

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

THSC, 801, Tower A,
Unitech Signature
Tower, South City 1,
Gurgaon,
Haryana – 122002
Email: info@thsc.in



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Introduction

Qualification Pack: Housekeeping Executive

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: Hotels

OCCUPATION: House Keeping

REFERENCE ID: THC/Q0208

ALIGNED TO: NCO-2015/ 5121.10

Also known as 'Floor Manager', the House Keeping Executive is responsible for performing housekeeping activities with high standards on an assigned floor, maintaining inventory of materials and assisting in supervising the housekeeping activities.

Brief Job Description: The individual at work prepares for housekeeping service, performs housekeeping work, monitors the work of attendants and maintains the equipment and materials used in housekeeping. The individual may also play a role of Housekeeping Supervisor in their absence.

Personal Attributes: The job requires the individual to have: good grooming and sense of hygiene, attention to details, politeness, physical fitness and strength to carry out housekeeping work, ability to work in standing position for long hours, good moral character, healthy habits and be commitment.

Job Details

Qualifications Pack Code	THC/Q0208		
Job Role	Housekeeping Executive		
Credits(NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	20/04/15
Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	05/10/19
NSQC Clearance on	28/09/15		

Job Role	Housekeeping Manager Also known as 'Floor Manager'
Role Description	Performing housekeeping activities with high standards on an assigned floor, maintaining inventory of materials and assisting in supervising the housekeeping activities
NSQF level	5
Minimum Educational Qualifications	Preferable 12 th Standard passed
Maximum Educational Qualifications	Craft course in Hotel Management
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Preferable minimum 3 years as Room Attendant
Applicable National Occupational Standards (NOS)	Compulsory: 1. THC/N0227: Perform housekeeping activities in the assigned area 2. THC/N0228: Oversee housekeeping services and maintain material inventory 3. THC/N0229: Assist in supervision of housekeeping activities 4. THC/N9901: Communicate with customer and colleagues 5. THC/N9902: Maintain customer-centric service orientation 6. THC/N9903: Maintain standard of etiquette and hospitable conduct 7. THC/N9904: Follow gender and age sensitive service practices 8. THC/N9905: Maintain IPR of organisation and customers 9. THC/N9906: Maintain health and hygiene 10. THC/N9907: Maintain safety at workplace Optional: 1. NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Housekeeping Executive

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain

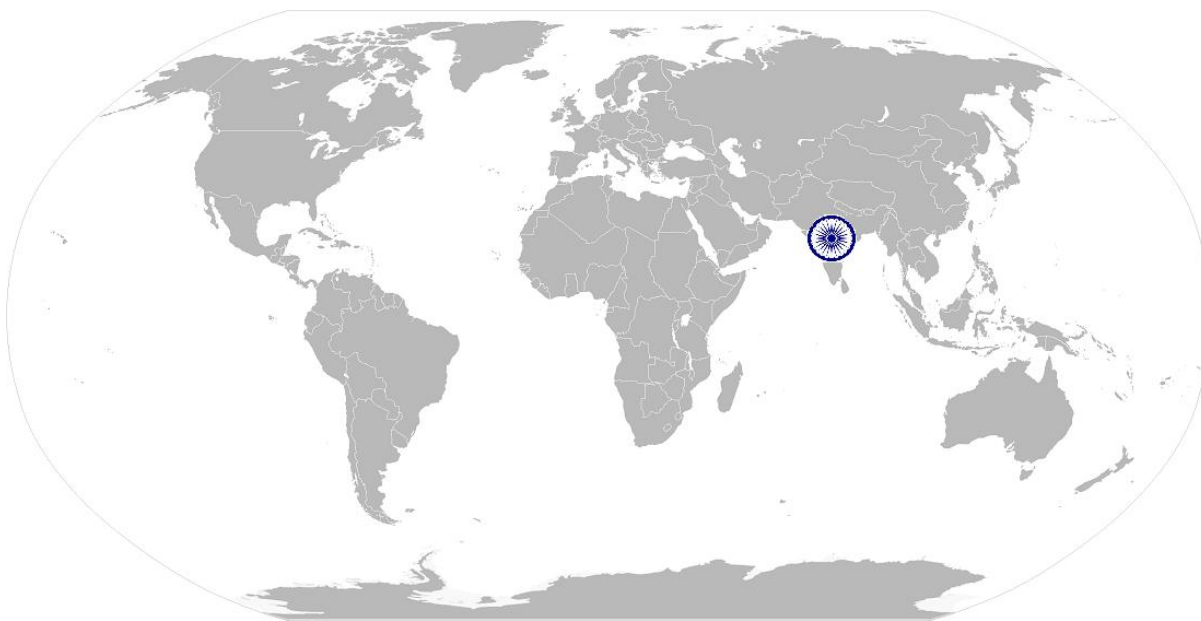
Acronyms

	areas or the client industries served by the industry.
Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources

THC/N0227

Perform housekeeping activities in the assigned area

National Occupational Standard



Overview

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

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Perform housekeeping activities in the assigned area

National Occupational Standard

Unit Code	THC/N0227
Unit Title (Task)	Perform housekeeping activities in the assigned area
Description	This OS unit is about performing the various housekeeping activities under the control of the individual to maintain the area with highest degree of cleanliness.
Scope	This unit/task covers the following: • Understand the work requirement • Prepare for housekeeping operation • Perform cleaning activity • Collect and dispose the waste material as per standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the work requirement	To be competent, the user/ individual must be able to: PC1. report to work punctually PC2. interact with housekeeping supervisor / manager and understand the job requirement PC3. identify the areas of housekeeping operation under the individual's control (suite room, deluxe room) PC4. make note of the task difference of room attendant , housekeeping attendant and an executive
Preparing for housekeeping operation	To be competent, the user/ individual must be able to: PC5. inspect the area for cleaning PC6. estimate the time required to perform housekeeping activities PC7. estimate the number of co-workers / attendants are required to perform housekeeping activities PC8. identify the cleaning agents required for different types of surfaces PC9. estimate the quantity of materials and cleaning agents required based on the occupancy rate PC10. identify requirement of PPE to be used PC11. personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses PC12. choose the appropriate equipment and materials taking into account factors such as manufacturers' instructions, risk, efficiency, access, time, surface and type of soiling PC13. prepare the work area for housekeeping activity including: • use of protective clothing • put up hazard warning signs, if required

THC/N0227

Perform housekeeping activities in the assigned area

- secure work/surrounding areas
- PC14. have clarity on the housekeeping activities and procedure to be followed
- PC15. obtain the necessary cleaning equipments and materials required for cleaning
- PC16. obtain the appropriate equipment and materials and consumables and if the same are not available, select suitable alternatives or inform the appropriate person

Equipment and materials may be:

- manual equipment
- powered equipment
- cleaning chemicals

Materials, tools and equipments used:

- PPE
- cleaning agents for different surfaces
- water for cleaning solution wherever needed
- mug
- funnel
- bowl cleaner
- toilet disinfectant
- rubber spatula
- floor mop
- bowl swab
- plastic caddie
- spray bottle
- ladders
- cobweb cleaner
- glass cleaner
- dry vacuum cleaner (commercial)
- suction dryer
- floor polishers/burnishers
- power floor buffers
- scrubbers
- spray extractors
- dust pan and brush
- bucket
- wringer-trolley
- lint free cleaning clothes
- squeegees
- scrubbing brush/cloth
- dry window cloth
- sponge
- degreaser
- brush



THC/N0227

Perform housekeeping activities in the assigned area

	• scraper • toiletries to be replenished like toilet paper, tissues, bathroom linen etc. • linen and bedding
Performing cleaning activity	To be competent, the user/ individual must be able to: PC17. choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt Types of floors • soft (for example, carpets) • semi-hard (for example, vinyl and wood) • hard (for example, marble, concrete or quarry tiles) Types of surfaces • plastic • ceramic • wood • stainless steel • glass PC18. follow the manufacturer's instructions while handling the equipments PC19. follow respective standard procedure for cleaning various types of surfaces PC20. remove all linen and bed covering from the beds PC21. handle and store soiled linen and bed coverings correctly PC22. make the bed with the right linen and bed coverings depending on the type of customer, as per the organization's policy PC23. ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient manner PC24. clean all the areas in the room including surface, windows, bathroom, appliances, etc PC25. check that washrooms are free flushing and draining PC26. clean the fixtures and fittings in an order that is least likely to spread infection PC27. clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks PC28. ensure that the cleaning activity is done within the standard time as per procedure
Collecting and disposing the waste material as per standards	To be competent, the user/ individual must be able to: PC29. remove waste from the areas cleaning safely and according to regulations, instructions and good practice PC31. collect waste according to instruction without causing any spillage or clutter PC32. sort out and segregate waste according to type, making sure it is handled safely PC33. pack waste and store in appropriate waste containers/ assigned bins PC34. make sure that sites of cleaning operations are clear of waste that is not to be left at the site PC35. make sure that waste containers are taken safely to the allocated collection point and made secure where necessary PC36. complete records to maintain a waste audit trail in line with the unit

THC/N0227

Perform housekeeping activities in the assigned area

	procedures PC37. identify and report problems associated with the collection and storage of waste according to company procedures PC38. follow the legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. relevant occupational health and safety requirements applicable in the work place KA3. organization culture and typical customer profile KA4. company's service level agreements and policies KA5. company's code of conduct KA6. organization pricing, discount policy KA7. organization policy on documentation, reporting, etc. KA8. sources for information pertaining to employment terms, entitlements, job role and responsibilities KA9. reporting structure, inter-dependent functions, lines and procedures in the work area
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to greet the customers and engage them KB2. site layout and obstacles KB3. hotel offering and services available KB4. type of rooms available, the facilities, tariff and other details KB5. materials required for a housekeeping department KB6. housekeeping process and guidelines for different types of rooms and surfaces KB7. material to be used for cleaning and their specifications KB8. necessary performance standards against which employee performance can be measured and evaluated. KB9. how often the housekeeping activities needs to be performed so that customers are satisfied KB10. how to mix cleaning solutions correctly and safely and importance of following manufacturers' instructions KB11. how to remove ground-in dirt without damaging the surface KB12. why the floor and surrounding area should be left dry and free of smears KB13. why one should not try to spot clean non-washable surfaces and what might happen if one does KB14. why over-wetting the surface should be avoided KB15. how to protect oneself and others throughout the cleaning process and why these measures are important before, during and after cleaning KB16. organization's standards for washrooms and bathrooms KB17. why one should wear protective clothing when cleaning KB18. why one should not use washroom and bathroom cleaning equipment in

THC/N0227

Perform housekeeping activities in the assigned area

	other areas KB19. the types of problems one might come across when cleaning washrooms and bathrooms and how to deal with these KB20. safe lifting and handling techniques and why one should always use them KB21. organization's standards for linen and bed coverings KB22. why soiled linen should be separated from clean linen KB23. importance of keeping the linen and linen store secure KB24. the right way to sort different linen KB25. organization's procedures for making and re-sheeting beds KB26. why it is important to use the right sized linen KB27. how to spot and what procedures to use, if encountering bedbugs or other infestations KB28. safe lifting and carrying techniques for carrying linen and why these techniques should be used KB29. the various housekeeping activities that need to be carried out in the hotel KB30. personal grooming standards KB31. significance of giving attention to details KB32. what permits and checks are required for working on the premises
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace SA2. interpret and follow operational instructions and prioritise work
	Writing skills
	The user/ individual on the job needs to know and understand how to: SA3. complete appropriate documentation SA4. record details on inventory, employee, payroll, etc
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. communicate effectively with staffs and other department heads SA2. communicate with people in respectful form and manner in line with organizational protocol
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. decide and select housekeeping supplies and materials as per the requirements

