

Front Office Associate

QP Code: THC/Q0102

Version: 2.0

NSQF Level: 4

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place New Delhi 110001

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THC/Q0102: Front Office Associate

Brief Job Description

The individual at work performs front office functions such as registering the guest, allotting rooms, handling check-in/check-out, receiving payments, and offering services to ensure a memorable stay for guests.

Personal Attributes

The job requires the individual to be polite, well-groomed, committed, and service-oriented with great interpersonal skills and attention to details. The person should be able to work comfortably for long duration.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. THC/N0130: Perform front office activities
2. THC/N0107: Handle guest services during stay
3. THC/N9901: Communicate effectively and maintain service standards
4. THC/N9903: Maintain organisational confidentiality and respect guests' privacy
5. THC/N9906: Follow Health, Hygiene and Safety practices

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4224.0100

Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) OR 12th Class/I.T.I (one year after class 10th with one year of experience) OR Certificate-NSQF (Level- 3 Front Office Trainee)
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/06/2021
Next Review Date	24/06/2024
Deactivation Date	24/06/2024
NSQC Approval Date	24/06/2021
Version	2.0

THC/N0130: Perform front office activities

Description

This OS unit is about preparing for front office operations and undertaking daily front office duties like check-in/check-out, registration, allotting rooms, and attending to any other guest requirements.

Scope

The scope covers the following :

- Prepare for front office operations
- Complete the pre-arrival process
- Complete guest registration process
- Check reservation details, check-in and allot room to guest
- Complete guest check-out process
- Close shift for cashiering activities

Elements and Performance Criteria

Prepare for front office operations

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

PC1. identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.

PC2. interact with the supervisor/manager to understand service requirements and clarify doubts

PC3. report for duty on time

PC4. wear proper uniform as per the organizational policies

Complete the pre-arrival process

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

PC5. check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.

PC6. review the room assignment/allocation status, especially for VIPs, etc.

PC7. print Registration Card (for pre- registered guests)

PC8. prepare amenity vouchers

PC9. check that all special guest requests are taken care of

PC10. ensure all travel arrangements like pick-up, if any, are taken care of

PC11. arrange for special welcome arrangements as required

PC12. ensure all VIP/ group arrival requirements are arranged for accordingly

Complete guest registration process

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

PC13. greet and welcome the guest as per organizational policy

PC14. enquire the name of the guest to search for the reservation record

PC15. collect mandatory information from the guests

PC16. cross-check the identity document details of the guests against original

PC17. fill guest registration record, manually or in the property management system, and attach the counter signed true copies of valid ID documents

PC18. collect advance money from the guests if the reservation is not pre-paid

PC19. prepare advance receipt for advance payment

PC20. present the receipt to the guests as per organizational standards

PC21. update advance payment details in the PMS

Check reservation details and allot room to guest

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

PC22. cross-check the reservation details with the guest

PC23. check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g. pool view, suite, non-smoking, etc.)

PC24. check for availability of room as per guest's preference

PC25. inform walk-in guests about any non-availability of room and inform the next available date/time

PC26. inform guests of reservation of any non-availability of preferred room and provide alternate options

PC27. allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room

PC28. handle any special request from guest, e.g. wheelchair etc.

PC29. negotiate with the guest requesting ad hoc discounts, as per organizational guidelines

PC30. offer discount based on the seasonal occupancy and within the organization's stipulated limit

PC31. reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room

PC32. allot adjacent rooms, if available to the guests travelling in a group/families

PC33. ensure collection of advance money from the guests if the reservation is not pre-paid

PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)

PC35. upsell and cross- sell services to maximize revenue for the organization

PC36. update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)

PC37. ensure guest's satisfaction with room allocation as per their preference

PC38. handover room keys to bell attendant to escort guest to room

Complete guest check-out process

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

PC39. check for guest departure status or check-out request

PC40. inform all points of sale and other departments about the departure

PC41. check receipt of advance payment by the guest for final bill

PC42. prepare master bill/invoice with added credit transaction from different points of sale

PC43. present the master bill, along with supporting vouchers, to the departing guest for review

PC44. collect payment as per agreed tariff, applicable discount, applicable taxes and GST in the pre-determined mode of payment (cash/debit or credit card/forex card etc.) and as per company guidelines on accepting foreign currency

PC45. inform bell desk for carrying luggage out of guest room/lobby

PC46. communicate to housekeeping about guest departure

PC47. update front office records manually or in the PMS(Property Management System)

Close shift for cashiering activities

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

PC48. close the guest account on payment of dues

PC49. update all payment details manually or on the PMS, as applicable

PC50. maintain and update the logbook for the shift

PC51. carry out a daily account tally of cash at vault and reconcile transactions at close of business day/shift

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's policy on reporting and documentation

KU2. organizational code of conduct, business etiquette, and grooming standards

KU3. organizational SOPs and guidelines for front office

KU4. organization's pricing, discount policy, and approval matrix

KU5. types of service departments in the hotel like F&B, housekeeping, etc.

