



QUALIFICATION FILE

Guest Service Executive (Front Office)

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4.5

Submitted By:

Tourism and 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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Section 1: Basic Details

1.	Qualification Name	Guest Service Executive (Front Office)																	
2.	Sector/s	Tourism & Hospitality																	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2022/TH/THSC/05475 & v3.0		Qualification Name of existing/previous version: Guest Service Executive (Front Office)															
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>																		
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-4.5-TH-02014-2024-V1-THSC	6. NCrf/NSQF Level: 4.5																
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate																	
8.	Brief Description of the Qualification	The individual at work provides either front office executive or guest relations executive services as per organizational standards.																	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S.no</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>12th-grade pass</td> <td>3 years of relevant experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>Completed 2-year diploma after 12th</td> <td>2 years of relevant experience including apprenticeship</td> </tr> <tr> <td>3.</td> <td>Completed UG certificate or equivalent</td> <td>1.5 years' experience including apprenticeship</td> </tr> <tr> <td>4..</td> <td>Previous relevant qualification of NSQF Level 4</td> <td>1.5 years' experience including apprenticeship</td> </tr> </tbody> </table> b. Age- 20 years			S.no	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th-grade pass	3 years of relevant experience including apprenticeship	2.	Completed 2-year diploma after 12th	2 years of relevant experience including apprenticeship	3.	Completed UG certificate or equivalent	1.5 years' experience including apprenticeship	4..	Previous relevant qualification of NSQF Level 4	1.5 years' experience including apprenticeship
S.no	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1.	12th-grade pass	3 years of relevant experience including apprenticeship																	
2.	Completed 2-year diploma after 12th	2 years of relevant experience including apprenticeship																	
3.	Completed UG certificate or equivalent	1.5 years' experience including apprenticeship																	
4..	Previous relevant qualification of NSQF Level 4	1.5 years' experience including apprenticeship																	
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	18	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II																
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																	

13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1" data-bbox="853 172 1736 339"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>306:00</td> <td>30:00</td> <td>336:00</td> </tr> <tr> <td>Online</td> <td>204:00</td> <td></td> <td></td> <td>204:00</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		306:00	30:00	336:00	Online	204:00			204:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)															
Classroom (offline)		306:00	30:00	336:00															
Online	204:00			204:00															
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/4226.0201																	
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Guest Service Executive (Front Office)-->Duty Manager-->Revenue Manager-->Front Office Manager-->Rooms Division Manager																	
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																	
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																	
18.	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: SHI and LD																	
19.	How Participation of Women will be Encouraged	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																	
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9907.Monitor and maintain health, hygiene and safety at workplace																	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																	
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in																	
23.	Final Approval Date by NSQC: 31/01/2024	24. Validity Duration: 3 years	25. Next Review Date : 31/01/2027																

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Handle Guest Complaints and Guide Front Office Staff	THC/N0120 & v2.0	Core	4.5	4	30	80	10	0	120	40	40	0	20	100	20
2.	Perform Cashiering Activities	THC/N0110 & v3.0	Core	4.5	6	60	110	10	0	180	40	40	0	20	100	20
3.	Handle Guest Relations	THC/N0119 & v4.0	Core	4.5	3	45	35	10	0	90	40	40	0	20	100	20
4.	Ensure Effective Communication and Service Standard at Workplace	THC/N9902 & v2.0	Non-Core	4.5	1	15	15	0	0	30	40	40	0	20	100	15
5.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 V4.0	Non-Core	4.5	1	15	15	0	0	30	10	5	0	5	20	10
6.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 v2.0	Non-Core	4.5	1	15	15	0	0	30	30	35	0	15	80	10
7.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 & v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
Duration (in Hours) / Total Marks					18	204	306	30	0	540	220	230	0	100	550	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 70%** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)**Minimum Pass Percentage – NOS/Module-wise: ____%** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)**Section 3: Training Related**

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	NA
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 2550
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If “No”, why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Attached</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Attached</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Attached</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Attached</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	-

