Model Curriculum

QP Name: Guest Service Associate (Front Office)

QP Code: THC/Q0102

QP Version: 5.0

NSQF Level: 4

Model Curriculum Version: 5.0

Tourism & Hospitality Skill Council || #1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place , New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4224.0100
Minimum Educational Qualification and Experience	12th grade pass or equivalent OR 11th grade pass with 1.5-year relevant experience including apprenticeship OR 10th grade pass with 3- year relevant experience including apprenticeship OR Previous relevant Qualification of NSQF Level 3.0 with 3-year relevant experience including apprenticeship
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	5.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	5.0
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:

- Employ appropriate 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
- Explain the ways to prepare for the Front Office Operations
- Apply appropriate practices to greet and welcome the guests
- Describe the procedure to complete Front Office duties like registration, check-in, check-out, room allotments, etc.
- Perform the practices to handle guests' services
- Prepare various amenity vouchers and invoices
- Describe the procedure to accept the payment and update the Property Management System
- Apply appropriate practices to manage guest check out procedure

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/N0130 & V4.0– Perform Front Office Activities **NSQF Level 4**	**35.00**	**45.00**	**70.00**	**0.00**	**150.00**
Module 1: Introduction to Front Office Management	02:00	00:00	00:00	00:00	02:00
Module 2: Prepare for Front Office Operations	08.00	10.00	20.00	0.00	38.00
Module 3: Prepare for Guests' Arrival	10.00	15.00	20.00	0.00	45.00
Module 4: Perform the Activities of Guest	15.00	20.00	30.00	0.00	65.00

Registration, Check-in, and Check-out Procedures					
THC/N0107 & V3.0 – Handle Guest Service during the Stay **NSQF Level 4**	**40.00**	**50.00**	**30.00**	**0.00**	**120.00**
Module 5: Perform the Activities to Handle Guest Service	40.00	50.00	30.00	0.00	120.00
THC/N0119 & v4.0 Handle Guest Reservation Activities **NSQF Level 4**	**30:00**	**40:00**	**20:00**	**00:00**	**90:00**
Module 6: Handle Guest Reservation Activities	30:00	40:00	20:00	00:00	90:00
THC/N9902 & V2.0 – Ensure Effective Communication and Service Standard at Work Place **NSQF Level 4**	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 7: Promote Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy **NSQF Level 4**	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 8: Organizational Confidentiality and Guest's privacy	15:00	15:00	00:00	00:00	30:00
THC/N9907 & v2.0 Monitor and Maintain Health, Hygiene and Safety at Workplace **NSQF Level 4**	**15:00**	**15:00**	**00:00**	**00:00**	**30:00**
Module 9: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	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**	**216.00**	**120.00**	**0.00**	**510.00**

Module Details

Module 1: Introduction to Front Office Management

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Guest Service Associate (Front Office)
- Explain the scope of work for a Guest Service Associate (Front Office)

Duration: *02:00*	**Duration:** *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel/Restaurant of small, medium and large establishments • Discuss various service departments in the hotel, like Food & Beverage, Housekeeping, etc • Elaborate the basic terminology used in the hospitality parlance • Elaborate the job role and job opportunity for Guest Service Associate (Front Office) in the Tourism and Hospitality Industry	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Prepare for Front Office Operations

Mapped to THC/N0130 & V4.0v 3.0

Terminal Outcomes:

- Explain professional etiquette to be maintained at the workplace
- Describe various Front Office functions
- Explain the reporting procedure for a Guest Service Associate (Front Office)

Duration: *08:00*	**Duration**: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the code of conduct, business etiquette, grooming standards, and other guidelines for Guest Service Associate (Front Office) • Explain the front office service cycle • Elaborate the functions of the Front Office department • Discuss the importance of timely reporting for the duty • Discuss the importance of wearing designated uniform • Explain inter and intra departmental coordination	• Role play how to interact with the Manager/Supervisor for understanding service requirements • Dramatize how to report for the duty • Draw the layout of the front office department
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample operational structure of various Front Office functions, like Reception, Guest Service, etc.	