KU6. duties and responsibilities of front office personnel

KU7. list of items to be kept in Front Desk safety locker (e.g. license firearms/valuables) during check-in

KU8. front office service cycle and daily operations

KU9. organization's guest profile and classification of guests (business/leisure)

KU10. regulatory requirements for guest registration/check-in and check-outs

KU11. types of rooms available, the facilities, tariff, and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details

KU12. packages, incentives and loyalty program offered by the organization

KU13. guest registration process

KU14. acceptable identity / proof documents

KU15. types of reservation - tentative, waitlisted, confirmed

KU16. different modes of reservation - written/verbal/online

KU17. cancellation/no-show policies for guests

KU18. peak/lean season for occupancy status and flow of guests

KU19. hotel property management system for check-in, check-out, room availability, invoicing, etc.

KU20. foreign exchange policies and rates

KU21. usage of internet and e-mails

KU22. types of vouchers like Visitors Paid Outs (VPO's), petty cash, charge voucher, cash receipt voucher, etc.

KU23. digital payment methods

KU24. daily cash management process

KU25. types of ledger, like guest ledger, city ledger etc. and other cashiering reports/records

KU26. invoice processing procedure

KU27. up-selling and cross-selling techniques
KU28. cash chest/vault handling process

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 and cordially with guests and respond to their queries/requests
GS3. exhibit politeness and courteousness under all circumstances and situations
GS4. manage time effectively for prompt and improved guest services
GS5. resolve delay or other problems during registration/check-in or check-out of guests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for front office operations	**10**	**10**	**-**	**5**
PC1. identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.	-	-	-	-
PC2. interact with the supervisor/manager to understand service requirements and clarify doubts	-	-	-	-
PC3. report for duty on time	-	-	-	-
PC4. wear proper uniform as per the organizational policies	-	-	-	-
Complete the pre-arrival process	**10**	**10**	**-**	**5**
PC5. check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.	-	-	-	-
PC6. review the room assignment/allocation status, especially for VIPs, etc.	-	-	-	-
PC7. print Registration Card (for pre- registered guests)	-	-	-	-
PC8. prepare amenity vouchers	-	-	-	-
PC9. check that all special guest requests are taken care of	-	-	-	-
PC10. ensure all travel arrangements like pick-up, if any, are taken care of	-	-	-	-
PC11. arrange for special welcome arrangements as required	-	-	-	-
PC12. ensure all VIP/ group arrival requirements are arranged for accordingly	-	-	-	-
Complete guest registration process	**10**	**10**	**-**	**5**
PC13. greet and welcome the guest as per organizational policy	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. enquire the name of the guest to search for the reservation record	-	-	-	-
PC15. collect mandatory information from the guests	-	-	-	-
PC16. cross-check the identity document details of the guests against original	-	-	-	-
PC17. fill guest registration record, manually or in the property management system, and attach the counter signed true copies of valid ID documents	-	-	-	-
PC18. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC19. prepare advance receipt for advance payment	-	-	-	-
PC20. present the receipt to the guests as per organizational standards	-	-	-	-
PC21. update advance payment details in the PMS	-	-	-	-
Check reservation details and allot room to guest	**15**	**20**	**-**	**5**
PC22. cross-check the reservation details with the guest	-	-	-	-
PC23. check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g. pool view, suite, non-smoking, etc.)	-	-	-	-
PC24. check for availability of room as per guest's preference	-	-	-	-
PC25. inform walk-in guests about any non-availability of room and inform the next available date/time	-	-	-	-
PC26. inform guests of reservation of any non-availability of preferred room and provide alternate options	-	-	-	-
PC27. allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. handle any special request from guest, e.g. wheelchair etc.	-	-	-	-
PC29. negotiate with the guest requesting ad hoc discounts, as per organizational guidelines	-	-	-	-
PC30. offer discount based on the seasonal occupancy and within the organization's stipulated limit	-	-	-	-
PC31. reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room	-	-	-	-
PC32. allot adjacent rooms, if available to the guests travelling in a group/families	-	-	-	-
PC33. ensure collection of advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
PC35. upsell and cross- sell services to maximize revenue for the organization	-	-	-	-
PC36. update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)	-	-	-	-
PC37. ensure guest's satisfaction with room allocation as per their preference	-	-	-	-
PC38. handover room keys to bell attendant to escort guest to room	-	-	-	-
Complete guest check-out process	**10**	**10**	**-**	**5**
PC39. check for guest departure status or check-out request	-	-	-	-
PC40. inform all points of sale and other departments about the departure	-	-	-	-
PC41. check receipt of advance payment by the guest for final bill	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC42. prepare master bill/invoice with added credit transaction from different points of sale	-	-	-	-
PC43. present the master bill, along with supporting vouchers, to the departing guest for review	-	-	-	-
PC44. collect payment as per agreed tariff, applicable discount, applicable taxes and GST in the pre-determined mode of payment (cash/debit or credit card/forex card etc.) and as per company guidelines on accepting foreign currency	-	-	-	-
PC45. inform bell desk for carrying luggage out of guest room/lobby	-	-	-	-
PC46. communicate to housekeeping about guest departure	-	-	-	-
PC47. update front office records manually or in the PMS(Property Management System)	-	-	-	-
Close shift for cashiering activities	**5**	**5**	**-**	**-**
PC48. close the guest account on payment of dues	-	-	-	-
PC49. update all payment details manually or on the PMS, as applicable	-	-	-	-
PC50. maintain and update the logbook for the shift	-	-	-	-
PC51. carry out a daily account tally of cash at vault and reconcile transactions at close of business day/shift	-	-	-	-
NOS Total	**60**	**65**	**-**	**25**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0130
NOS Name	Perform front office activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/06/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

