



Model Curriculum

QP Name: Customer Service Representative (Meet & Greet)

QP Code: THC/Q4205

QP Version:4.0

NSQF Level: 4

Model Curriculum Version: 4.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0701
Minimum Educational Qualification and Experience	12th-grade pass or equivalent OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 years of relevant experience
Minimum Level of Education for Training in School	NA
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	4.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	4.0
Minimum Duration of the Course	510 Hours, 0 Minutes (including ES and OJT)
Maximum Duration of the Course	510 Hours, 0 Minutes (including ES and OJT)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Employee suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace
- Apply appropriate practice for handling guest booking and preparing for meeting the guest
- Perform steps to meet and greet the guest and arranging guest transfer at the desired location
- Apply appropriate practices for prepare for tour operations
- Employ proper techniques for ensuring safety of tourists at tour spot
- Apply appropriate practices to complete the tour and obtain feedback from the tourist
- Prepare an invoice for the tourist for the trip

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N4215: Perform Meet and Greet Operations NOS Version No. 2.0 NSQF Level 4	45:00	80:00	25:00	0:00	150:00
Module 1: Introduction to the Tourism Industry and Customer Service Representative (Meet & Greet)	05:00	00:00	00:00	00:00	05:00
Module 2: Handle Guest Bookings and Prepare for Meeting the Guests	20:00	40:00	13:00	0:00	73:00
Module 3: Enhance Guests' Experiences	20:00	40:00	12:00	0:00	72:00

THC/N4405: Escort Tourists on Organized Trips NOS Version No. 3.0 NSQF Level 4	60:00	115:00	35:00	0.00	210:00
Module 4: Prepare for Tour Operations	20:00	39:00	12:00	0.00	71.00
Module 5: Accompany and Ensure Safety of Tourists	20:00	38:00	11:00	0.00	69.00
Module 6: Describe Tourist Spot and Complete the Tour	20:00	38:00	12:00	0.00	70.00
THC/N9901- Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 4	15.00	15.00	00.00	0.00	30.00
Module 7: Maintain Effective Communication and Service Standard	15.00	15.00	00.00	0.00	30.00
THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 4	15.00	15.00	00.00	0.00	30.00
Module 8: Organizational Confidentiality and Customer Privacy	15.00	15.00	00.00	0.00	30.00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 4	15.00	15.00	00.00	0.00	30.00
Module 9: Basic Health and Safety Standards	15.00	15.00	00.00	0.00	30.00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 10. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 11. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30

Module 12. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 13. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 14. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 15. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 16. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 17. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 18. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 19. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 20. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 21. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	174.00	276.00	60.00	0.00	510.00

Module Details

Module 1: Introduction to the Tourism and Hospitality and Customer Service Representative (Meet & Greet)

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Tourism and Hospitality Industry
- Define the roles and responsibilities of a Customer Service Representative (Meet & Greet)
- Explain the scope of work for a Customer Service Representative (Meet & Greet)

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality industry and its sub-sectors • Discuss the basic terminology used in the transportation parlance • Discuss various functions and organizational structure of a transportation organization • Elaborate on the job role and job opportunity for Customer Service Representative (Meet & Greet) in the Tourism and Hospitality Industry • Explain the grooming standards for a Customer Service Representative (Meet & Greet) 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Handle Guest Bookings and Prepare for Meeting the Guests

Mapped to THC/N4215 v 2.0

Terminal Outcomes:

- Employ appropriate practices to receive guests' calls
- Describe meeting and greeting planning procedure
- Discuss costing and pricing strategies of meet and greet packages
- Employ proper practice to inspect the vehicle for picking up the guest

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the legislation, standards, policies, procedure, service standards, environment, safety and service quality standard norms to be followed for Meet and Greet operations • Elaborate on the effective ways to identify guests' requirements • Describe meeting & greeting Planning procedures • Explain the principles of costing and Pricing of meet and greet packages • State the significance of checking any special request made by the guest • Elaborate the procedure to reconfirm the guest booking with the hotel or place of accommodation and check arrival or departure details • Explain the transportation co-ordination planning process • Discuss precautionary measures to be taken while handling travel operations • State the importance of leaving for the designated location for picking up the guest on time • Discuss the importance of being updated about local maps and routes 	<ul style="list-style-type: none"> • Role play on how to receive guests' calls and get necessary details from the guests like name, contact details, pick-up/drop location etc. • Employ appropriate practices to provide details of the available packages and the best quote as per guest's requirements • Role play on how to share transport and fare details according to the package selected by the guests • Show how to coordinate with the travel agent or driver • Apply appropriate practices to assign vehicle and driver according the availability and requirement of the guest and share planned schedule with the guest and transport service provider • Show how to check duty roster for assigned duties and collect travel and bookings details of the guest and relevant documents like tickets, itinerary, etc. • Dramatize a situation on how inform the in-house driver or the travel agency about the meeting place and time • Employ proper inspection practices to check vehicle for cleanliness, sanitization, fitness and presentability for the guest and availability of safety equipment • Demonstrate how to fill-up the checklist of the preparation for performing meet and greet services as per standards
Classroom Aids	



Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating procedures

Tools, Equipment and Other Requirements

Phone/Mobile, Sample Tour Package Brochure, Sample Duty Roaster, Sample Tickets and Sample Itinerary

Module 3: Enhance Guests' Experiences

Mapped to THC/N4215 v 2.0

Terminal Outcomes:

- Create a placard for the guest at receiving time
- Explain professional ways for Customer Service Executive (Meet and Greet) to meet and greet the guest
- Describe transportation co-ordination planning process and various procedures involved in travel operation
- Discuss hotel or accommodation facility check-in/check-out procedures for assisting the guest

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance to reach the designated location well in time • Explain the methods of preparing a placard and significance of carrying the same while going to pick-up the guest • Discuss professional ways to meet and greet the guest • State the significance of catering to the special requests of the guests • Discuss documentation and Foreign Currency Exchange Procedures • Describe transportation co-ordination planning process and various procedures involved in travel operations • Discuss various modes of the travel like rail, bus, sea etc. their departure and arrival procedure, and other characteristics • State the significance of ensuring the guest is comfortably seated in the vehicle and engaged throughout the travel • Discuss the procedure to update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in • Explain various types of travel documents required • State the significance of taking guest's signature on the taxi receipt 	<ul style="list-style-type: none"> • Prepare a sample placard for the guest • Dramatize a situation on how to acknowledge and greet the guests as per the standard procedure and provide refreshments to the them on arrival • Demonstrate how to assist the guest with handling the luggage and currency exchange • Role play on how to answer guest queries regarding the local facilities, places of interest or activities and handle emergency situations like missing luggage, theft, etc. • Dramatize a situation on informing the guest about the travel arrangement, escort the guests to the arranged transport and open and close the door for the guest • Demonstrate how to handover all required documents to the guest like tickets, travel permits, entry permissions, etc. • Show how to assist with the guest's luggage unloading at the dropping point, and escorting the guest to the front office • Role play on how to liaise with the hotel staff regarding guest booking, provide assistance to guest for hotel check-in/check-out and ensure that guest get accommodation as per the pre-booking • Dramatize a situation on how to obtain feedback from the guest and bid farewell to the guests as per standards

	<ul style="list-style-type: none">• Show how to escalate the issue to the authorized person if there is any problem related to the transportation facility
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample placards and Sample List of Guest Queries, Luggage bags, Sample Invoice of Transportation and Sample Feedback Form	

Module 4: Prepare for Tour Operations

Mapped to THC/N4405 v 3.0

Terminal Outcomes:

- Discuss different tourist categories and relevant tour packages/travel plans
- Describe various information to be collected for smooth tour operations
- Discuss tour route planning techniques
- Perform the tasks to arrange for required supplies and equipment for the tour

Duration: 20:00	Duration: 39:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain government rules, and environmental, safety, and service quality standards to be followed while conducting a tour • Elaborate on the time management techniques • List tourism related products and services • Describe different tourist categories and relevant tour packages/travel plans • Explain the type tour and travel such as religious, cultural, heritage, leisure, etc. and respective accommodation arrangements to be made • Describe types of problems that may occur with travel and accommodation arrangements and effective ways to deal with them • State the significance of being updated with the latest information related to the place, tour site, and city • Discuss effective tour route planning techniques • Discuss the methods to identify tourists' preference or interests • Discuss itinerary alteration and tour planning procedures • Describe the effective ways to gather travel partner details • State the significance of pre-tour briefing and fulfilment of the required documents 	<ul style="list-style-type: none"> • Role play on how to obtain tour itinerary along with vouchers, tourist details and pre-trip checklist from tour agents/operator for smooth tour operations • Employ appropriate procedure to confirm budget, dietary and access requirements of the tourists, and travel arrangements like logistics, accommodations, etc. • Show how to gather information for the planned tour destination like environmental conditions, history, other details of the city and the site etc. • Apply effective ways to identify the places and spots of tourist's interest and select appropriate route and sequence of the tour • Show how to check and arrange required supplies, equipment and first-aid supplies before commencement of the tour • Role-play on how to coordinate with tourists or tour operators for meeting place and time
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample itinerary plan and voucher, First-aid, etc.	