Module 3: Prepare for Guests' Arrival

Mapped to THC/N0130 & V4.0v 3.0

Terminal Outcomes:

- Apply appropriate practices to use different office equipment
- Describe various pre-arrival activities

Duration: *10:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe various types of rooms, facilities, tariffs (like BAR, Corporate, Contracted, Group, etc.), and meal plans applicable in the Hotel Industry • Explain different types of room rates • Elaborate different types of meal plans applicable to hotel • Discuss various types of guests, such as business, leisure, etc. • Discuss the flow of guests in peak/lean season in the hotels • Explain the significance of cross-checking occupancy status, room allocation status, arrival and departure timing, guest confirmation, VIP in-house, and events • Elaborate various tools and office equipment, such as photocopier, printer, card swiping machine, etc. required at the workstation along with their functions • Describe the different vouchers used in front office (like Petty cash, Visitor's Paid out, etc.) • Explain the importance of taking care of special guest requirement, travel arrangements, and special welcome for VIPs	• Employ appropriate practices to check the occupancy status, room allocation status, arrival-departure timing, guest confirmation, VIP in house, and events • Demonstrate how to operate various tools and equipment, such as, card swiping machine, printer and photo-copier • Demonstrate the procedure to prepare various amenity vouchers • Apply appropriate practices to take care of special guest requirements, travel pick-up, special welcome and other arrangements
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various office equipment (photocopier, printer, telephone, fax machine, computer, key racks, etc.), Sample vouchers (petty cash vouchers, paid out vouchers, allowance/discount vouchers, deposit receipt, etc.)	

Module 4: Perform the Activities of Guests' Registration, Check-in, and Check-out Procedures

Mapped to THC/N0130 & V4.0v 3.0

Terminal Outcomes:

- Explain how to complete reservation, guests' check-in and check-out procedures
- Describe various modes of payment
- Explain how to update Property Management System
- Prepare various invoices

Duration: *15:00*	**Duration**: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List various documents required as guests' identity proof • Discuss the importance of communication etiquette and body language while greeting and welcoming the guests • Discuss various types of reservations (tentative, waitlisted, confirmed) and modes (written, verbal, online) of reservation • Describe the Property Management System used for check-in, check-out, invoicing, etc, in a hotel • Explain the guest registration, check-in procedures, policy, and other regulatory requirements of a Hotel • Elaborate various payment methods, cash management, invoice processing and cash vault handling procedures • Discuss the importance of using internet and e-mail for a Guest Service Associate (Front Office)	• Demonstrate professional etiquette while greeting and welcoming the guests • Apply appropriate techniques to fill guests' registration, check-in, check-out record manually or in Property Management System • Employ proper practices to check reservation details, room availability as per reservation requirement, check-out requests, and departure status of the guests
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample invoices, Sample ID proof, Guests Register, Card swiping machine, Property Management System (PMS)	

Module 5: Perform the Activities to Handle Guest Service

Mapped to THC/N0107 & V3.0 v 2.0

Terminal Outcomes:

- Employ appropriate practices to use different room equipment and appliances
- Describe the ways to handle guests' queries and complaints
- Explain the methods of screening the parcels, messages, and other deliverables

Duration: *40:00*	**Duration**: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Elaborate various appliances and equipment in the guests' room along with their functions • Discuss various types of cuisines offered in hotels • Describe the screening process of the luggage, parcels and other deliverables • Explain the importance of timely responding to guests' queries, requests and complaints • Discuss the procedure of handling guests' complaints • Outline the standard policy to upgrade the room for the guests • Discuss the standard procedure to accept and deliver guests' mails, messages, and parcels	• Demonstrate the operating procedure of various equipment and appliances required at the work area • Demonstrate how to screen the luggage, parcels, and other deliverables • Role play how to respond to guests' complaints, queries and requests • Employ appropriate practices to change and upgrade guests' room as per their preferences • Dramatize a situation to receive and deliver guests' parcels, messages and other deliverables
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Screening machine, Various equipment and appliances	

Module 6: Handle Guest Reservation Activities

Mapped to THC/N0119 & V4.0v 3.0

Terminal Outcomes:

- Describe the occupancy and revenue forecasting techniques
- Apply appropriate practices to manage guest reservation procedure
- Prepare sample guest reservation report as well as occupancy and forecasting report
- Employ suitable practices to monitor guest registration record

Duration: *30:00*	**Duration**: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain various standard plans, packages, seasonal rates, types of rooms and other facilities in Hotel Industry • Discuss the occupancy and revenue forecasting methods • Explain various modes, sources and types of reservations • Elaborate standard reservation, cancellation and amendment procedures • Describe the regulatory requirements for guest registration/check-in and check-out • Describe the legal and operational aspects of guest registration • Discuss the importance and procedure of maintaining guest reservation records	• Prepare sample guest reservation report • Employ appropriate practices to respond the guest as per standard procedure • Show how to obtain all the necessary information to the guests such as available room types and rates, room facilities, various plan, packages, etc. • Role play on how to inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly • Show how to make changes the guest request in reservation • Dramatize on how to inform the guest about the cancellation policy and about modification/cancellation made in reservation and provide reservation cancellations services on guest's request • Apply proper process to refund payments to guests in the event of cancellation
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample revenue and occupancy forecasting report, Sample guest reservation report, Sample Whitney slip and bedroom journal	

Module 7: Promote Effective Communication and Service Standard

Mapped to THC/N9902 & V2.0 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback	• Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 8: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 & V4.0 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification	• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: Monitor Health and Safety Standard

Mapped to THC/N9907

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: *15:00*	**Duration**: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of 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 • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP	• Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, 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**
• Discuss the Employability Skills required for jobs in various industries.	• 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**
• 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	• 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**
• Discuss importance of relevant 21st century skills	• 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**
• Discuss need of basic English skills	• 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**
• Discuss need of career development plan	• 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**
• Explain the importance of active listening for effective communication	• 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**
• Discuss the significance of reporting sexual harassment issues in time	• 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**
• 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	• 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**
• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	• 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**
• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges	• 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**
• Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately	• 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**
• Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities	• 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 Guest Service Associate (Front Office)

Mandatory Duration: 120:00	**Recommended Duration:** 00:00
Location: On Site	

Terminal Outcomes

- 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
- 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
- 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
- Role play how to interact with the Manager/Supervisor for understanding service requirements
- Dramatize how to report for the duty
- Draw the layout of the front office department
- Employ appropriate practices to check the occupancy status, room allocation status, arrival-departure timing, guest confirmation, VIP in house, and events
- Demonstrate how to operate various tools and equipment, such as, card swiping machine, printer and photo-copier
- Demonstrate the procedure to prepare various amenity vouchers
- Apply appropriate practices to take care of special guest requirements, travel pick-up, special welcome and other arrangements
- Demonstrate professional etiquette while greeting and welcoming the guests
- Apply appropriate techniques to fill guests' registration, check-in, check-out record manually or in Property Management System
- Employ proper practices to check reservation details, room availability as per reservation requirement, check-out requests, and departure status of the guests
- Demonstrate the operating procedure of various equipment and appliances required at the work area
- Demonstrate how to screen the luggage, parcels, and other deliverables
- Role play how to respond to guests' complaints, queries and requests
- Employ appropriate practices to change and upgrade guests' room as per their preferences

- Dramatize a situation to receive and deliver guests' parcels, messages and other deliverables
- Prepare sample guest reservation report
- Employ appropriate practices to respond the guest as per standard procedure
- Show how to obtain all the necessary information to the guests such as available room types and rates, room facilities, various plan, packages, etc.
- Role play on how to inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly
- Show how to make changes the guest request in reservation
- Dramatize on how to inform the guest about the cancellation policy and about modification/cancellation made in reservation and provide reservation cancellations services on guest's request
- Apply proper process to refund payments to guests in the event of cancellation

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th Pass/ Diploma / Degree/ Post Graduate	Hotel/ Hospitality / QSR	5	Front Office	1	Front Office	

Trainer Certification	
Domain Certification	**Platform Certification**
"Guest Service Associate (Front Office)", "THC/Q0102", 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/Assessment Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
12th Pass/ Certificate/ Diploma/ Degree/ Post Graduate	Hotel/ Hospitality / QSR	5	Front Office	0		

Assessor Certification	
Domain Certification	**Platform Certification**
"Guest Service Associate (Front Office)", "THC/Q0102", Minimum accepted score is 80%	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

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
VPOs	Visitors Paid Outs