THC/N0107: Handle guest services during stay

Description

This OS unit is about handling guest services during the guest's stay that includes changing guest rooms as per request, attending to any guest requests/queries, delivering any received mails/messages/packages to the guest.

Scope

The scope covers the following :

- Respond to guest queries and requests
- Receive and deliver mails/messages/packages to guest

Elements and Performance Criteria

Respond to guest queries and requests

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

PC1. respond to guest queries/request on reservation/rooms/facilities, etc.

PC2. assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.

PC3. respond to clarification request on operating procedure of any equipment/controls inside the guest room

PC4. change the guest's room as per their preference or request, if possible

PC5. coordinate with bell desk to carry out room change procedure and luggage movement in presence of guest

Receive and deliver mails/messages/package to guest

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

PC6. screen packages/parcels for security check

PC7. deliver any received message/mail/package to the correct guest room on time

PC8. enter messages/mail/facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery

PC9. keep the deliverables safely at the front office/bell desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival and set an alert on the PMS

PC10. inform guest if there are any visitors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational code of conduct, business etiquette, and grooming standards

KU2. organizational service guidelines and policies

KU3. organizational policy on upgrades for guest rooms

KU4. customer complaints handling procedure and escalation matrix

KU5. hotel amenities and facilities

KU6. operating procedure of the room equipment/appliances
KU7. working of PMS (Property Management System)
KU8. details of local tourist spots, monuments, shopping areas, transportation, special tourism promotions, cultural events etc.
KU9. different cuisines offered in the restaurant
KU10. operational hours and details of different services in the hotel
KU11. accessible and restricted areas in the hotel premises
KU12. procedure for accepting and delivering guest mails/messages/packages

Generic Skills (GS)

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

GS1. read and interpret instructions, procedures, information and signs in the workplace
GS2. maintain documentation as per specified format
GS3. communicate effectively with guests and respond to their queries
GS4. plan, prioritize and sequence work operations as per job requirements

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Respond to guest queries and requests	**10**	**10**	**-**	**5**
PC1. respond to guest queries/request on reservation/rooms/facilities, etc.	-	-	-	-
PC2. assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.	-	-	-	-
PC3. respond to clarification request on operating procedure of any equipment/controls inside the guest room	-	-	-	-
PC4. change the guest's room as per their preference or request, if possible	-	-	-	-
PC5. coordinate with bell desk to carry out room change procedure and luggage movement in presence of guest	-	-	-	-
Receive and deliver mails/messages/package to guest	**10**	**10**	**-**	**5**
PC6. screen packages/parcels for security check	-	-	-	-
PC7. deliver any received message/mail/package to the correct guest room on time	-	-	-	-
PC8. enter messages/mail/facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery	-	-	-	-
PC9. keep the deliverables safely at the front office/bell desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival and set an alert on the PMS	-	-	-	-
PC10. inform guest if there are any visitors	-	-	-	-
NOS Total	**20**	**20**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0107
NOS Name	Handle guest services during stay
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	24/06/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively with guests, colleagues and superiors	**20**	**20**	**-**	**10**
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. 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	**10**	**10**	**-**	**5**
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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. respect privacy of others at the workplace	-	-	-	-
Provide specific services as per the guests' requirements	**10**	**10**	**-**	**5**
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	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

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:

GS1. read organisational policy documents, information displayed at the workplace, and comments recevied 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain organisational confidentiality	**6**	**6**	**-**	**3**
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	**4**	**4**	**-**	**2**
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	**10**	**10**	**-**	**5**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain personal and workplace hygiene	**10**	**10**	**-**	**5**
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	**5**	**5**	**-**	**-**
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	**5**	**10**	**-**	**5**
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
Follow effective waste management	**5**	**10**	**-**	**5**
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
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	-	-	-	-
NOS Total	**25**	**35**	**-**	**15**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0130.Perform front office activities	60	65	0	25	150	30
THC/N0107.Handle guest services during stay	20	20	0	10	50	30
THC/N9901.Communicate effectively and maintain service standards	40	40	0	20	100	20
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	0	15	75	15
Total	**155**	**170**	**-**	**75**	**400**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
VPOs	Visitors Paid Outs
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization

Glossary

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

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