Module 5: Accompany and Ensure Safety of Tourists

Mapped to THC/N4405 v 3.0

Terminal Outcomes:

- Describe the procedure to greet, welcome and attend the guests
- Discuss tourist handling techniques
- Describe types of risks involved in a tour
- Discuss various safety measures to be taken while on a tour

Duration: 20:00	Duration: 38:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe tourist handling techniques • Discuss the procedure to organize the tour transport to various locations • Describe the importance and procedure of issuing identification badges and safety equipment to the tourists • Discuss various types of risks involved in a tour, theft, robberies etc. at particular spots and respective safety measures to be taken • Describe the standard first-aid procedures 	<ul style="list-style-type: none"> • Dramatize a situation on welcoming, greeting and addressing the customers as per standards • Employ proper practices to determine the physical restrictions of the tourists, if any • Dramatize a situation on how to inform tourists about their itinerary and register their details • Apply appropriate practices to assist the tourists through the travel procedures and documentation, baggage collection and check-in and check-out processes at the accommodation facility • Show how to escort the tourists from hotel to tourist place and back as per standards • Dramatize a situation on how to liaison with coach provider, coach driver, and their staff on the coach during the tour • Demonstrate how to inspect safety equipment for proper functioning • Role play on how to handle emergency situations like loss of transport, theft etc. during the tour • Demonstrate how to use safety equipment and provide first-aid
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
First aid, Safety Equipment's. etc.	

Module 6: Describe Tourist Spot and Complete the Tour

Mapped to THC/N4405 v 3.0

Terminal Outcomes:

- Describe the procedure to brief about the spots, its history, near-by locations, etc.
- Apply appropriate practices to handle tourists' complaints and queries
- Prepare a sample invoice for the services provided for the trip

Duration: 20:00	Duration: 38:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of providing various brochures, audio visual CDs, books, etc. regarding the tourist spot and informing them of the entry restrictions dress code, prohibitions (e.g, photography, video shoot, mobile etc.) at tour sites • Elaborate on conflict management techniques • Discuss dynamics and elements of a commentary • Explain how to organize activities, events, and shows • Describe various techniques to handle tourists' queries, and complaints • State the significance of ensuring completion of the tour in proper sequence and as per itinerary • Describe invoice preparation methods • Discuss feedback capturing mechanism and the significance of collecting feedback from the tourists • Explain standard systems for keeping records of travel and accommodation arrangements 	<ul style="list-style-type: none"> • Role play on how to brief the tourists on the city highlights, the pass by locations and the history of the place • Show how to arrange tickets for visiting specific spots like museums, art galleries, monuments, etc. • Role play on how to guide the tourists through the famous shopping areas of the place, assist them with buying souvenirs, brief them on the culture and cuisine of the tourist place and suggest the restaurants and places for local cuisine around the tourist spot • Show how to conduct games and cultural, leisure or entertainment activities along with various adventure activities, like mountaineering, horse riding, safari touring, etc. for the tourists at the tourist place • Show how to operate camera to take photographs of the tourists during the tour • Prepare sample documents for tour activities and invoice for the services provided for the trip • Role play on how to submit an invoice, claim the reimbursements and collect final payment from the tour agents/ operators for services provided
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample tickets of specific spots, camera, Feedback Form, Sample invoice	

Module 7: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 8: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 10: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of career development plan 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate in a well-mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> • Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe opportunities as an entrepreneur

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of maintaining customer

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 21: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Create a biodata • Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 22: On-the-Job Training

Mapped to Customer Service Representative (Meet & Greet)

Mandatory Duration: 60:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification • Employ appropriate ways to use, store and dispose of the organizational and customer information • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Role play on how to receive guests' calls and get necessary details from the guest like name, contact details, pick-up/drop location etc. • Dramatize a situation on how to identify guest's requirements and accordingly provide details and best quote of the available packages to the guest • Role play how to share transport and fair details according the package and coordinate with the travel agent or driver • Demonstrate how to assign vehicle and driver according the availability and requirement of the guest and also share planned schedule with the guest and transport service provider • Create a sample duty roaster for the assigned duties by Customer Service Representative (Meet & Greet) • Role play on how to collect travel and bookings details of the guest and relevant documents like tickets, itinerary, etc. and also check any special request from guest • Dramatize a situation on how to check arrival and departure schedule for guest accordingly inform the in-house driver or the travel agency about the meeting place and time and verify the guest booking with the hotel or the place of accommodation • Employ proper inspection practices to check vehicles' appropriateness for use like status of cleaning and sanitization, fit and presentable condition for the guest and availability of safety equipment • Demonstrate how to fill-up the checklist of the preparation for performing meet and greet services as per standards • Prepare a sample placard with for the guest • Dramatize a situation on how to acknowledge and greet the guests according the standard procedure and provide refreshments to the guests on arrival • Demonstrate how to assist the guest with handling the luggage and currency exchange • Role play on how to answer any guest queries regarding the local facilities, places of interest or activities and handle emergency situations • Dramatize a situation on how to inform the guest about the travel arrangement, escort the guest to the arranged transport and open and close the door for the guest • Apply appropriate techniques to ensure that the guest is comfortably seated in the vehicle and engaged throughout the travel 	