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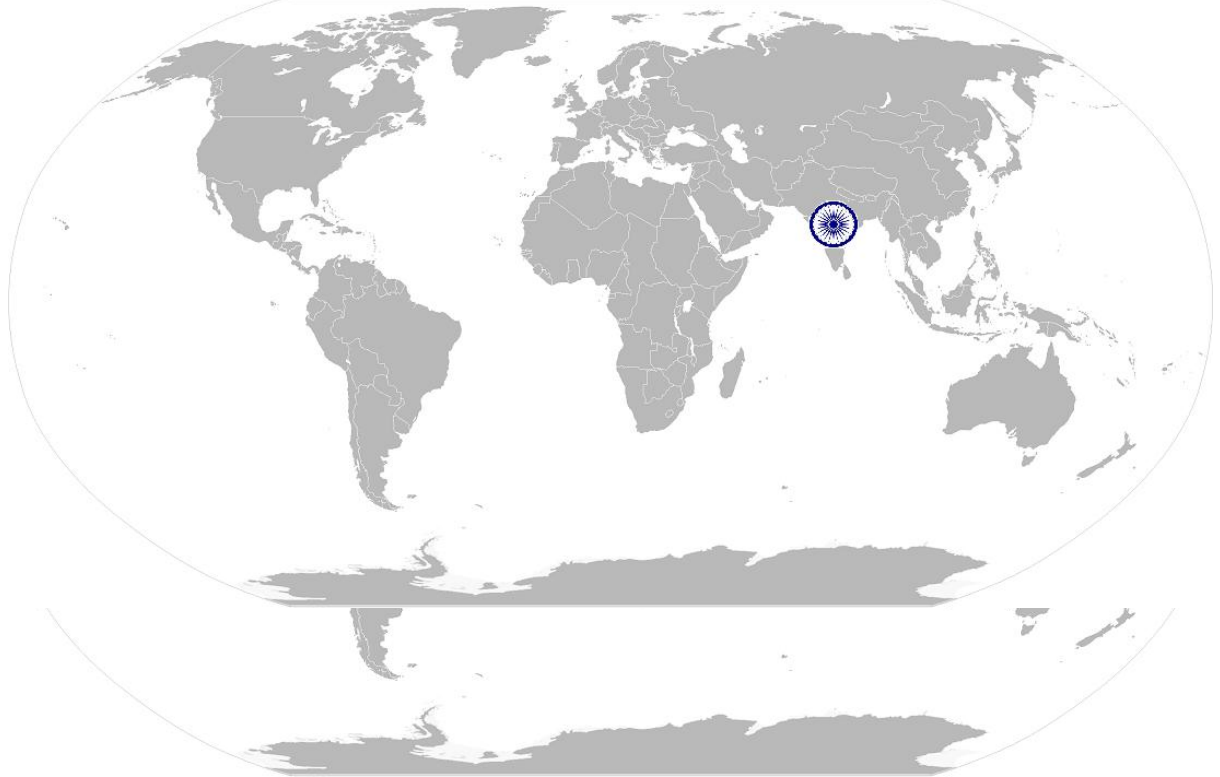
Perform housekeeping activities in the assigned area

	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. plan improving skills through participation in on-the-job and other training programs
	SB3. plan and allocate task to associates based on their competence
	Customer Centricity
	The user/ individual on the job needs to know and understand:
	SB4. develop a rapport with guests
	SB5. listen carefully and interpret their requirement
	SB6. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission
	SB7. importance of being patient and courteous with all types of guests
	SB8. being polite and courteous under all circumstances
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB9. listen to employee issues and resolve them
	Analytical Thinking
	The user/individual on the job needs to know and understand how:
	SB10. seek to improve and modify own work practices
	SB11. to assess the problems related to operation of various equipment
	SB12. calculate and estimate the optimum inventory level of materials to be stocked for smooth operation
	SB13. calculate the cost of different expenses while preparing a budget
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SC1. operate the computer and extract information
	SC2. use hotel management software to maintain records and prepare report
	SB1. use Internet to gather work related information

THC/N0227 Perform housekeeping activities in the assigned area

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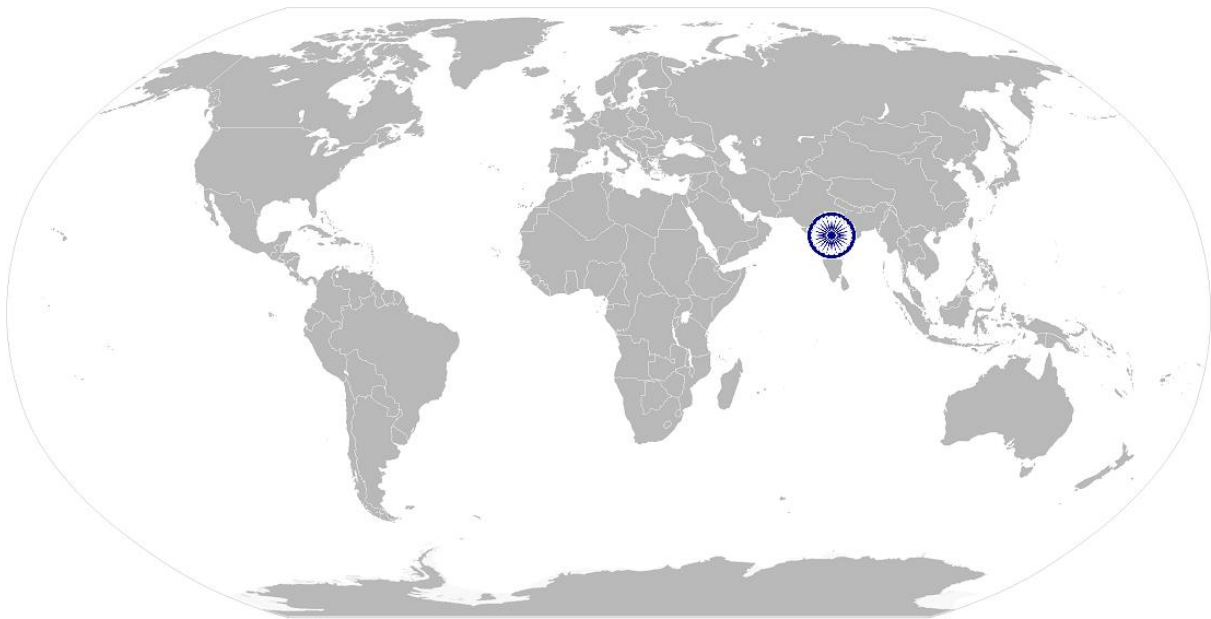
NOS Code	THC/N0227		
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Industry Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	Housekeeping	Next review date	02/09/16



THC/N0228

Oversee housekeeping services and maintain material inventory

National Occupational Standard



Overview

This OS unit is about conducting routine inspections on cleaning activities performed by housekeeping attendants. It also includes maintaining an appropriate level of the housekeeping materials stored

THC/N0228

Oversee housekeeping services and maintain material inventory

National Occupational Standard

Unit Code	THC/N0228
Unit Title (Task)	Oversee housekeeping services and maintain material inventory
Description	This OS unit is about conducting routine inspections on cleaning activities performed by housekeeping attendants. It also includes maintaining an appropriate level of the housekeeping materials stored.
Scope	This unit/task covers the following: - Oversee housekeeping activity performed - Maintain appropriate inventory of housekeeping materials
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Overseeing housekeeping activity performed	To be competent, the user/ individual must be able to: PC1. make note of the standards set for cleaning in housekeeping department PC2. ensure that the standards are being followed by the attendants while performing cleaning activity PC3. ensure that the linens are folded as per the standards of the company PC4. ensure that no dirt is left uncleansed in the rooms PC5. ensure that the refrigerators, microwaves are working in the rooms PC6. identify whether the room temperature is maintained at the required level PC7. ensure that the beds, pillows, window screens are free from any dirt PC8. check for any leftovers in the drawers, cupboards PC9. inform the attendants immediately if any cleaning activity is required PC10. ensure that toiletries are replenished PC11. inspect whether the housekeeping attendants are well groomed and wearing the uniform provided by the organization PC12. inform the front office associate about the rooms that are ready for check in
Maintaining appropriate inventory of housekeeping materials	To be competent, the user/ individual must be able to: PC13. check the quantity of housekeeping materials available in stock PC14. estimate the quantity of materials that will be required for cleaning in the next days PC15. inform the housekeeping supervisor / procurement department if any item is unavailable PC16. take measures not to over / under stock the materials PC17. maintain stock records of the items that are used PC18. report to the housekeeping supervisor if any of the cleaning equipment are not working PC19. check and report for the service routines of housekeeping equipment PC20. ensure that the equipment are utilized properly and achieve the cost benefit

THC/N0228 Oversee housekeeping services and maintain material inventory

Knowledge and Understanding (K)

A. Organizational Context
(Knowledge of the company / organization and its processes)

The user/individual on the job needs to know and understand:

- KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KA2. relevant occupational health and safety requirements applicable in the work place
- KA3. organization culture and typical customer profile
- KA4. company's service level agreements and policies
- KA5. company's code of conduct
- KA6. organization pricing, discount policy
- KA7. organization policy on documentation, reporting, etc
- KA8. sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KA9. reporting structure, inter-dependent functions, lines and procedures in the work area

B. Technical Knowledge

The user/individual on the job needs to know and understand:

- KB1. how to greet the customers and engage them
- KB2. site layout and obstacles
- KB3. different products / services offered by the hotel
- KB4. type of rooms available, the facilities, tariff and other details
- KB5. standards set for the cleaning activities in the housekeeping department
- KB6. timing of conducting inspections of housekeeping service done by attendants
- KB7. how often inspections should be conducted
- KB8. arranging the things in a room
- KB9. procedure followed for folding linens
- KB10. electronic items present in a room that needs to be in a working condition
- KB11. room temperature that is being maintained generally by the organization
- KB12. places generally which attendants miss out in cleaning
- KB13. toiletries that need to be placed
- KB14. cleaning equipment, material and agents that are being used by the housekeeping department
- KB15. preparing cleaning agents
- KB16. cleaning material that needs to be used for cleaning a given surface
- KB17. estimating the quantity of the material required for cleaning a room
- KB18. service requirement of cleaning equipment
- KB19. determining the quality of cleaning materials that are being used
- KB20. deciding whether a room is ready for check-in
- KB21. training employees on banquet service housekeeping
- KB22. rules and regulations of the hotels (for guests)
- KB23. significance of giving attention to details
- KB24. what permits and checks are required for working on the premises

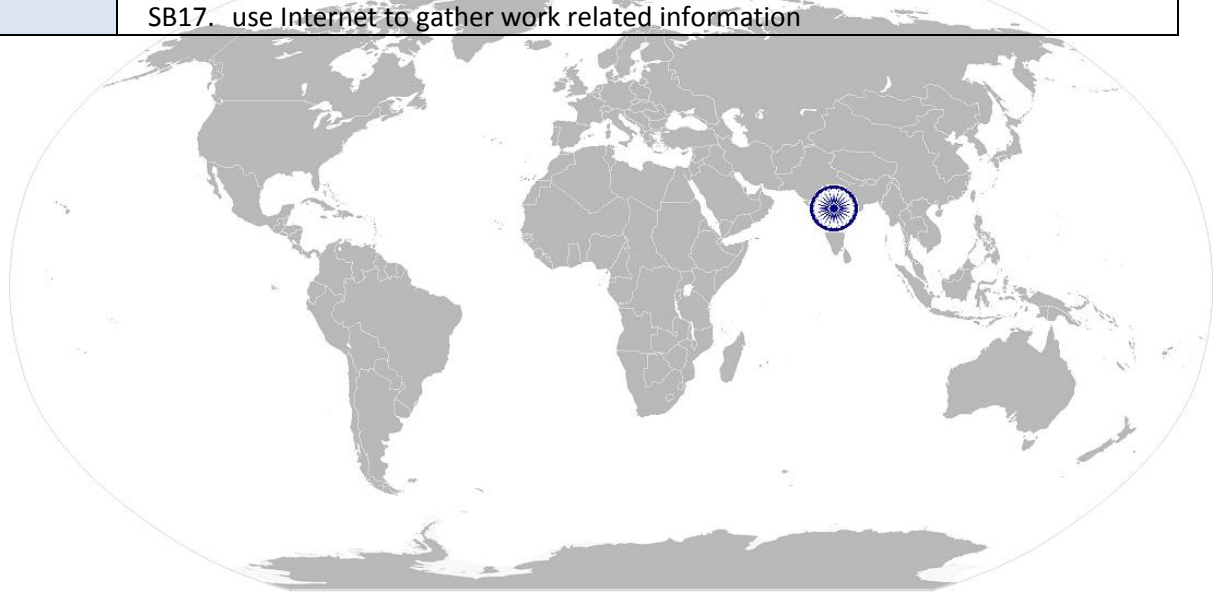
THC/N0228 Oversee housekeeping services and maintain material inventory

Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace SA2. interpret and follow operational instructions and prioritise work
	Writing skills
	The user/ individual on the job needs to know and understand how to: SA3. complete appropriate documentation SA4. record details on inventory, employee, payroll, etc
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. listen to customer needs and queries without internal talk SA6. communicate effectively with guests and respond to their queries SA7. communicate with people in respectful form and manner in line with organizational protocol
B. Professional Skills	Decision making Skills
	The user/ individual on the job needs to know and understand how to: SB1. decide on selection of candidate for job based on skills and competency SB2. recognise the performance and reward them
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan improving skills through participation in on-the-job and other training programs SB4. plan and allocate task to associates based on their competence
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB5. develop a rapport with guests SB6. listen carefully and interpret their requirement SB7. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission SB8. importance of being patient and courteous with all types of guests SB9. being polite and courteous under all circumstances
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. listen to employee issues and resolve them

THC/N0228

Oversee housekeeping services and maintain material inventory

	Analytical Thinking
	The user/individual on the job needs to know and understand how:
	SB11. seek to improve and modify own work practices
	SB12. to assess the problems related to operation of various equipment
	SB13. to estimate time taken for each housekeeping activity and allocate work accordingly
	SB14. to estimate the performance of staff based on checks and inspections
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB15. operate the computer and extract information
	SB16. use hotel management software to maintain records and prepare report
	SB17. use Internet to gather work related information



THC/N0228

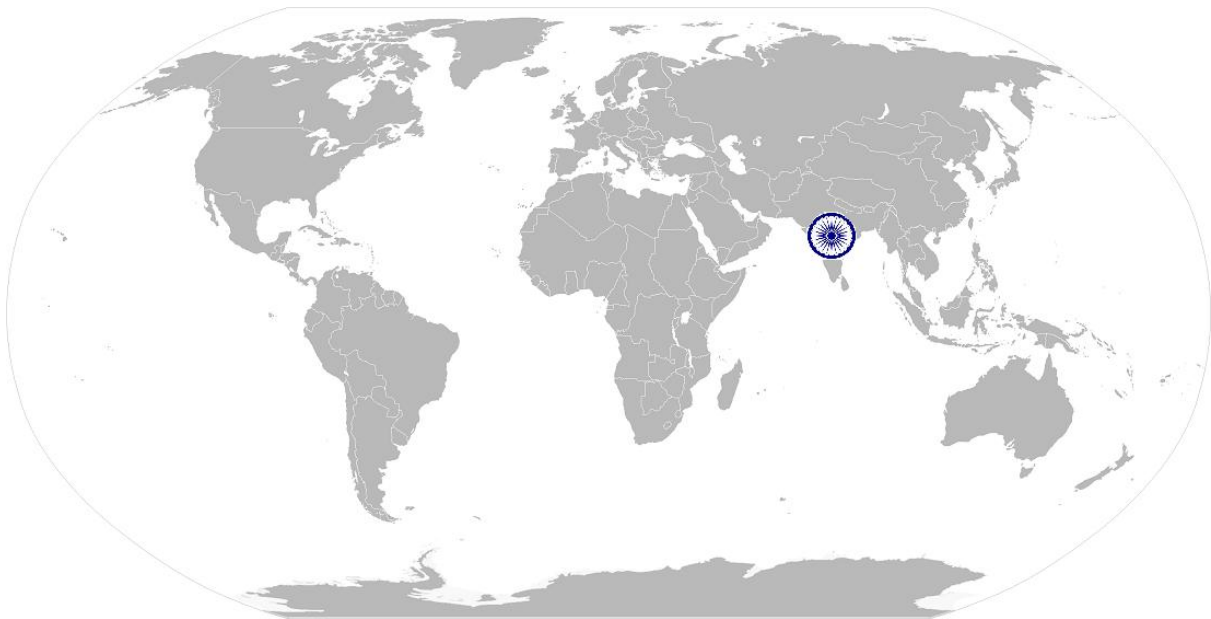
Oversee housekeeping services and maintain material inventory

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Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	Housekeeping	Next review date	02/09/16



National Occupational Standard



Overview

This unit is about assisting the supervisor on housekeeping activities. It includes guiding the housekeeping attendants, maintaining the housekeeping equipment and address guest complaints

THC/N0229

Assist in supervision of housekeeping activities

National Occupational Standard

Unit Code	THC/N0229
Unit Title (Task)	Assist in supervision of housekeeping activities
Description	This OS unit is about assisting the supervisor on housekeeping activities. It includes guiding the housekeeping attendants, maintaining the housekeeping equipment and address guest complaints
Scope	This unit/task covers the following: - Assist housekeeping supervisor at work - Monitor and document the activities of attendants - Handle customer complaints
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assisting housekeeping supervisor at work	To be competent, the user/ individual must be able to: PC1. make note of the functions of a housekeeping supervisor PC2. understand the functions of all roles in the housekeeping department PC3. ensure that the attendants follow the standard housekeeping procedure as set by the organization PC4. ensure that the attendants strictly follow the work timings PC5. ensure that the services provided to the guests are satisfactory PC6. identify areas where guest satisfaction is low PC7. provide recommendations to supervisor on improvement of service in areas where customer satisfaction is low PC8. perform the role of supervisor at his absence
Monitoring and documenting the activities of attendants	To be competent, the user/ individual must be able to: PC9. ensure the attendants complete their assigned duties within the prescribed time limit PC10. maintain a record of the activities done by the attendants PC11. inform the supervisor if performance level of any attendant is unsatisfactory PC12. inform the supervisor if performance of any subordinate exceeds expectations PC13. monitor the morale of all attendants PC14. resolve conflicts between attendants ensuring proper functioning of the department PC15. escalate conflicts beyond the scope of the individual to the supervisor
Handling customer complaints	To be competent, the user/ individual must be able to: PC16. effectively communicate with the guests PC17. carefully understand the customer complaints and take appropriate action PC18. ensure timely resolution of customer grievances PC19. inform supervisor regarding the complaints that are beyond the scope of h PC20. obtain feedback from customer after resolving the issue

THC/N0229

Assist in supervision of housekeeping activities

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: - KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions - KA2. relevant occupational health and safety requirements applicable in the work place - KA3. organization culture and typical customer profile - KA4. company's service level agreements and policies - KA5. company's code of conduct - KA6. sources for information pertaining to employment terms, entitlements, job role and responsibilities - KA7. reporting structure, inter-dependent functions, lines and procedures in the work area - KA8. work area - KA9. organization quality and hygiene standards policy - KA10. material movement, storage and material return policy
	The user/individual on the job needs to know and understand: - KB1. site layout and obstacles - KB2. different products / services offered by the hotel - KB3. the standards set for the cleaning activities in the housekeeping department - KB4. role of a supervisor - KB5. various positions in the housekeeping department and what are their functions - KB6. cleaning procedure followed by the organization - KB7. determining customer satisfaction on housekeeping services - KB8. addressing services where customer satisfaction is low - KB9. time taken generally to perform a given cleaning activity - KB10. determining the quantity of work which can be assigned to a subordinate of a given level - KB11. tracking and documenting the performance of all attendants - KB12. analysing the performance of subordinates - KB13. resolving subordinate conflicts in a fair manner - KB14. communicating with the guests - KB15. resolving customer problems within reasonable time - KB16. latest equipment available in the market for housekeeping - KB17. significance of giving attention to details - KB18. what permits and checks are required for working on the premises
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: - SA1. read and interpret instructions, procedures, information and signs in the workplace - SA2. interpret and follow operational instructions and prioritise work

THC/N0229

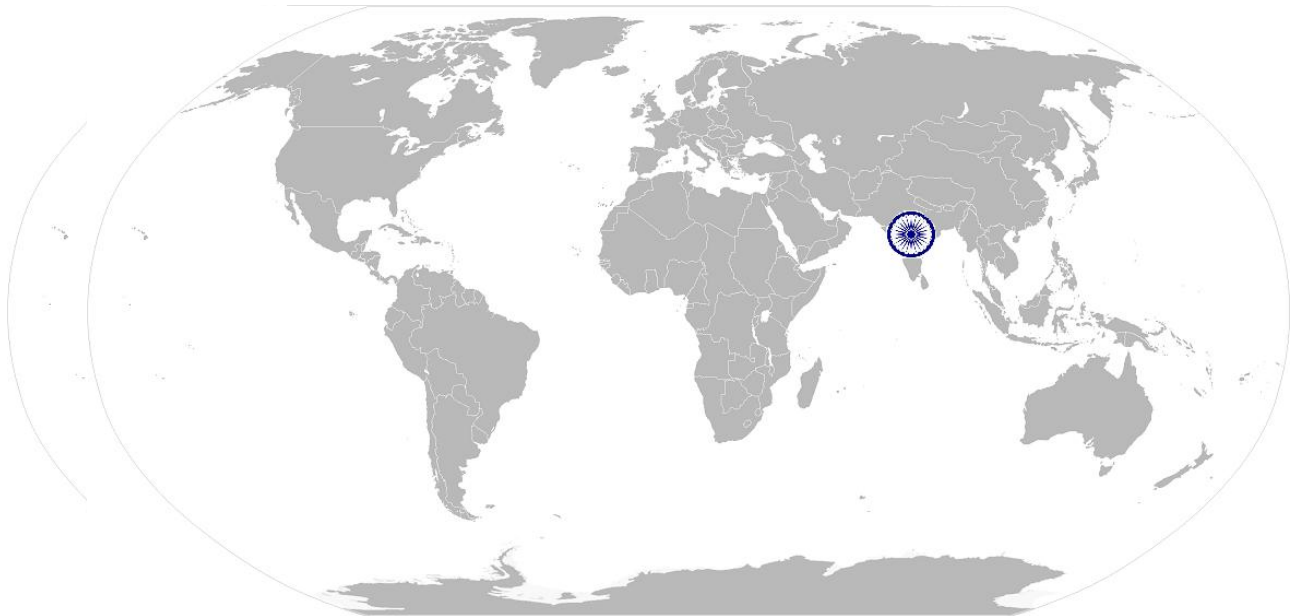
Assist in supervision of housekeeping activities

	Writing skills
	The user/ individual on the job needs to know and understand how to: SA3. complete appropriate documentation SA4. record details on inventory, employee, payroll, etc
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. listen without internal talk SA6. communicate effectively with guests and respond to their queries SA7. discuss with staff on any requirement SA8. communicate with people in respectful form and manner in line with organizational protocol
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. allocate workload to all staffs as per their competence
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan improving skills through participation in on-the-job and other training programs SB3. plan and allocate task to associates based on their competence
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB4. develop a rapport with guests SB5. listen carefully and interpret their requirement SB6. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission SB7. importance of being patient and courteous with all types of guests SB8. being polite and courteous under all circumstances
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. listen to employee issues and resolve them
	Analytical Thinking
	The user/individual on the job needs to know and understand how: SB10. seek to improve and modify own work practices SB11. evaluate the performance of subordinate's work SB12. to assess the problems related to operation of various equipment SB13. calculate and estimate the optimum inventory level of materials to be stocked for smooth operation SB14. calculate the cost of different expenses while preparing a budget

THC/N0229

Assist in supervision of housekeeping activities

	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. operate the computer and extract information SB16. use hotel management software to maintain records and prepare report SB17. use Internet to gather work related information

