age sensitive service practices at all times

**PC20.** adhere to the company policies related to prevention of sexual harassment

### 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 hierarchy and reporting 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.** gender specific requirements of different types of guest

**KU10.** specific requirements of different age-groups of guests

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

**KU13.** organizational policy with regards to Persons with disability

### Generic Skills (GS)

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

**GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

**GS2.** interact with coworkers to work efficiently

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

**GS5.** improve work processes by incorporating guests' feedback

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> clarify guest's requirements by asking appropriate questions	-	-	-	-
<b>PC4.</b> address guest's dissatisfactions and complaints effectively	-	-	-	-
<b>PC5.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
<b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
<b>PC9.</b> pass on essential information to the colleagues timely	-	-	-	-
<b>PC10.</b> report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> report to work on time	-	-	-	-
<b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
<b>PC13.</b> follow the dress code as per organizational policy	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> maintain personal hygiene	-	-	-	-
<b>PC15.</b> respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
<b>PC17.</b> provide assistance to Persons with Disability, if required	-	-	-	-
<b>PC18.</b> follow the organisational policies specified for Persons with Disability	-	-	-	-
<b>PC19.</b> follow gender and age sensitive service practices at all times	-	-	-	-
<b>PC20.</b> adhere to the company policies related to prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9903: Maintain organisational confidentiality and respect guests' privacy

#### Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

##### *Respect guest's privacy*

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

#### Generic Skills (GS)

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

## Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>6</b>	-	<b>3</b>
<b>PC1.</b> ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
<b>PC2.</b> comply to organizational IPR policy at all times	-	-	-	-
<b>PC3.</b> report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
<b>PC4.</b> maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	<b>4</b>	<b>4</b>	-	<b>2</b>
<b>PC5.</b> protect personal and financial information of the guest	-	-	-	-
<b>PC6.</b> refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>5</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022



## Qualification Pack

### THC/N9906: Follow Health, Hygiene and Safety practices

#### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

#### Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

#### Elements and Performance Criteria

##### *Maintain personal and workplace hygiene*

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

##### *Take precautionary health measures*

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

##### *Follow standard safety procedure*

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

##### *Follow effective waste management*

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** 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.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC3.</b> clean the crockery and other articles as per established standards	-	-	-	-
<b>PC4.</b> sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
<b>PC5.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC6.</b> use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
<b>PC7.</b> dispose of the waste as per the prescribed standards	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	<b>5</b>	<b>5</b>	-	-
<b>PC9.</b> attend regular health check-ups organized by the management	-	-	-	-
<b>PC10.</b> report personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC11.</b> report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	<b>5</b>	<b>10</b>	-	<b>5</b>

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
<b>PC13.</b> follow first aid procedures appropriately	-	-	-	-
<b>PC14.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC16.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC17.</b> handle the waste as per SOP	-	-	-	-
<b>PC18.</b> recycle waste wherever applicable	-	-	-	-
<b>PC19.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>35</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 50% of % aggregate marks to successfully clear the assessment.

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

### Minimum Aggregate Passing % at QP Level : 50

(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/N0219.Prepare for laundry duties	40	40	-	20	100	20
THC/N0221.Perform laundry operations	80	80	-	40	200	20
THC/N0222.Deliver laundered items	40	40	-	30	100	20
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	15
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
<b>Total</b>	<b>235</b>	<b>245</b>	<b>-</b>	<b>130</b>	<b>600</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>HACCP</b>	Hazard Analysis and Critical Control Point
<b>PPE</b>	Personal Protective Equipment
<b>ISO</b>	International Organization for Standardization

## Qualification Pack

### Glossary

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



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