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Multidisciplinary and specialized knowledge <ul style="list-style-type: none"> Organizational policies on behavioural etiquette and professionalism Organizational policies on gender sensitive service practices at workplace Organizational reporting and hierarchy structure Documentation policy and procedures of the organization Service quality standards as per organizational policies Complaint handling policy and procedures SOP on personal hygiene Procedure of giving and receiving feedback positively Specific requirements of different age-groups of guests Age and gender specific etiquette Organizational policy with regards to Persons with disability Significance of professional etiquette and behaviour Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them Organisation's policies on intellectual property rights and confidential information Organisation's product, service or design patents How Intellectual property protection is important for competitiveness of an organisation Guidelines for crafting effective SOPs regarding IPR Procedure for disposal of confidential documents Confidential data protection methods Organizational policies on safety procedures at workplace 	<ul style="list-style-type: none"> A Guest Service Executive (Front Office) should be well acquainted with the facts, principles, processes, standards, policies, regulations, regarding the organization policies, various SOPs, front office layout, usage of computers, etc. then only person can apply them to achieve productivity with quality. Hence Level 4.5 	4.5

	<ul style="list-style-type: none"> • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks • The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishappening such as fire accidents, etc. • Organizational culture and guest profile • Tasks of different sections within front office operation • Types of guest complaints • Guest complaint handling procedures • Recruitment process of front office personnel • Organizational functions of front office department • Duties and responsibilities of front office personnel • Techniques to obtain and analyze guest feedback • Various types of standard records and reports maintained at the front office • Performance evaluation methods • Organizational SOPs and guidelines for invoicing and payment • Organization's pricing and discount policy and approval matrix • Front office service cycle and daily operations • Regulatory requirements for guest registration/check-in and check-outs • Types of rooms available, the facilities, tariff, rate structures and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details • List of items to be kept in Front Desk safety locker (e.g. licensed firearms/valuables) during check-in 		
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	<ul style="list-style-type: none"> Hotel property management system for check in, check out, room availability, invoicing, etc. Foreign exchange policies and rates Basic accounting principles Types of vouchers like Visitors Paid Outs (VPO's), petty cash, charge voucher, cash receipt voucher, etc. Digital payment methods Daily cash management process Types of ledger, like guest ledger, city ledger etc. and other cashiering reports/records Cash chest/vault handling and cash management process Usage of internet and e-mails Invoice processing procedure Organizational SOPs and guidelines for front office staff Different types of rooms in the hotels standard check-in and check-out procedures Types of guests, their profile and typical requirements SOP to coordinate with other departments regarding guest service Techniques to handle dissatisfied guests Methods to plan resources based on reservations Latest developments, processes, and best practices followed in the front office department globally Techniques to conduct need analysis Methods to identify training gaps and needs Procedure to prepare work and training manuals Ways to conduct effective training 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Range of skills along with specialized domain skills <ul style="list-style-type: none"> Assess and estimate manpower required for guest assistance Improve and modify own work practices Communicate effectively and cordially with guests and respond to their queries/requests Manage time effectively for prompt and improved guest services 	<ul style="list-style-type: none"> A Guest Service Executive (Front Office) performs different activities related to the front office as per the organizational service standards. He applies cognitive and practical skills to cater to the guests and resolving their complaints. A Guest Service Executive (Front Office) should apply core skills such 	4.5

	<ul style="list-style-type: none"> Identify immediate or temporary solutions to resolve delay or other payment problems during check-in or check-out of guests (credit/debit card transaction failure, fake currency issues etc.) fill up documentation pertaining to job requirement Interact with team members to work efficiently Spot and report potential areas of disruption to work process proactively Motivate self and colleagues to work effectively Read and follow IPR and related information documents Manage communication regarding IPR infringement, prevention, and management Identify measures that can prevent potential infringements within the team Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements Analyse the impact of IPR infringement on the guests and the organization Analyze importance of personal hygiene Analyze the impact of not adhering to the health and safety procedures Communicate effectively with guests and respond to their queries Interpret and follow operational instructions and prioritize work Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest 	<p>as understanding of social, political, communication, health, and hygiene and safety at workplace followed, etc. at the workplace. The person should also have good communication and organization skills to assist guest during the stay.</p> <ul style="list-style-type: none"> Hence Level 4.5 	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Entrepreneurial mindset, self- management <ul style="list-style-type: none"> Read and write different types of documents/instructions/correspondence Communicate effectively using appropriate language in formal and informal settings Behave politely and appropriately with all How to work in a virtual mode Perform calculations efficiently Solve problems effectively 	<ul style="list-style-type: none"> A Guest Service Executive (Front Office) should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc. 	4.5