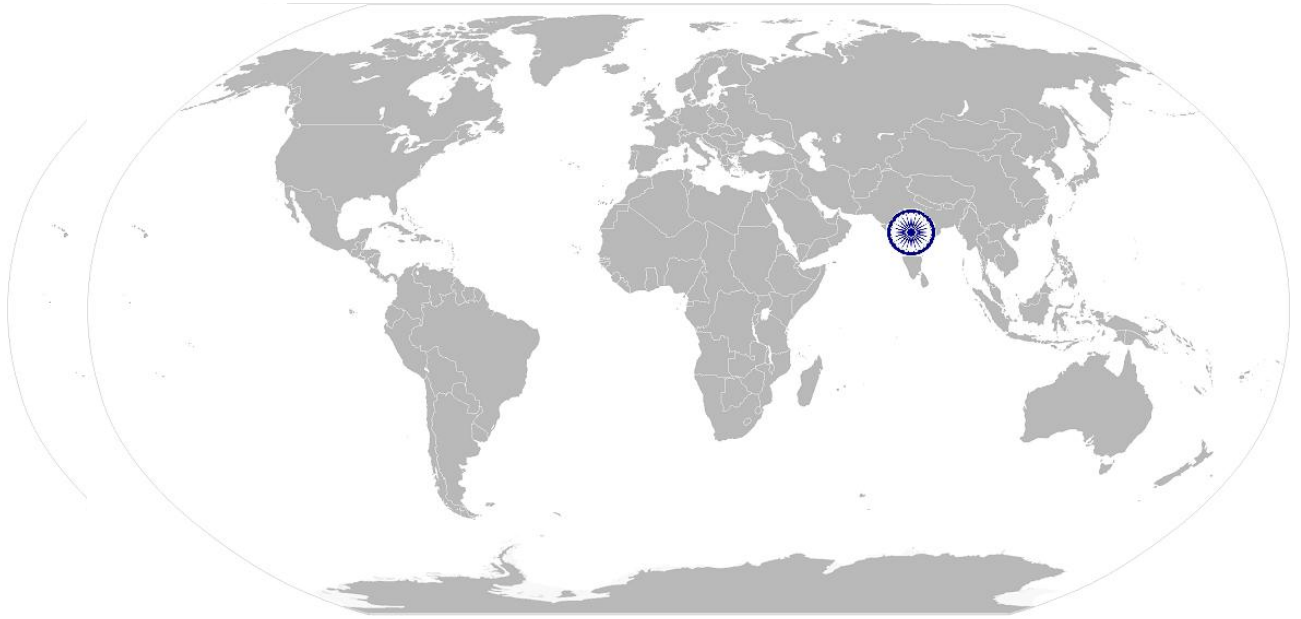


THC/N0229

Assist in supervision of housekeeping activities

NOS Version Control

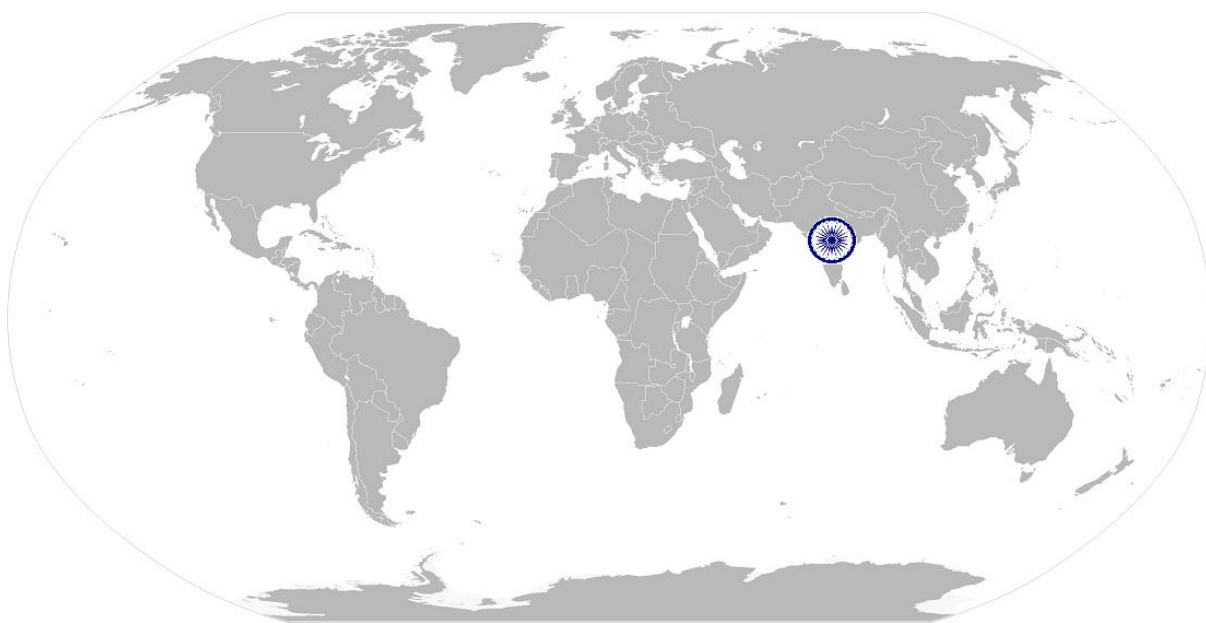
NOS Code	THC/N0229		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	Housekeeping	Next review date	02/09/16



THC/ N9901

Communicate with customer and colleagues

National Occupational Standard



Overview

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

THC/ N9901

Communicate with customer and colleagues

National Occupational Standard

Unit Code	THC/N9901
Unit Title (Task)	Communicate with customer and colleagues
Role Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	This unit/task covers the following: - Interact with superior - Communicate with colleagues - Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	To be competent, the user/ individual must be able to: PC1. receive job order and instructions from reporting superior PC2. understand the work output requirements, targets, performance indicators and incentives PC3. deliver quality work on time and report any anticipated reasons for delays PC4. escalate unresolved problems or complaints to the relevant senior PC5. communicate maintenance and repair schedule proactively to the superior PC6. receive feedback on work standards PC7. document the completed work schedule and handover to the superior
Communicating with colleagues	To be competent, the user/ individual must be able to: PC8. exhibit trust, support and respect to all the colleagues in the workplace PC9. aim to achieve smooth workflow PC10. help and assist colleagues with information and knowledge PC11. seek assistance from the colleagues when required PC12. identify the potential and existing conflicts with the colleagues and resolve PC13. pass on essential information to other colleagues on timely basis PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues PC17. highlight any errors of colleagues, help to rectify and ensure quality output PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance

THC/ N9901

Communicate with customer and colleagues

Communicating effectively with customers	To be competent, the user/ individual must be able to: PC19. ask more questions to the customers and identify their needs PC20. possess strong knowledge on the product, services and market PC21. brief the customers clearly PC22. communicate with the customers in a polite, professional and friendly manner PC23. build effective but impersonal relationship with the customers PC24. ensure the appropriate language and tone are used to the customers PC25. listen actively in a two way communication PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc. PC27. understand the customer expectations correctly and provide the appropriate products and services PC28. understand the customer dissatisfaction and address to their complaints effectively PC29. maintain a positive, sensible and cooperative manner all time PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers PC31. avoid interrupting the customers while they talk PC32. ensure to avoid negative questions and statements to the customers PC33. inform the customers on any issues or problems before hand and also on the developments involving them PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc. PC35. develop good rapport with the customers and promote suitable products and services PC36. seek feedback from the customers on their understanding to what was discussed PC37. explain the terms and conditions clearly
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on personnel management, effective team work at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. methods for effective communication with various categories of people and the different departments in the organization

THC/ N9901

Communicate with customer and colleagues

	KB2. significance of team coordination and productivity targets of the organisation KB3. how to record the job activity as required on various types of documents KB4. how to use computer or smart phone to communicate effectively and productively KB5. significance of helping colleagues with specific issues and problems KB6. importance of meeting quality and time standards as a team KB7. how to practice effective listening KB8. communicate effectively with customers KB9. effective use of voice tone and pitch for communication KB10. how to demonstrate ethics and convey discipline to the customers KB11. how to build effective working relationship with mutual trust and respect within the team KB12. importance of dealing with grievances effectively and in time
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. interact with team members to work efficiently
	SA5. communicate effectively with superior to achieve smooth workflow
	SA6. communicate effectively with the customers to build a good rapport with them
	SA7. use language that the customer or colleague understands
	SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems
	SA9. E-mail and use Internet for communicating
	SA10. use of audio-visual aids to communicate complex issues
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. spot and communicate potential areas of disruptions to work process and report the same
	SB2. report to supervisor and deal with a colleague individually, depending on the type of concern

THC/ N9901

Communicate with customer and colleagues

	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required SB6. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. improve work processes by interacting with others and adopting best practices SB8. resolve recurring inter-personal conflicts

THC/ N9901

Communicate with customer and colleagues

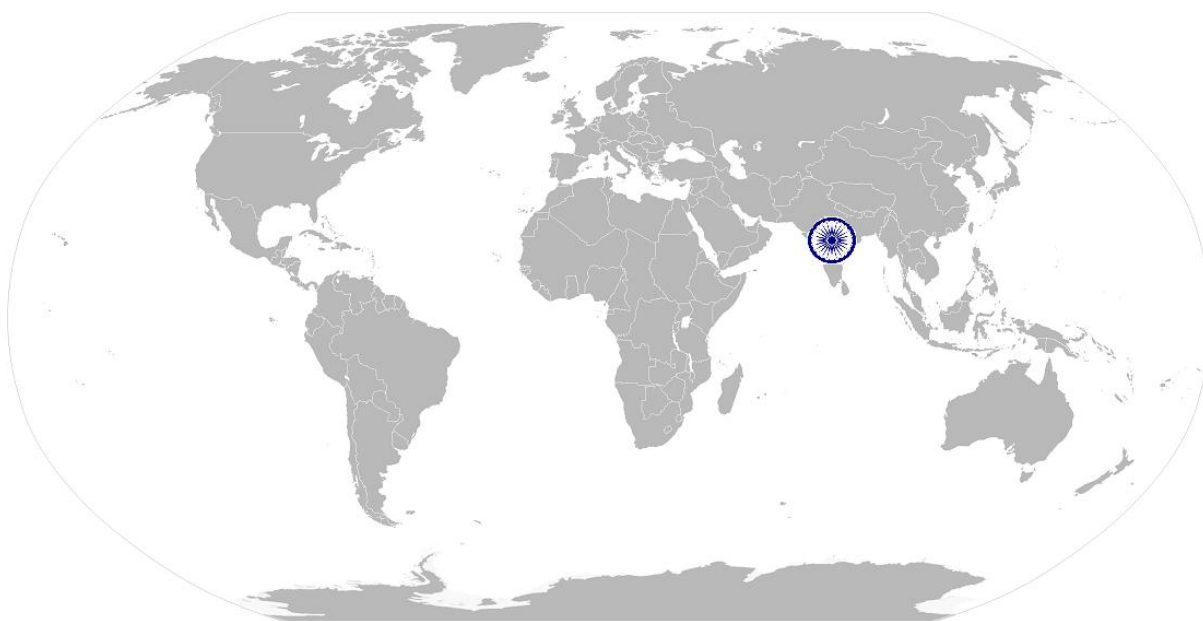
NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard



Overview

This unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction.