- Dramatize a situation on how to update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in
- Demonstrate how to handover all required documents to the guest like tickets, travel permits, entry permissions, etc. and assist with the guest's luggage unloading at the dropping point
- Show how to take guest's signature on the taxi receipt arranged for transportation and escort the guest to the front office desk
- Role play on how to liaise with the hotel staff regarding guest booking, provide assistance to guest for hotel check-in/check-out and ensure that guest get accommodation as per the pre-booking
- Dramatize a situation on how to bid the farewell to the guest, obtain feedback from the guest and handle the problem related to the transportation facility
- Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions
- Perform basic first-aid procedures
- Dramatize a situation on mock safety drills for emergency situations
- Perform waste disposal procedures at the workplace depending on the types of waste
- Role play a situation on reporting safety and security breaches to the supervisor
- Prepare a sample incident report
- Roll play on how to obtain tour itinerary along with vouchers, tourist details and pre-trip checklist from tour agents/operator for smooth tour operation
- Employ appropriate procedure to confirm travel, accommodation, budget, dietary, access requirements, logistics and other travel arrangements of the tourists
- Dramatize a situation on how to gather information for the planned tour like environmental conditions, history, other details of the city and the site etc.
- Demonstrate how to identify the interested places and the spots to visit based on the place knowledge and select route and sequence of the tour according them
- Dramatize a situation on how to arrange and check the required and first-aid supplies and equipment
- Roll play on how to coordinate with tourist or tour operator for meeting place and time
- Dramatize a situation on how to greet the customers with smile and the way of addressing the tourist
- Employ proper practices to determine the physical restrictions of a tourists
- Dramatize a situation on how to inform tourists about their itinerary and register their details
- Roll play on how to assist the tourists through the travel procedures and documentation
- Demonstrate how to help the tourists with check-in and check-out of the accommodation facility and baggage collection at their desired location
- Show how to organize tour transport for tourists and escorting them from hotel to tourist place and back
- Demonstrate how to drive motor vehicles for visitor transportation to establishments and tour site locations
- Dramatize a situation on how to liaison with coach provider, coach driver, and their staff on the coach during the tour
- Demonstrate how to inspect safety equipment's for proper functioning and provide first aid and other medical assistance
- Apply appropriate procedures to ensure that all necessary safety measures should be taken for risk
- Role play on how to handle emergency situation during the tour

- Role play on how to brief the tourists on the city highlights, the pass by locations and the history of the place and provide them various brochures, audio visual CDs, books, etc. regarding the tourist spot
- Demonstrate how to check for entry, dress code, prohibitions (e.g. photography, video shoot, mobile etc.) closure at tour sites
- Dramatize a situation on how to guide the tourists for the ticket of specific spot, famous shopping areas and buying souvenirs of the place
- Role play on how to brief tourist about culture and cuisine of the tourist place and suggest the restaurants and places for local cuisine around the tourist spot
- Demonstrate how to conduct games and cultural, leisure or entertainment activities and various adventure activities, like mountaineering, horse riding, safari touring, etc. for tourist at the tourist place
- Show how to use camera for take photographs of the tourists during the tour
- Role play on how to handle tourists' queries and complaints
- Show how to receive feedback from the tourist regarding the offered services and maintain document of the tour activities
- Prepare a sample invoice for the services provided for the trip
- Roll play on how to submit an invoice, claim the reimbursements and collect final payment from the tour agents/ operators for services provided

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate / Diploma / Degree / Post Graduate	Hospitality, Tour & Travel	5 years	Hospitality & Tourism	1 year	Hospitality & Tourism	

Trainer Certification	
Domain Certification	Platform Certification
“Customer Service Representative (Meet & Greet)”, “THC/Q4205, V4.0”, Minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and skills)”, mapped to the qualification pack “MEP/Q2601, V2.0”. The minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Post Graduate		5 years	Front Office/ Tours & Travel	0		

Assessor Certification	
Domain Certification	Platform Certification
“Customer Service Representative (Meet & Greet)”, “THC/Q4205, V4.0”, Minimum accepted score is 70%	Recommended that the assessor is certified for the job role “Assessor (VET and skills)”, mapped to the qualification pack “MEP/Q2701, V2.0”. The minimum accepted score is 80%.

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location

- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

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

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

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights