Qualification Pack



Guest Service Associate (Housekeeping)

Electives: Carpet Cleaner/ Floor/Surface Polisher/ Cleaning Attendant

QP Code: THC/Q0202

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

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Qualification Pack

THC/Q0202: Guest Service Associate (Housekeeping)

Brief Job Description

The individual at work cleans the guest rooms and public areas. The individual may also clean the carpeted areas or polish various floors and surfaces.

Personal Attributes

The job requires the individual to have a service-oriented approach, attention to details, and courteous behavior. It also requires the person to be physically fit to carry out housekeeping activities for long hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. THC/N9901: Communicate effectively and maintain service standards
2. THC/N9903: Maintain organisational confidentiality and respect guests' privacy
3. THC/N9906: Follow Health, Hygiene and Safety practices
4. DGT/VSQ/N0102: Employability Skills (60 Hours)

Electives*(mandatory to select at least one):*

Elective 1: Carpet Cleaner

The individual at work is responsible for carrying out cleaning of various types of carpets and different carpeted areas

1. THC/N0240: Clean carpet and upholstery

Elective 2: Floor/Surface Polisher

The individual at work is responsible for carrying out polishing of different types of floors and other surfaces

1. THC/N0241: Polish the floors and surfaces

Elective 3: Cleaning Attendant

The individual at work is responsible for cleaning guest rooms and public areas like elevators, lobbies, washrooms etc.

Qualification Pack

1. THC/N0208: Perform cleaning activities in guest room & public areas

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	4
Credits	21
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5131.0202
Minimum Educational Qualification & Experience	11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass (2 years of relevant experience) OR Certificate-NSQF (Level 3 Housekeeping Trainee with 2 years of relevant experience (one who has the ability to read and write))
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years

Qualification Pack

Last Reviewed On	16/12/2020
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	2.0
Reference code on NQR	2022/TH/THSC/07096
NQR Version	1.0

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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
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	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

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	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

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**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	**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	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all
GS4. how to work in a virtual mode
GS5. perform calculations efficiently
GS6. solve problems effectively
GS7. pay attention to details
GS8. manage time efficiently
GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

THC/N0240: Clean carpet and upholstery

Description

This OS unit is about cleaning or shampooing the carpets and furniture upholstery.

Scope

The scope covers the following :

- Perform pre-cleaning activities
- Clean carpets
- Clean furniture upholstery
- Perform post-cleaning activities

Elements and Performance Criteria

Perform pre-cleaning activities

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

PC1. inspect the carpet or upholstery for stains and other marks that need to be cleaned

PC2. determine the method of cleaning to be performed like using soap and water, chemical treatment etc.

PC3. identify the appropriate chemical solution as per the requirement

PC4. collect supplies and cleaning equipment required for performing cleaning operation

PC5. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles

PC6. clean and sanitize all equipment before use

Clean carpets

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

PC7. remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned

PC8. power vacuum the carpeted area/carpet to remove dry soil

PC9. mix water and detergents/chemicals/soap in containers as per specifications

PC10. treat the carpet using appropriate solutions like stain remover, grit remover, odour remover etc.

PC11. leave the solution on the carpet for specified time to loosen the dirt as per SOP

PC12. brush/scrub the carpet (use scrubber machine, if required)

PC13. clean old, delicate rug by hand to avoid damage

PC14. rinse the carpet thoroughly without over wetting the carpet

PC15. perform spot cleaning for deep stains using stain removal treatment

PC16. use hot water extraction/rotary shampooing techniques if carpet is still not clean

PC17. dry the carpet using drying machines

Clean furniture upholstery

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

PC18. dry dust the furniture to clean the dirt

PC19. vacuum the upholstery to remove dust and lint

PC20. clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners

PC21. apply appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains

PC22. use steam vacuum to clean the upholstery

PC23. check for any stain or dirt and damage after cleaning the furniture/upholstery

PC24. perform another stain treatment on areas, if not completely cleaned during the initial steam vacuuming

Perform post - cleaning activities

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

PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness

PC26. crop the top of stained areas that cannot be cleaned, as per SOP

PC27. carry out minor repairs with a needle and thread to fix frayed edges

PC28. apply stain and moth repellent chemicals, if required

PC29. apply chemical agents or color seal to lock the color

PC30. rake the carpet or upholstery to restore its texture and appearance

PC31. apply protective solution and deodorizers

PC32. apply stain prevention solution to the furniture/upholstery

PC33. reset furniture once cleaning is complete

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant occupational health and safety requirements applicable in the workplace

KU2. organizational SOPs for carpet and upholstery cleaning

KU3. types of cleaning procedures required for carpet and upholstery

KU4. types and preparation of chemical solutions for carpet and upholstery cleaning

KU5. types and operating procedure of cleaning equipment required for carpet, furniture/upholstery cleaning, e.g., wet and dry vacuum cleaner, stain remover, jet cleaners, dryers etc.

KU6. techniques to remove different types of stains

KU7. methods to inspect carpet quality and cleanliness

KU8. purpose and usage of PPE

KU9. precautions to be taken while cleaning carpets and upholstery

KU10. basic maintenance procedure of cleaning tools and equipment

KU11. basic carpet and upholstery repairing techniques

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. prioritize work processes in order to complete them as per agreed schedule
GS3. improve and modify own work practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform pre-cleaning activities	**15**	**20**	**-**	**10**
PC1. inspect the carpet or upholstery for stains and other marks that need to be cleaned	-	-	-	-
PC2. determine the method of cleaning to be performed like using soap and water, chemical treatment etc.	-	-	-	-
PC3. identify the appropriate chemical solution as per the requirement	-	-	-	-
PC4. collect supplies and cleaning equipment required for performing cleaning operation	-	-	-	-
PC5. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
PC6. clean and sanitize all equipment before use	-	-	-	-
Clean carpets	**20**	**30**	**-**	**10**
PC7. remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned	-	-	-	-
PC8. power vacuum the carpeted area/carpet to remove dry soil	-	-	-	-
PC9. mix water and detergents/chemicals/soap in containers as per specifications	-	-	-	-
PC10. treat the carpet using appropriate solutions like stain remover, grit remover, odour remover etc.	-	-	-	-
PC11. leave the solution on the carpet for specified time to loosen the dirt as per SOP	-	-	-	-
PC12. brush/scrub the carpet (use scrubber machine, if required)	-	-	-	-
PC13. clean old, delicate rug by hand to avoid damage	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. rinse the carpet thoroughly without over wetting the carpet	-	-	-	-
PC15. perform spot cleaning for deep stains using stain removal treatment	-	-	-	-
PC16. use hot water extraction/rotary shampooing techniques if carpet is still not clean	-	-	-	-
PC17. dry the carpet using drying machines	-	-	-	-
Clean furniture upholstery	**15**	**15**	**-**	**10**
PC18. dry dust the furniture to clean the dirt	-	-	-	-
PC19. vacuum the upholstery to remove dust and lint	-	-	-	-
PC20. clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners	-	-	-	-
PC21. apply appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains	-	-	-	-
PC22. use steam vacuum to clean the upholstery	-	-	-	-
PC23. check for any stain or dirt and damage after cleaning the furniture/upholstery	-	-	-	-
PC24. perform another stain treatment on areas, if not completely cleaned during the initial steam vacuuming	-	-	-	-
Perform post - cleaning activities	**15**	**15**	**-**	**10**
PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness	-	-	-	-
PC26. crop the top of stained areas that cannot be cleaned, as per SOP	-	-	-	-
PC27. carry out minor repairs with a needle and thread to fix frayed edges	-	-	-	-
PC28. apply stain and moth repellent chemicals, if required	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. apply chemical agents or color seal to lock the color	-	-	-	-
PC30. rake the carpet or upholstery to restore its texture and appearance	-	-	-	-
PC31. apply protective solution and deodorizers	-	-	-	-
PC32. apply stain prevention solution to the furniture/upholstery	-	-	-	-
PC33. reset furniture once cleaning is complete	-	-	-	-
NOS Total	**65**	**80**	**-**	**40**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0240
NOS Name	Clean carpet and upholstery
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	16/12/2020
Next Review Date	19/07/2023
NSQC Clearance Date	21/01/2023

THC/N0241: Polish the floors and surfaces

Description

This OS unit is about inspecting surface to be polished and carrying out cleaning/polishing of various types of surfaces manually or using machines to remove stains, strip wax and sealant, sand, and buff the surface.

Scope

The scope covers the following :

- Perform pre-polishing activities
- Remove soft and stubborn stains
- Polish the surface manually
- Polish surface using machine

Elements and Performance Criteria

Perform pre-polishing activities

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

PC1. examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished

PC2. determine the type of surface, e.g. natural marble or cultured marble

PC3. assess the type of stain like simple or stubborn

PC4. determine the type of treatment required to polish the surface

PC5. arrange the required chemicals, tools and equipment for polishing

Remove soft and stubborn stains

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

PC6. ensure complete access to the area to be polished by removing all furniture and decorative items

PC7. protect walls and built-In furniture as per organizational SOP

PC8. place warning signs to prevent entry to the work area

PC9. remove any old, cracked, broken and damaged tile using hammer and chisel

PC10. clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit

PC11. clean the soft stains using appropriate method using water, mild soap, sponge etc.

PC12. scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP

PC13. prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth

PC14. apply the chemical solution suitable for the surface

PC15. cover the paste completely with plastic wrap with holes in it

PC16. tape the edges and leave it for drying

PC17. wipe and clean the chemical solution with a soft cloth

PC18. repeat the process if stain remains

Polish the surface manually

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

PC19. apply a thin layer of polish using clean soft cloth and allow it to dry

PC20. rinse the surface with warm water, or use soft cloth to clean the surface, as required

PC21. wipe the surface gently in a circular motion

PC22. spray sealant over the entire surface and leave it on for 15-30 minutes

PC23. dry the surface completely using a soft towel

PC24. repeat the sealer application process

Polish surface using machine

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

PC25. remove any residual wax or sealant from marble/granite

PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush

PC27. wipe with a clean mop/cloth when stripper begins to blister

PC28. repeat the wiping process till the bottom layer of wax or sealant is removed

PC29. attach the coarsest grit to the sanding machine

PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP

PC31. operate the sanding machine side-to-side with two to four passes

PC32. mop the surface after sanding

PC33. dry the surface using wet/dry vacuum cleaner

PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved

PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine

PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding

PC37. add a buffer pad to the sanding machine

PC38. spray polishing solution on the surface

PC39. buff the marble/granite surface with a rotary floor machine till it shines

PC40. mop the area to remove any dust/rubble

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant occupational health and safety requirements applicable in the work place

KU2. organizational SOPs for floor/surface polishing

KU3. types and operating procedure of cleaning equipment required for surface cleaning for marble/granite e.g. sanding machine, brush with nylon bristles

KU4. types of cleaning agents and chemicals used for cleaning

KU5. process of preparation of chemical solutions

KU6. methods to inspect surface quality

KU7. methods to check cleanliness of marble/granite surface post chemical treatment

KU8. types of surface - marble, granite, natural/cultured etc.

KU9. types of surface stains like simple, stubborn

KU10. techniques to treat/polish the surface and restore them

KU11. types and operating procedure of cleaning equipment/tools required for marble/granite treating and polishing like sanding machine, buffer pad, rotary machine, etc.

KU12. techniques to remove stains from marble/granite

Generic Skills (GS)

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

GS1. read and interpret instructions, procedures, information

GS2. prioritize work processes in order to complete the work as per agreed schedule

GS3. improve and modify own work practices

GS4. communicate effectively with customers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform pre-polishing activities	**20**	**30**	**-**	**10**
PC1. examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished	-	-	-	-
PC2. determine the type of surface, e.g. natural marble or cultured marble	-	-	-	-
PC3. assess the type of stain like simple or stubborn	-	-	-	-
PC4. determine the type of treatment required to polish the surface	-	-	-	-
PC5. arrange the required chemicals, tools and equipment for polishing	-	-	-	-
Remove soft and stubborn stains	**15**	**20**	**-**	**10**
PC6. ensure complete access to the area to be polished by removing all furniture and decorative items	-	-	-	-
PC7. protect walls and built-In furniture as per organizational SOP	-	-	-	-
PC8. place warning signs to prevent entry to the work area	-	-	-	-
PC9. remove any old, cracked, broken and damaged tile using hammer and chisel	-	-	-	-
PC10. clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit	-	-	-	-
PC11. clean the soft stains using appropriate method using water, mild soap, sponge etc.	-	-	-	-
PC12. scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth	-	-	-	-
PC14. apply the chemical solution suitable for the surface	-	-	-	-
PC15. cover the paste completely with plastic wrap with holes in it	-	-	-	-
PC16. tape the edges and leave it for drying	-	-	-	-
PC17. wipe and clean the chemical solution with a soft cloth	-	-	-	-
PC18. repeat the process if stain remains	-	-	-	-
Polish the surface manually	**20**	**20**	**-**	**10**
PC19. apply a thin layer of polish using clean soft cloth and allow it to dry	-	-	-	-
PC20. rinse the surface with warm water, or use soft cloth to clean the surface, as required	-	-	-	-
PC21. wipe the surface gently in a circular motion	-	-	-	-
PC22. spray sealant over the entire surface and leave it on for 15-30 minutes	-	-	-	-
PC23. dry the surface completely using a soft towel	-	-	-	-
PC24. repeat the sealer application process	-	-	-	-
Polish surface using machine	**25**	**25**	**-**	**10**
PC25. remove any residual wax or sealant from marble/granite	-	-	-	-
PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush	-	-	-	-
PC27. wipe with a clean mop/cloth when stripper begins to blister	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. repeat the wiping process till the bottom layer of wax or sealant is removed	-	-	-	-
PC29. attach the coarsest grit to the sanding machine	-	-	-	-
PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP	-	-	-	-
PC31. operate the sanding machine side-to-side with two to four passes	-	-	-	-
PC32. mop the surface after sanding	-	-	-	-
PC33. dry the surface using wet/dry vacuum cleaner	-	-	-	-
PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved	-	-	-	-
PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine	-	-	-	-
PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding	-	-	-	-
PC37. add a buffer pad to the sanding machine	-	-	-	-
PC38. spray polishing solution on the surface	-	-	-	-
PC39. buff the marble/granite surface with a rotary floor machine till it shines	-	-	-	-
PC40. mop the area to remove any dust/rubble	-	-	-	-
NOS Total	**80**	**95**	**-**	**40**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0241
NOS Name	Polish the floors and surfaces
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	16/12/2020
Next Review Date	19/07/2023
NSQC Clearance Date	21/01/2023

THC/N0208: Perform cleaning activities in guest room & public areas

Description

This OS unit is about preparing for cleaning duties, carrying out daily or periodic cleaning of guest rooms, including furniture, balcony/patio, guest bathroom, and change soiled linen. It is also about cleaning public areas like elevators, front office, dining areas, etc.

Scope

The scope covers the following :

- Prepare for cleaning activities
- Clean guest room
- Clean guest bathroom
- Clean elevators
- Clean lobby and Front Office area
- Clean dining area

Elements and Performance Criteria

Prepare for cleaning activities

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

PC1. collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor

PC2. collect the floor master key and sign the key control register

PC3. collect fresh linen as per occupancy status from the linen room

PC4. identify the appropriate cleaning agent as per the requirement

PC5. collect cleaning equipment required for performing cleaning operation

PC6. load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.

PC7. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles

PC8. sanitize all equipment and supplies

Clean guest room

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

PC9. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.

PC10. ensure proper ventilation in the room by drawing the curtains

PC11. check all the curtain hooks/rings and tracks while drawing the curtains

PC12. remove used cutlery, crockery and food trays, if any and inform room services to collect them

PC13. check functioning of all the electrical appliances

PC14. inform the supervisor for maintenance work of non-functional appliance, if required

PC15. empty the ashtrays and wastepaper basket into the trash bag on the cart

PC16. dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room

PC17. remove cobwebs or dust from the ceilings, if required

PC18. vacuum clean the upholstered items in the room

PC19. vacuum the carpet edge and floor

PC20. clean window frame and glass panes, if required

PC21. remove stains from furniture using appropriate cleaning agent

PC22. damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver

PC23. perform spot cleaning, if required

PC24. handle cleaning agents without spilling in the room to be cleaned

PC25. clear up any spillage as per the type of floor and the size and type of spillage

PC26. clean and polish the surface without causing any damage to the surfaces

PC27. re-arrange all the furniture and article after cleaning as per standard layout

PC28. spray room freshener to ensure room is free from unpleasant odour

PC29. ensure surfaces are dry and free of smears/dirt when work is finished

PC30. spray wash, scrub and clean the balcony railings

PC31. collect dirty linen in the floor cart/trolley

PC32. replace bed linen in rooms (both checked out and occupied rooms)

PC33. replenish guest supplies like snacks, tea/coffee bags etc.

PC34. verify if the heating, lighting and ventilation systems are set correctly after cleaning

PC35. collect and segregate waste according to organization's waste management policy

PC36. complete the documentation accurately

PC37. report damage to the supervisor, if any

Clean guest bathroom

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

PC38. empty the waste bins and place new bin liner

PC39. scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots

PC40. flush the WC and apply cleaning agent and leave it for a while

PC41. scrub and clean the WC using a toilet brush

PC42. damp dust the door and fixtures along with, the toilet roll holder, faucets etc.

PC43. clean and disinfect bath room phone

PC44. clean all the tiles, shower area, and vanity area using appropriate cleaning agent

PC45. wipe and clean the vanity mirror

PC46. clean bathroom walls using wet mop or sponge

PC47. wipe shower curtain, working from top towards the bottom, with a dry cloth or replace, if it is stained

PC48. replenish toiletries and other bathroom supplies if required

PC49. check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.

PC50. sweep and mop the bathroom floor using appropriate disinfectant

PC51. check bathroom doormat and replace, if required

PC52. report any damage spotted to the housekeeping control desk

PC53. leave the bathroom door open for air to circulate

Clean elevators

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

PC54. ensure that the elevator is taken off service mode

PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.

PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator

PC57. open and wipe the elevator doors

PC58. clean from top towards bottom while cleaning the elevator cabin

PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth

PC60. clean the mirrors and check the surface for streaks

PC61. wipe button with a damp duster

PC62. mop floor to eliminate stains

PC63. vacuum carpets using a high-power vacuum cleaner

PC64. report loose or ripped carpeting to the supervisor

PC65. keep the elevator door open till the floor and walls are completely dried

PC66. spray air freshener after cleaning

PC67. put the elevator back in service mode

Clean lobby and Front Office area

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

PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets

PC69. arrange the flowers, if required

PC70. water indoor plants as per the requirement

PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork

PC72. clean the glass surface and windows using glass-cleaner

PC73. damp-dust the doors, door handles, and knobs

PC74. suction clean the carpeted areas as per the requirement

PC75. remove any stain on the carpet or upholstery immediately

PC76. clean the lights and lighting fixtures

PC77. dust and wipe the railings, and furniture

PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution

PC79. sweep, mop or vacuum the floors, as required

PC80. spray room freshener at the end of cleaning

Clean dining area

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

PC81. open all the drapes/blinds for better lighting in the area

PC82. vacuum clean the carpet area
PC83. remove any food stains from the carpet, using appropriate cleaning agent
PC84. sweep and mop without leaving any food or spillage on the hard floor area
PC85. dust and wipe the furniture in the dining area
PC86. polish the furniture if required
PC87. clean wall hangings like paintings, pictures, etc. artworks, and corners
PC88. polish metal, glass, and wood items and surfaces, if required
PC89. wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical
PC90. report any repair or maintenance requirement to housekeeping control desk
PC91. report any lost and found items as per SOP
PC92. collect all dirty table linens and replace with fresh ones

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant occupational health and safety requirements applicable in the workplace
KU2. organization's policy on reporting and documentation
KU3. organizational SOP for housekeeping
KU4. importance and proper usage of PPE during cleaning operations
KU5. inspection methods of housekeeping assigned area
KU6. cleaning methods for different areas/surfaces
KU7. types and use of cleaning and mixing agents, required for cleaning different areas/surface
KU8. types and operating procedure of cleaning equipment
KU9. different boards/signages for cleaning areas
KU10. room layouts and furniture arrangements
KU11. types of rooms and guest supplies
KU12. checklist and standard working condition for all room equipment/appliances
KU13. waste management as per organizational SOP
KU14. importance of paying attention to details while attending to and cleaning a guest room
KU15. maintenance procedure of all housekeeping equipment
KU16. types of waste and their characteristics
KU17. working procedure of elevators