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard

Unit Code	THC/N9902
Unit Title (Task)	Maintain customer-centric service orientation
Description	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
Scope	This unit/task covers the following: - Engage with customers to understand their service quality requirements - Achieve customer satisfaction - Fulfil customer requirement
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with customers for assessing service quality requirements	To be competent, the user/ individual must be able to: PC1. keep in mind the profiles of expected customers PC2. understand the target customers and their needs as defined by the company PC3. organize regular customer events and feedback session frequently PC4. build a good rapport with the customers including the ones who complain PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc. PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc. PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures PC8. ingrain customer oriented behaviour in service at all level PC9. aim to gain their long lasting loyalty and satisfaction PC10. engage with customers on without intruding on privacy
Achieving customer satisfaction	To be competent, the user/ individual must be able to: PC11. ensure clarity, honesty and transparency with the customers PC12. treat the customers fairly and with due respect PC13. focus on executing company's marketing strategies and product development PC14. focus on enhancing brand value of company through customer satisfaction
Fulfilling customer requirement	To be competent, the user/ individual must be able to: PC15. ensure that customer expectations are met PC16. learn to read customers' needs and wants PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction PC18. communicate feedback of customer to senior, especially, the negative feedback PC19. maintain close contact with the customers and focus groups PC20. offer promotions to improve product satisfaction level to the customers periodically

THC/N9902

Maintain customer-centric service orientation

	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on customer centric orientation behaviour at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. significance of treating the customers with respect and in a friendly and professional way KB2. importance of gaining customer satisfaction KB3. methods of engaging with the customers effectively and professionally KB4. ways to improve company's customer satisfaction rating KB5. company's and prevailing market standards of customer satisfaction KB6. standard operating procedure (SOP) KB7. the variety of common and unscheduled requests to expect KB8. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA3. fill up documentation pertaining to one's role in customer satisfaction
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with customers SA6. engage with customer to understand their expectations SA7. company standards and effectiveness improvements pattern SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague SA9. use the communications systems of the company, e.g., telephone, fax, public announcement systems

THC/N9902

Maintain customer-centric service orientation

	SA10. E-mail and use Internet for communicating SA11. use of audio-visual aids to communicate complex issues
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand: SB1. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth SB2. how to address the complaints and handle the dissatisfied the customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments in order to service the customer better SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service SB8. act upon constructively on any problems as pointed by customers SB9. handle personality clashes effectively

THC/N9902

Maintain customer-centric service orientation

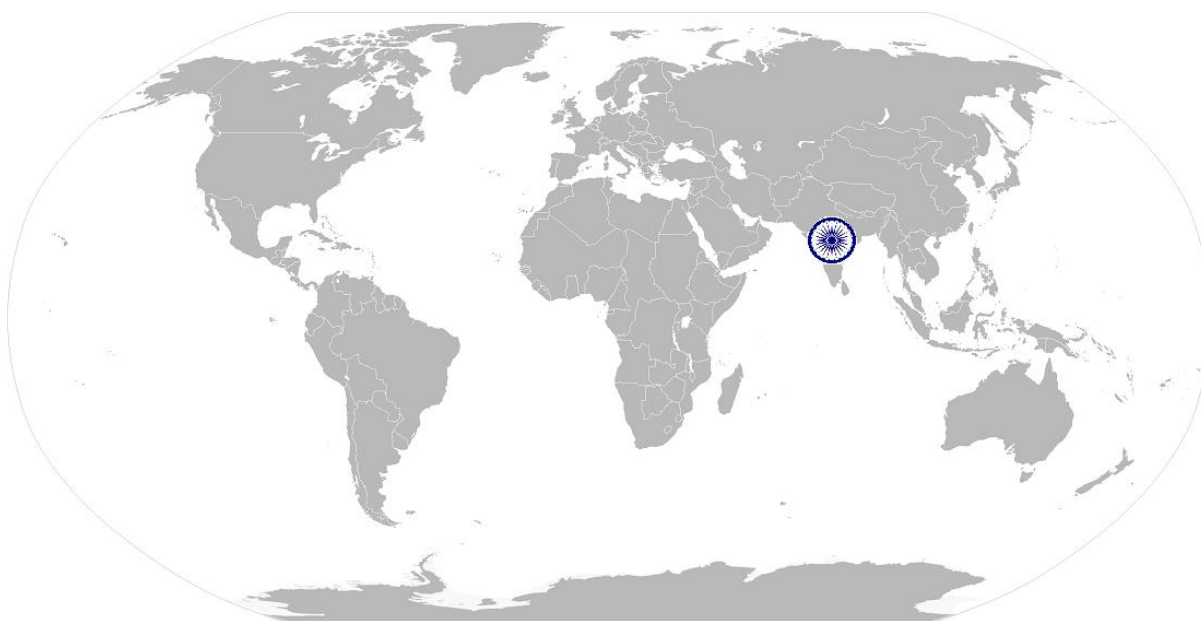
NOS Version Control

NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard



Overview

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

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	This unit/task covers the following: - Follow behavioural, personal and telephone etiquettes - Treat customers with high degree of respect and professionalism - Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Following behavioural, personal and telephone etiquettes	To be competent, the user/ individual must be able to: PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival PC2. welcome the customers with a smile PC3. ensure to maintain eye contact PC4. address the customers in a respectable manner PC5. do not eat or chew while talking PC6. use their names as many times as possible during the conversation PC7. ensure not to be too loud while talking PC8. maintain fair and high standards of practice PC9. ensure to offer transparent prices PC10. maintain proper books of accounts for payment due and received PC11. answer the telephone quickly and respond back to mails faster PC12. ensure not to argue with the customer PC13. listen attentively and answer back politely PC14. maintain personal integrity and ethical behaviour PC15. dress professionally PC16. deliver positive attitude to work PC17. maintain well groomed personality PC18. achieve punctuality and body language PC19. maintain the social and telephonic etiquette PC20. provide small gifts as token of appreciation and thanks giving to the customer PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism PC22. demonstrate responsible and disciplined behaviours at the workplace PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
Treating customers with high degree of	To be competent, the user/ individual must be able to: PC24. use appropriate titles and terms of respect to the customers PC25. use polite language

THC/N9903

Maintain standard of etiquette and hospitable conduct

respect and professionalism	PC26. maintain professionalism and procedures to handle customer grievances and complaints PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette PC29. provide special attention to the customer at all time
Achieving customer satisfaction	To be competent, the user/ individual must be able to: PC30. achieve 100% customer satisfaction on a scale of standard PC31. gain customer loyalty PC32. enhance brand value of company
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on behavioural etiquette and professionalism KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. significance of professional and polite etiquette and behaviour KB2. the need and reason for achieving customer satisfaction KB3. procedural behavioural patterns framed by the organisation KB4. methods for gaining customer satisfaction KB5. standard operating procedure and service quality standards KB6. measure of customer satisfaction KB7. significance of brand enhancement via word-of-mouth KB8. the hospitality and tourism environment KB9. company's growth strategy and productivity targets
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The individual on the job needs to know and understand: SA1. how to read job sheets, company policy documents and information displayed at the workplace SA2. how to read notes and comments from the supervisor or customer
	Writing Skills
	The individual on the job needs to know and understand: SA3. how to fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The individual on the job needs to know and understand: SA4. how to interact with team members to work efficiently

THC/N9903

Maintain standard of etiquette and hospitable conduct

	SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and report potential areas of disruption to work process
	SB2. how to address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand:
	SB3. how to coordinate with different departments to achieve smooth workflow
	SB4. contribution to quality of customer satisfaction via team work
	SB5. how to share work load as required
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand:
	SB6. how to improve work processes by interacting with customers
	SB7. how to adopt suggested best practices
	SB8. how to resolve recurring inter-personal conflicts
	SB9. how to address or escalate recurring problems reported by customers
	SB10. measure performance against company's standards
	SB11. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management
	SB12. use the authority, power and politics issues to serve customer effectively

THC/N9903

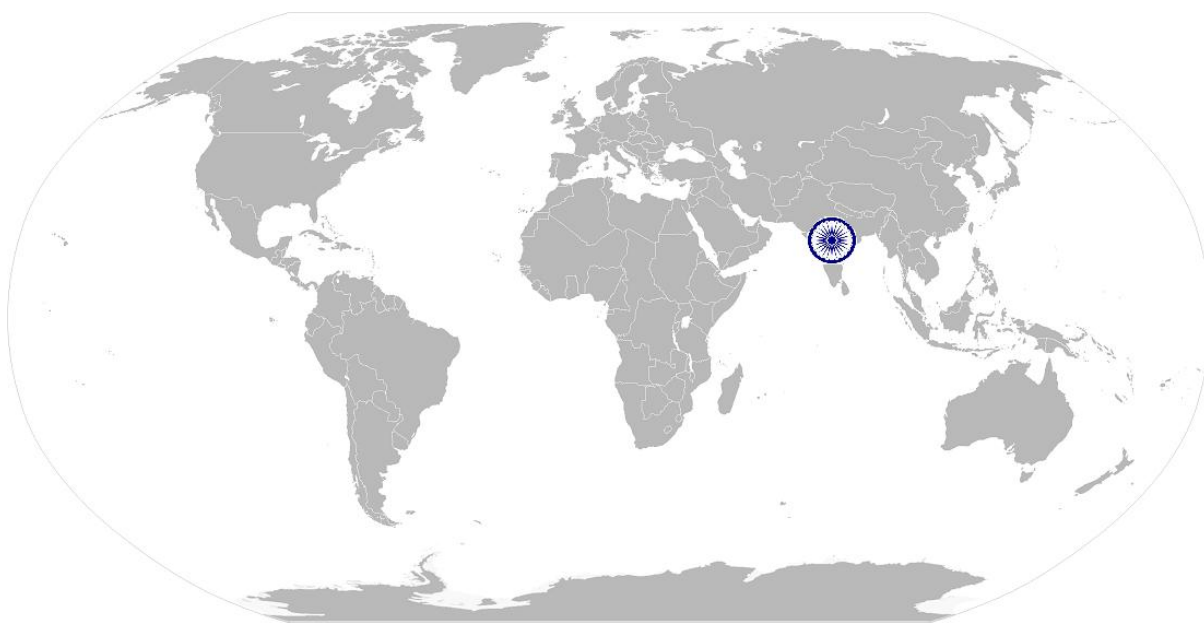
Maintain standard of etiquette and hospitable conduct

NOS Version Control

NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16



National Occupational Standard



Overview

This unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women, men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women with respect and ensuring personal and material security and at all times.

THC/N9904

Follow gender and age sensitive service practices

National Occupational Standard

Unit Code	THC/N9904
Unit Title (Task)	Follow gender and age sensitive service practices
Description	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
Scope	This unit/task covers the following: - Educate customer on specific facilities and services available for different categories of customers - Provide gender and age specific services as per their unique and collective requirements - Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Educating customer on specific facilities and services available	To be competent, the user/ individual must be able to: PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc. PC6. maintain compliant behavioural etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc. PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties
Providing different age and gender specific customer service	To be competent, the user/ individual must be able to: PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others PC11. coordinate with team to meet these unique needs, also keeping in mind their

THC/N9904

Follow gender and age sensitive service practices

	diverse cultural backgrounds PC12. provide entertainment programs and events suited for the children tourists PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies PC14. arrange for transport and equipment as required by senior citizens PC15. ensure availability of medical facilities and doctor
Following standard etiquette with women at workplace	To be competent, the user/ individual must be able to: PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc. PC18. involve women in the decision making processes and management professions PC19. avoid specific discrimination and give women their due respect PC20. motivate the women in the work place towards utilizing their skills PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell. PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc. PC25. ensure safety and security of women at all levels
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on gender sensitive service practices at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. gender specific requirements of different types of customer KB2. specific requirements of different age-groups of customers KB3. safety measures and procedures available for female colleagues and customers KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure KB5. helpline numbers

THC/N9904

Follow gender and age sensitive service practices

	KB6. process of handling and reporting abuse KB7. how to be vigilant for breach of safety at smallest level KB8. how to maintain customers' and colleagues' safety without making the environment threatening KB9. different types of potential security threats to domestic and international tourists KB10. standard procedures to be followed in the event of terrorist attack
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. fill up documentation pertaining to safety maintenance requirements
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette
	SA5. communicate with the women at workplace and the customers with respect
	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele
	SB2. address the complaints and handle dissatisfied customers
B. Professional Skills	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB3. coordinate with different departments and work as team
	SB4. contribute to quality of team work and achieve smooth workflow
	SB5. share work load as required
B. Professional Skills	Analytical Thinking
	NA

THC/N9904

Follow gender and age sensitive service practices

	Critical Thinking
	The user/ individual on the job needs to know and understand how to: - SB6. improve work processes by interacting with customers and adopting best practices - SB7. resolve recurring problems based on the complaints received from women customers and at the workplace - SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong - SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards - SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment



THC/N9904

Follow gender and age sensitive service practices

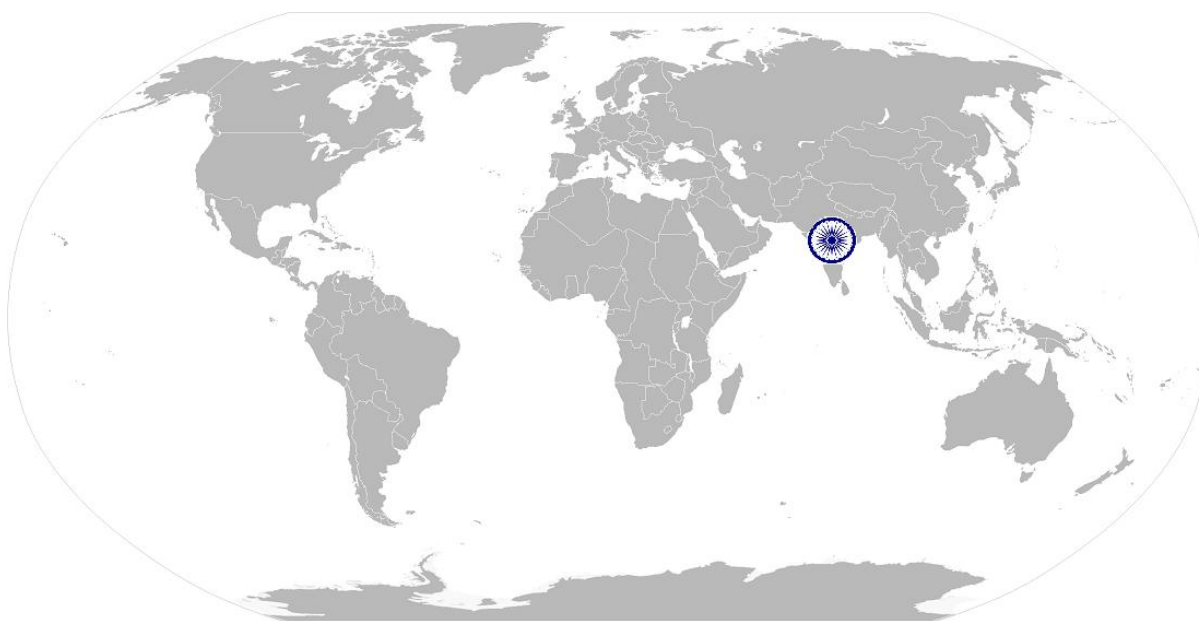
NOS Version Control

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

THC/N9905

Maintain IPR of organisation and customers

National Occupational Standard



Overview

This unit is about securing intellectual property rights (IPR) of the employee's organisation and respecting customer's copyright.

THC/N9905

Maintain IPR of organisation and customers

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customers
Description	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
Scope	This unit/task covers the following: - Secure company's IPR - Respect customers copyright
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Securing company's IPR	To be competent, the user/ individual must be able to: PC1. prevent leak of new plans and designs to competitors by reporting on time PC2. be aware of any of company's product, service or design patents PC3. report IPR violations observed in the market, to supervisor or company head
Respecting customer's copyright	To be competent, the user/ individual must be able to: PC4. read copyright clause of the material published on the internet and any other printed material PC5. protect infringement upon customer's business or design plans PC6. consult supervisor or senior management when in doubt about using information available from customer PC7. report any infringement observed by anyone in the company
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on intellectual property rights KA2. company's IPR infringement reporting policy KA3. company's Human Resource policies KA4. company's reporting structure KA5. company's documentation policy KA6. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company KB3. significance of damages resulting from IPR infringement KB4. industrial and political espionages

THC/N9905

Maintain IPR of organisation and customers

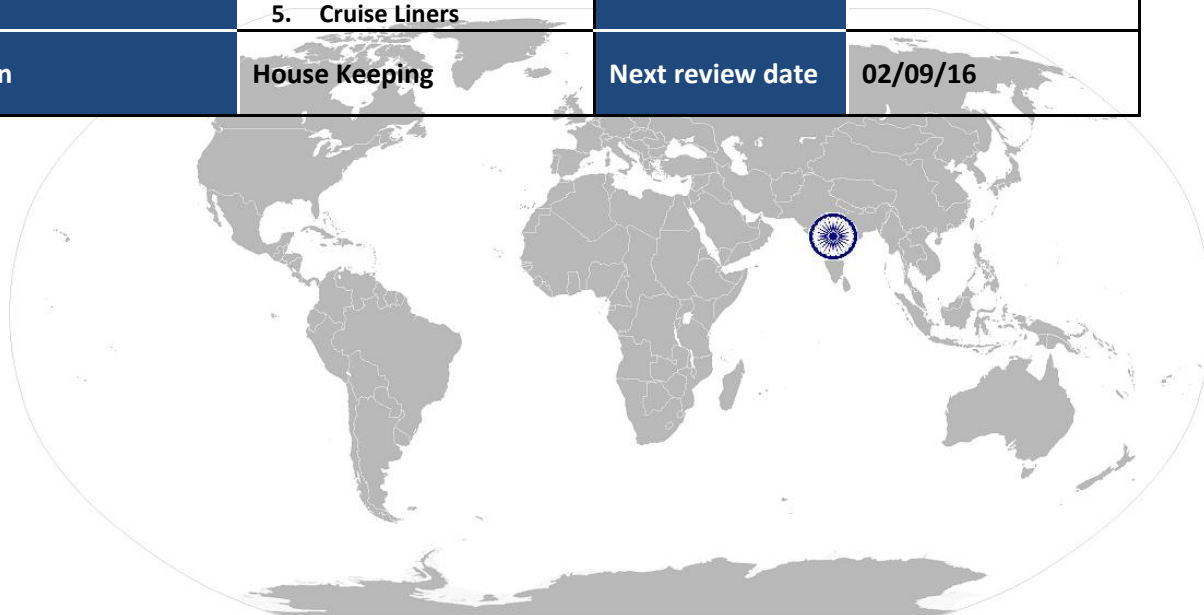
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor SA3. fill up documentation pertaining to one's role in protecting IPR infringement
	Writing Skills
	The user/ individual on the job needs to know and understand: SA4. fill up documentation pertaining to one's role in protecting IPR infringement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. interact with team members to work efficiently SA6. communicate effectively with the customers about IPR protection and building trust
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues SB2. prevent information leakages SB3. avoid being caught up in copyright issues
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand: SB4. basics of what constitutes IPR violations under WTO agreement SB5. penalties to company or individual on evidence of IPR violations SB6. likely effect of IPR violation on customer
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. improve work IPR related safety and adopting best practices SB8. resolve conflicts related to IPR by reporting in time

THC/N9905

Maintain IPR of organisation and customers

NOS Version Control

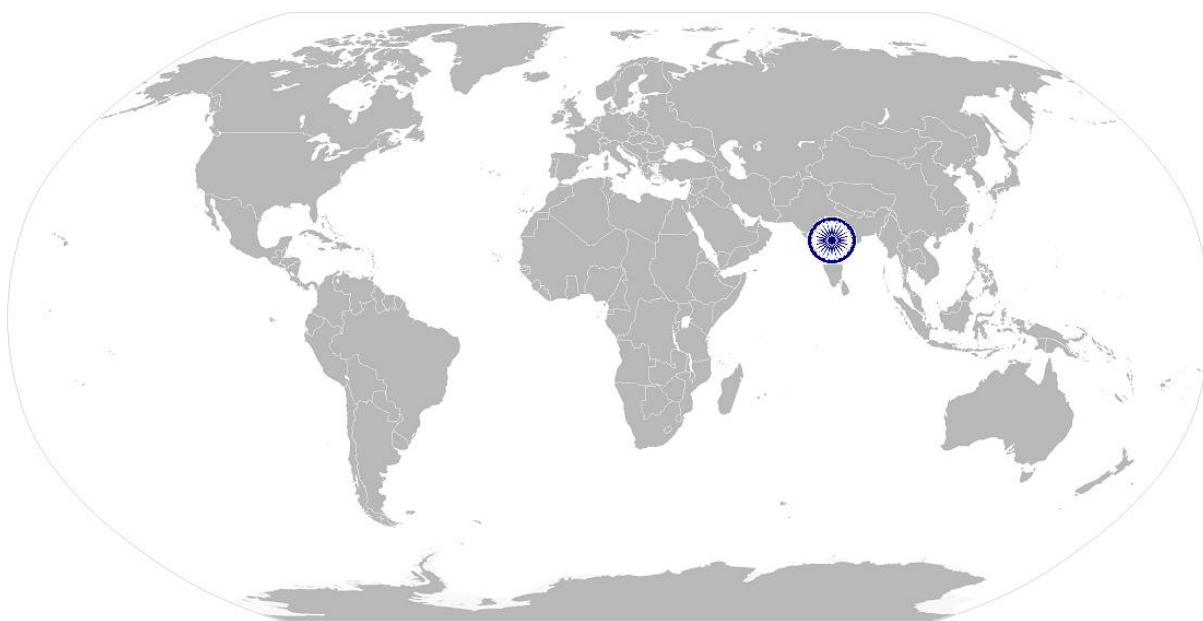
NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16



THC/N9906

Maintain health and hygiene

National Occupational Standard



Overview

This unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres.

THC/N9906

Maintain health and hygiene

National Occupational Standard

Unit Code	THC/N9906
Unit Title (Task)	Maintain health and hygiene
Description	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
Scope	This unit/task covers the following: • Ensure cleanliness around workplace in hospitality and tourist areas • Follow personal hygiene practices • Take precautionary health measures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Ensuring cleanliness around workplace	To be competent, the user/ individual must be able to: PC1. keep the workplace regularly clean and cleared-off of food waste or other litter PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal PC3. ensure that the trash cans or waste collection points are cleared everyday PC4. arrange for regular pest control activities at the workplace PC5. to maintain records for cleanliness and maintenance schedule PC6. ensure the workplace is well ventilated with fresh air supply PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well PC8. ensure the workplace is provided with sufficient lighting PC9. ensure clean work environment where food is stored, prepared, displayed and served PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc. PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids PC13. ensure to clean the store areas with appropriate materials and procedures PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal
Following personal hygiene practices	To be competent, the user/ individual must be able to: PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.

THC/N9906

Maintain health and hygiene

	PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc. PC17. wash the cups, glasses or other cutlery clean before and after using them PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc. PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc. PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc. occurs in the workplace
Taking precautionary health measures	To be competent, the user/ individual must be able to: PC21. report on personal health issues related to injury, food, air and infectious diseases PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes PC25. ensure to use single use tissue and dispose these tissues immediately PC26. coordinate for the provision of adequate clean drinking water PC27. ensure to get appropriate vaccines regularly PC28. avoid serving adulterated or contaminated food PC29. undergo preventive health check-ups at regular intervals PC30. take prompt treatment from the doctor in case of illness PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on health and hygiene at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000 KB2. health risks to the worker or customer KB3. healthy work practices KB4. equipment and hand swab tests KB5. internal hygiene-audit tests KB6. personal protective equipment to be worn and care

THC/N9906

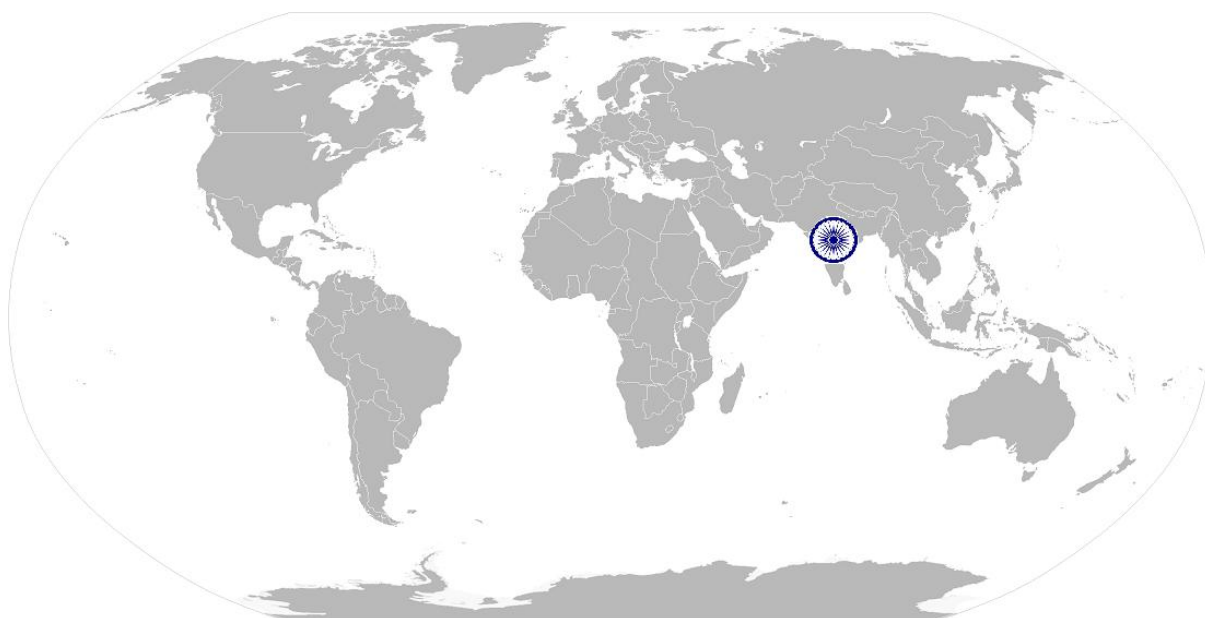
Maintain health and hygiene

	KB7. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working KB8. acceptable ventilation standards KB9. technical layout standards and placements of equipment KB10. safe disposal methods for waste KB11. compliance norms for established health and hygiene procedures at workplace KB12. safe handling of chemicals KB13. standard material handling procedure KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists KB15. precautionary rules to follow for maintaining health and hygiene KB16. municipal or community rules for handling and disposing-off waste
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices SA2. understand internationally or nationally accepted signage related to hygiene and health SA3. read job sheets, company policy documents and information displayed at the workplace SA4. read notes or comments from the supervisor or customer SA5. fill up any documentation required to maintain health and hygiene
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA6. fill up any documentation required to maintain health and hygiene
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA7. receive instructions from doctor and supervisor on medical care SA8. verbally report hygiene hazards and poor organisational practice
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand: SB1. how to select appropriate hand tools and personal protection equipment SB2. how to select the cleaning procedures and effective hygiene practices as required
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA

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Maintain health and hygiene

	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand: SB3. how to use the acids, detergents, lubricants, etc., for cleaning SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others



THC/N9906

Maintain health and hygiene

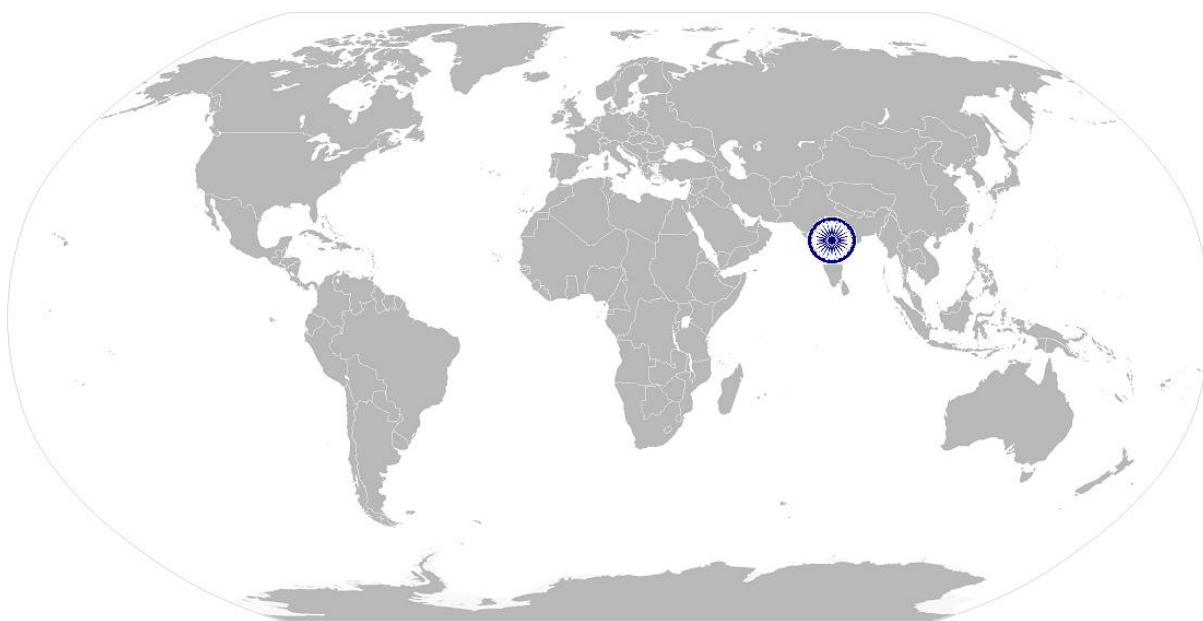
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NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

THC/N9907

Maintain safety at workplace

National Occupational Standard



Overview

This unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures.

THC/N9907

Maintain safety at workplace

National Occupational Standard

Unit Code	THC/N9907
Unit Title (Task)	Maintain safety at workplace
Description	This OS unit is about following workplace safety standards to have a hazard-free work environment and avoid downtime because of disruption from personal injuries and hazardous system failures
Scope	This unit/task covers the following: • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment • Achieve safety standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid work hazards	To be competent, the user/ individual must be able to: PC1. assess the various hazards in the work areas PC2. take necessary steps to eliminate or minimize them PC3. analyse the causes of accidents at the workplace PC4. suggest measures to prevent such accidents from taking place PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas fire, hot liquids, hot foods, hot oil, etc. PC6. suggest methods to improve the existing safety procedures at the workplace
Following standard safety procedure	To be competent, the user/ individual must be able to: PC7. be aware of the locations of fire extinguishers, emergency exits, etc. PC8. practice correct emergency procedures PC9. check and review the storage areas frequently PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas PC11. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc. PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed PC13. ensure safe techniques while moving furniture and fixtures PC14. ensure to reduce risk of injury from use of electrical tools PC15. read the manufacturer's manual carefully before use of any equipment PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries PC17. keep the floors free from water and grease to avoid slippery surface PC18. ensure to use non slip liquids and waxes to polish and treat floors, if required PC19. use rubber mats to the places where floors are constantly wet

THC/N9907

Maintain safety at workplace

	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc. PC21. use flat surfaces, secure holding and protective wear while using such sharp tools PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies PC23. practice ergonomic lifting, bending, or moving equipment and supplies
Using safety tools or Personal Protective Equipment	To be competent, the user/ individual must be able to: PC24. ensure the workers have access to first aid kit when needed PC25. ensure all equipment and tools are stored and maintained properly and safe to use PC26. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required PC27. ensure to display safety signs at places where necessary for people to be cautious PC28. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc. PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc., are available
Achieving safety standards	To be competent, the user/ individual must be able to: PC30. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken PC31. comply with the established safety procedures of the workplace PC32. report to the supervisor on any problems and hazards identified PC33. ensure zero accident at workplace PC34. adhere to safety standards and ensure no material damage
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on safety procedures at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. personal protective equipment should be worn and how it is cared for KB2. purpose and usage of protective gears such as gloves, protective goggles, masks, etc. while working KB3. how to provide the first aid treatment at workplace KB4. significance of accidental risks to the worker and productivity loss

THC/N9907

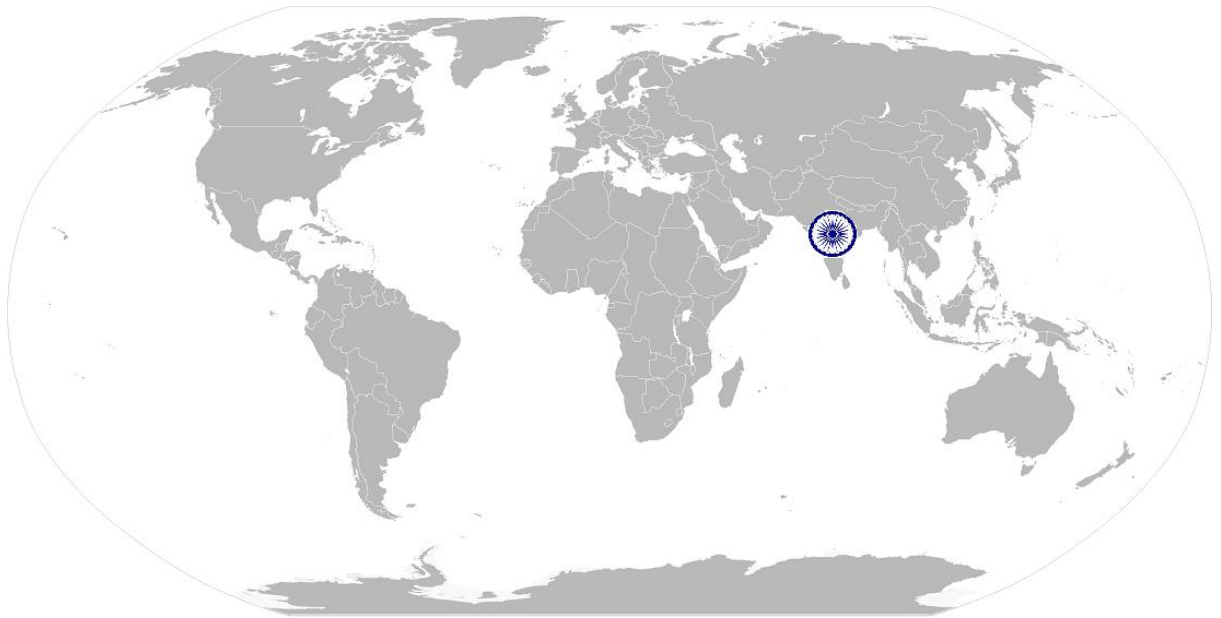
Maintain safety at workplace

	KB5. reporting procedure or hierarchy for signs of damage and potential hazards KB6. methods to minimize accidental risks KB7. safe handling chemicals, acids, etc. for cleaning KB8. material handling procedure KB9. standard operating procedure for safety drills and equipment maintenance KB10. precautionary activities to be followed for work place safety KB11. optimal operation of tools and electrical equipment KB12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices.
	SA2. read job sheets, company policy documents and information displayed at the workplace
	SA3. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA4. fill up documentation to one's role
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA5. verbally report safety hazards and poor organisation practice
	SA6. communicate supervisor about the work safety issues
	SA7. receive instructions from supervisor on minimizing the accidental risks
	SA8. communicate co-workers about the precautions to be taken for accident free work
	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. select appropriate hand tools and personal protection equipment
	SB2. identify first aid needs in case and of an injury
B. Professional Skills	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB3. use safety equipment such as fire extinguisher during fire accidents

THC/N9907

Maintain safety at workplace

	SB4. store chemicals and tools in a safe way
	SB5. use tools and equipment without causing any injury to fellow workers
	Critical Thinking
	NA



THC/N9907

Maintain safety at workplace

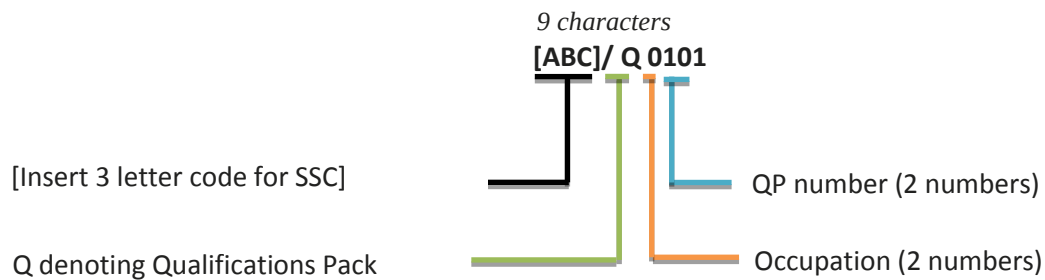
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Industry	Tourism and Hospitality	Drafted on	20/04/15
Industry Sub-sector	- Hotels - Travel and Tours - Restaurants - Facility Management - Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

Annexure

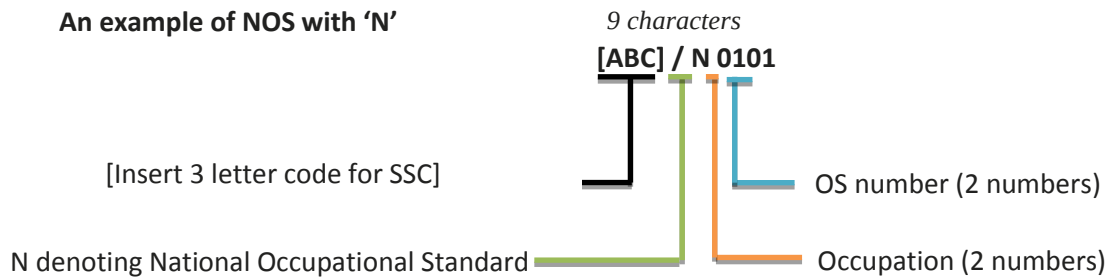
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Housekeeping Executive

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	Q /N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Housekeeping Executive

ASSESSMENT CRITERIA

Job Role : Housekeeping Executive

Qualification Pack : THC/Q0208

Sector Skill Council : Tourism and Hospitality

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 proportion of marks for each PC.
2. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0227 Performing housekeeping activities in the assigned area	PC1. report to work punctually	50	1.0	0.5	0.5
	PC2. interact with housekeeping supervisor / manager and understand the job requirement		1.0	0.5	0.5
	PC3. identify the areas of housekeeping operation under the individual's control (suite room, deluxe room)		1.0	0.5	0.5
	PC4. make note of the task difference of room attendant , housekeeping attendant and an executive		1.0	0.5	0.5
	PC5. inspect the area for cleaning		1.0	0.5	0.5
	PC6. estimate the time required to perform housekeeping activities		1.0	0.5	0.5
	PC7. estimate the number of co-workers / attendants are required to perform housekeeping activities		1.0	0.5	0.5
	PC8. identify the cleaning agents required for different types of surfaces		1.0	0.5	0.5
	PC9. estimate the quantity of materials and cleaning agents required based on the occupancy rate		1.0	0.5	0.5
	PC10. identify requirement of PPE to be used		1.0	0.5	0.5
	PC11. personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses		3.0	1.5	1.5
	PC12. choose the appropriate equipment and materials taking into account factors such		1.0	0.5	0.5

Qualifications Pack For Housekeeping Executive

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	as manufacturers' instructions, risk, efficiency, access, time, surface and type of soiling				
	PC13. prepare the work area for housekeeping activity including: • use of protective clothing • put up hazard warning signs, if required • secure work/surrounding areas		3.0	1.5	1.5
	PC14. have clarity on the housekeeping activities and procedure to be followed		1.0	0.5	0.5
	PC15. obtain the necessary cleaning equipments and materials required for cleaning		1.0	0.5	0.5
	PC16. obtain the appropriate equipment and materials and consumables and if the same are not available, select suitable alternatives or inform the appropriate person equipment and materials may be: • manual equipment • powered equipment • cleaning chemicals materials, tools and equipments used: • PPE • cleaning agents for different surfaces • water for cleaning solution wherever needed • mug • funnel • bowl cleaner • toilet disinfectant • rubber spatula • floor mop • bowl swab • plastic caddy • spray bottle • ladders • cobweb cleaner • glass cleaner • dry vacuum cleaner (commercial) • suction dryer • floor polishers/burnishers • power floor buffers		5.0	2.5	2.5

Qualifications Pack For Housekeeping Executive

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	• scrubbers • spray extractors • dust pan and brush • bucket • wringer-trolley • lint free cleaning clothes • squeegees • scrubbing brush/cloth • dry window cloth • sponge • degreaser • brush • scraper • toiletries to be replenished like toilet paper, tissues, bathroom linen etc. • linen and bedding				
	PC17. choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt Types of floors • soft (for example, carpets) • semi-hard (for example, vinyl and wood) • hard (for example, marble, concrete or quarry tiles) Types of surfaces • plastic • ceramic • wood • stainless steel • glass		5.0	2.5	2.5
	PC18. follow the manufacturer's instructions while handling the equipments		1.0	0.5	0.5
	PC19. follow respective standard procedure for cleaning various types of surfaces		1.0	0.5	0.5
	PC20. remove all linen and bed covering from the beds		1.0	0.5	0.5
	PC21. handle and store soiled linen and bed coverings correctly		1.0	0.5	0.5
	PC22. make the bed with the right linen and bed coverings depending on the type of customer, as per the organization's policy		1.0	0.5	0.5
	PC23. ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient		1.0	0.5	0.5

Qualifications Pack For Housekeeping Executive

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	manner				
	PC24. clean all the areas in the room including surface, windows, bathroom, appliances, etc		1.0	0.5	0.5
	PC25. check that washrooms are free flushing and draining		1.0	0.5	0.5
	PC26. clean the fixtures and fittings in an order that is least likely to spread infection		1.0	0.5	0.5
	PC27. clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks		1.0	0.5	0.5
	PC28. ensure that the cleaning activity is done within the standard time as per procedure		1.0	0.5	0.5
	PC29. remove waste from the areas cleaning safely and according to regulations,		1.0	0.5	0.5
	PC30. instructions and good practice		1.0	0.5	0.5
	PC31. collect waste according to instruction without causing any spillage or clutter		1.0	0.5	0.5
	PC32. sort out and segregate waste according to type, making sure it is handled safely		1.0	0.5	0.5
	PC33. pack waste and store in appropriate waste containers/ assigned bins		1.0	0.5	0.5
	PC34. make sure that sites of cleaning operations are clear of waste that is not to be left at the site		1.0	0.5	0.5
	PC35. make sure that waste containers are taken safely to the allocated collection point and made secure where necessary		1.0	0.5	0.5
	PC36. complete records to maintain a waste audit trail in line with the unit procedures		1.0	0.5	0.5
	PC37. identify and report problems associated with the collection and storage of waste according to company procedures		1.0	0.5	0.5
	PC38. follow the legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions		1.0	0.5	0.5
	POINTS		50	25.0	25.0
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0228 Oversee housekeeping	PC1. make note of the standards set for cleaning in housekeeping department		2.5	0.5	2.0
	PC2. ensure that the standards are being followed by the attendants while		2.5	1.0	1.5

Qualifications Pack For Housekeeping Executive

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
services and maintain material inventory	performing cleaning activity	50			
	PC3. ensure that the linens are folded as per the standards of the company		2.5	1.0	1.5
	PC4. ensure that no dirt is left uncleansed in the rooms		2.5	1.0	1.5
	PC5. ensure that the refrigerators, microwaves are working in the rooms		2.5	1.0	1.5
	PC6. identify whether the room temperature is maintained at the required level		2.5	1.0	1.5
	PC7. ensure that the beds, pillows, window screens are free from any dirt		2.5	1.0	1.5
	PC8. check for any leftovers in the drawers, cupboards		2.5	1.0	1.5
	PC9. inform the attendants immediately if any cleaning activity is required		2.5	1.0	1.5
	PC10. ensure that toiletries are replenished		2.5	1.0	1.5
	PC11. inspect whether the housekeeping attendants are well groomed and wearing the uniform provided by the organization		2.5	1.0	1.5
	PC12. inform the front office associate about the rooms that are ready for check in		2.5	1.0	1.5
	PC13. check the quantity of housekeeping materials available in stock		2.5	1.0	1.5
	PC14. estimate the quantity of materials that will be required for cleaning in the next days		2.5	1.0	1.5
	PC15. inform the housekeeping supervisor / procurement department if any item is unavailable		2.5	1.0	1.5
	PC16. take measures not to over / under stock the materials		2.5	1.0	1.5
	PC17. maintain stock records of the items that are used		2.5	1.0	1.5
	PC18. report to the housekeeping supervisor if any of the cleaning equipment are not working		2.5	1.0	1.5
	PC19. check and report for the service routines of housekeeping equipment		2.5	1.0	1.5
	PC20. ensure that the equipment are utilized properly and achieve the cost benefit		2.5	1.0	1.5
	POINTS		50	19.5	30.5
	TOTAL POINTS			50	

Qualifications Pack For Housekeeping Executive

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0229 Assist in supervision of housekeeping activities	PC1. make note of the functions of a housekeeping supervisor	50	2.5	1.0	1.5
	PC2. understand the functions of all roles in the housekeeping department		2.5	1.0	1.5
	PC3. ensure that the attendants follow the standard housekeeping procedure as set by the organization		2.5	1.0	1.5
	PC4. ensure that the attendants strictly follow the work timings		2.5	1.0	1.5
	PC5. ensure that the services provided to the guests are satisfactory		2.5	1.0	1.5
	PC6. identify areas where guest satisfaction is low		2.5	1.0	1.5
	PC7. provide recommendations to supervisor on improvement of service in areas where customer satisfaction is low		2.5	1.0	1.5
	PC8. perform the role of supervisor at his absence		2.5	1.0	1.5
	PC9. ensure the attendants complete their assigned duties within the prescribed time limit		2.5	1.0	1.5
	PC10. maintain a record of the activities done by the attendants		2.5	1.0	1.5
	PC11. inform the supervisor if performance level of any attendant is unsatisfactory		2.5	1.0	1.5
	PC12. inform the supervisor if performance of any subordinate exceeds expectations		2.5	1.0	1.5
	PC13. monitor the morale of all attendants		2.5	1.0	1.5
	PC14. resolve conflicts between attendants ensuring proper functioning of the department		2.5	1.0	1.5
	PC15. escalate conflicts beyond the scope of the individual to the supervisor		2.5	1.0	1.5
	PC16. effectively communicate with the guests		2.5	1.0	1.5
	PC17. carefully understand the customer complaints and take appropriate action		2.5	1.0	1.5
	PC18. ensure timely resolution of customer grievances		2.5	1.0	1.5
	PC19. inform supervisor regarding the complaints that are beyond the scope of h		2.5	1.0	1.5
	PC20. obtain feedback from customer after resolving the issue		2.5	1.0	1.5
	POINTS		50	20.0	30.0
	TOTAL POINTS			50	

Qualifications Pack For Housekeeping Executive

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0
	PC22. communicate with the customers in a		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	polite, professional and friendly manner				
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
	PC25. listen actively in a two way communication		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS		50	18.5	31.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0
	PC4. build a good rapport with the customers		2.5	0.5	2.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	including the ones who complain				
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.5	2.0
	POINTS		50	10	40
	TOTAL POINTS				50

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9903 Maintain	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer	50	0.5	0.0	0.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
standard of etiquette and hospitable conduct	on their arrival				
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	all time				
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	POINTS		50	14	36
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS			50	

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling,		1.5	0.5	1.0

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
cleaning				
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
PC15. wash hands on a regular basis		2.0	0.5	1.5
PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
PC17. wash the cups		1.5	0.5	1.0
PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.0	0.5	0.5
POINTS		50	15.5	34.5
TOTAL POINTS			50	

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing,		2.0	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	cleaning, and maintaining tools, equipment, and supplies				
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	
	GRAND TOTAL	500		180	320