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. interpret operational instructions received from housekeeping supervisors
GS3. fill-in checklists, log sheets etc.
GS4. communicate effectively with guests and respond to their queries, if required

GS5. plan, prioritize and sequence work to increase efficiency

GS6. improve and modify own work practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for cleaning activities	**20**	**20**	**-**	**10**
PC1. collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor	-	-	-	-
PC2. collect the floor master key and sign the key control register	-	-	-	-
PC3. collect fresh linen as per occupancy status from the linen room	-	-	-	-
PC4. identify the appropriate cleaning agent as per the requirement	-	-	-	-
PC5. collect cleaning equipment required for performing cleaning operation	-	-	-	-
PC6. load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.	-	-	-	-
PC7. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
PC8. sanitize all equipment and supplies	-	-	-	-
Clean guest room	**20**	**25**	**-**	**15**
PC9. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC10. ensure proper ventilation in the room by drawing the curtains	-	-	-	-
PC11. check all the curtain hooks/rings and tracks while drawing the curtains	-	-	-	-
PC12. remove used cutlery, crockery and food trays, if any and inform room services to collect them	-	-	-	-
PC13. check functioning of all the electrical appliances	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. inform the supervisor for maintenance work of non-functional appliance, if required	-	-	-	-
PC15. empty the ashtrays and wastepaper basket into the trash bag on the cart	-	-	-	-
PC16. dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room	-	-	-	-
PC17. remove cobwebs or dust from the ceilings, if required	-	-	-	-
PC18. vacuum clean the upholstered items in the room	-	-	-	-
PC19. vacuum the carpet edge and floor	-	-	-	-
PC20. clean window frame and glass panes, if required	-	-	-	-
PC21. remove stains from furniture using appropriate cleaning agent	-	-	-	-
PC22. damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver	-	-	-	-
PC23. perform spot cleaning, if required	-	-	-	-
PC24. handle cleaning agents without spilling in the room to be cleaned	-	-	-	-
PC25. clear up any spillage as per the type of floor and the size and type of spillage	-	-	-	-
PC26. clean and polish the surface without causing any damage to the surfaces	-	-	-	-
PC27. re-arrange all the furniture and article after cleaning as per standard layout	-	-	-	-
PC28. spray room freshener to ensure room is free from unpleasant odour	-	-	-	-
PC29. ensure surfaces are dry and free of smears/dirt when work is finished	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. spray wash, scrub and clean the balcony railings	-	-	-	-
PC31. collect dirty linen in the floor cart/trolley	-	-	-	-
PC32. replace bed linen in rooms (both checked out and occupied rooms)	-	-	-	-
PC33. replenish guest supplies like snacks, tea/coffee bags etc.	-	-	-	-
PC34. verify if the heating, lighting and ventilation systems are set correctly after cleaning	-	-	-	-
PC35. collect and segregate waste according to organization's waste management policy	-	-	-	-
PC36. complete the documentation accurately	-	-	-	-
PC37. report damage to the supervisor, if any	-	-	-	-
Clean guest bathroom	**15**	**15**	**-**	**10**
PC38. empty the waste bins and place new bin liner	-	-	-	-
PC39. scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots	-	-	-	-
PC40. flush the WC and apply cleaning agent and leave it for a while	-	-	-	-
PC41. scrub and clean the WC using a toilet brush	-	-	-	-
PC42. damp dust the door and fixtures along with, the toilet roll holder, faucets etc.	-	-	-	-
PC43. clean and disinfect bath room phone	-	-	-	-
PC44. clean all the tiles, shower area, and vanity area using appropriate cleaning agent	-	-	-	-
PC45. wipe and clean the vanity mirror	-	-	-	-
PC46. clean bathroom walls using wet mop or sponge	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC47. wipe shower curtain, working from top towards the bottom, with a dry cloth or replace, if it is stained	-	-	-	-
PC48. replenish toiletries and other bathroom supplies if required	-	-	-	-
PC49. check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.	-	-	-	-
PC50. sweep and mop the bathroom floor using appropriate disinfectant	-	-	-	-
PC51. check bathroom doormat and replace, if required	-	-	-	-
PC52. report any damage spotted to the housekeeping control desk	-	-	-	-
PC53. leave the bathroom door open for air to circulate	-	-	-	-
Clean elevators	**10**	**10**	**-**	**5**
PC54. ensure that the elevator is taken off service mode	-	-	-	-
PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator	-	-	-	-
PC57. open and wipe the elevator doors	-	-	-	-
PC58. clean from top towards bottom while cleaning the elevator cabin	-	-	-	-
PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth	-	-	-	-
PC60. clean the mirrors and check the surface for streaks	-	-	-	-
PC61. wipe button with a damp duster	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC62. mop floor to eliminate stains	-	-	-	-
PC63. vacuum carpets using a high-power vacuum cleaner	-	-	-	-
PC64. report loose or ripped carpeting to the supervisor	-	-	-	-
PC65. keep the elevator door open till the floor and walls are completely dried	-	-	-	-
PC66. spray air freshener after cleaning	-	-	-	-
PC67. put the elevator back in service mode	-	-	-	-
Clean lobby and Front Office area	**15**	**20**	**-**	**10**
PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets	-	-	-	-
PC69. arrange the flowers, if required	-	-	-	-
PC70. water indoor plants as per the requirement	-	-	-	-
PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork	-	-	-	-
PC72. clean the glass surface and windows using glass-cleaner	-	-	-	-
PC73. damp-dust the doors, door handles, and knobs	-	-	-	-
PC74. suction clean the carpeted areas as per the requirement	-	-	-	-
PC75. remove any stain on the carpet or upholstery immediately	-	-	-	-
PC76. clean the lights and lighting fixtures	-	-	-	-
PC77. dust and wipe the railings, and furniture	-	-	-	-
PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC79. sweep, mop or vacuum the floors, as required	-	-	-	-
PC80. spray room freshener at the end of cleaning	-	-	-	-
Clean dining area	**10**	**10**	**-**	**10**
PC81. open all the drapes/blinds for better lighting in the area	-	-	-	-
PC82. vacuum clean the carpet area	-	-	-	-
PC83. remove any food stains from the carpet, using appropriate cleaning agent	-	-	-	-
PC84. sweep and mop without leaving any food or spillage on the hard floor area	-	-	-	-
PC85. dust and wipe the furniture in the dining area	-	-	-	-
PC86. polish the furniture if required	-	-	-	-
PC87. clean wall hangings like paintings, pictures, etc. artworks, and corners	-	-	-	-
PC88. polish metal, glass, and wood items and surfaces, if required	-	-	-	-
PC89. wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical	-	-	-	-
PC90. report any repair or maintenance requirement to housekeeping control desk	-	-	-	-
PC91. report any lost and found items as per SOP	-	-	-	-
PC92. collect all dirty table linens and replace with fresh ones	-	-	-	-
NOS Total	**90**	**100**	**-**	**60**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0208
NOS Name	Perform cleaning activities in guest room & public areas
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	10
Version	2.0
Last Reviewed Date	16/12/2020
Next Review Date	19/07/2023
NSQC Clearance Date	21/01/2023

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/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	-
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	-
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	-
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	-
Total	**95**	**115**	**-**	**-**	**250**	**NaN**

Elective: 1 Carpet Cleaner

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0240.Clean carpet and upholstery	65	80	-	40	185	-
Total	**65**	**80**	**-**	**40**	**185**	**NaN**

Elective: 2 Floor/Surface Polisher

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0241.Polish the floors and surfaces	80	95	-	40	215	-
Total	**80**	**95**	**-**	**40**	**215**	**NaN**

Elective: 3 Cleaning Attendant

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0208.Perform cleaning activities in guest room & public areas	90	100	-	60	250	-
Total	**90**	**100**	**-**	**60**	**250**	**NaN**

Acronyms

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

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.