	<ul style="list-style-type: none"> • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection 	<ul style="list-style-type: none"> • Hence level 45 	
Broad Learning Outcomes/Core Skill	Judgement / decision making – specialized <ul style="list-style-type: none"> • Ensure effective communication and service standards at workplace • Ensure to maintain organisational confidentiality and guest's privacy • Monitor and maintain health, hygiene and safety at workplace • Handle guest complaints and guide front office staff • Perform cashiering activities • Handle guest relations 	<ul style="list-style-type: none"> • A Guest Service Executive (Front Office) is responsible for supervising and handling guest related activities like guest check-in and check-out process, guest complaints, etc. This requires well-developed skills with clear choice of procedures to ensure effective quality of service to be provided to the guest during stay. 	4.5
Responsibility	Team leader – Junior technical supervisor, <ul style="list-style-type: none"> • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organisational confidentiality • Ensure guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace • Handle guest complaints • Guide and supervise front office staff • Receive payments during check-in • Manage invoicing and payment procedure on check out • Ensure closing shift for cashiering activities • Facilitate smooth stay for the guests • Train the front office staff 	<ul style="list-style-type: none"> • A Guest Service Executive (Front Office) is responsible for different activities such guest registration, guest check-in and check- out process, etc. So, this person not only takes responsibility for his own work but also takes some responsibility of the front office staff to achieve quality delivery of the services to the guests. • Hence Level 4.5 	4.5

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample of escalation matrix	Standard	01
2.	Organisation structure	Standard	01
3.	Handouts of IPR guidelines and regulations	Standard	01
4.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
5.	Standard Operating Procedures	Standard	01
6.	Sample reports	Standard	01
7.	Sample customer review report	Standard	01
8.	Sample performance record	Standard	01
9.	Sample logbook	Standard	01
10.	Sample activity report	Standard	01
11.	Sample payment receipt	Standard	01
12.	Various sample vouchers, like petty cash, commission voucher, allowance vouchers, etc.	Standard	01
13.	Sample master bill	Standard	01
14.	Sample ledger account	Standard	01
15.	Sample guest portfolio	Standard	01
16.	Sample list of guests' requests	Standard	01
17.	Sample guest feedback form	Standard	01
18.	Sample front desk operations manual for front desk employees	Standard	01
19.	Sample list of front-office activities	Standard	01

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. 2.1 Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Barbeque Nation	Jayanta Soha	Sr. Manger HR	Barbeque Nation Hospitality Limited,601 Doddakannalli Village, Varthur Hobli,, Sarjapur Road, Bengaluru – 560035	9330430689	Jayanta.s@barbequenation.com	-
2.	Best Western	Amit Sharma	Corp. Training Manager	Bestwestern India,Jasola , New Delhi	8377833382	Amit.shama@bhindia.in	-
3.	Bikaji Foods International	Vineet Manocha	President-Culinary	Bikaji Foods International Ltd , Karni Industrial Area,Bikaner 334001	7738930777	Vineetmanocha@hotmailcom	
4.	Bottle lab technologies pvt ltd	Jyoti Dhaundiyal	City Head (Operations)	HTC aspire, 4th Floor (401) No. 19, Ali Askar Road, Bangalore, Karnataka -560052	9634678540	jyoti.dhaundiyal@thesmartq.com	
5.	Devyani International Limited	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase - 1, New Delhi, 110020	7738074059	kirti.bhushan@dil-rjcorp.c	
6.	The Fern Residency	Avani Kulshreshtha	Human Resources	The Fern Residency, Noida Link Road Sec 100, Hazipur Secto104 Noida, Uttar Pradesh 20130	8929079713	hr.fr.noida@fernhotels.com	
7.	Holiday Inn	Mukesh Kumar	Director-Human Resource	Asset Area 12 Hospitality District, Aerocity, New Delhi, Delhi 110037	8826996447	Mukesh.kumar1@ihg.com	
8.	Hotel CK Internatinal	Hoshiar Singh	General Manager		9805091617	gm@hoteckinternational	
9.	Hotel KC Cross Roads Panchula	Ravi Chauhan	FOM	Hotel KC Cross Roads Panchula Site No.1 Sector 10. Opp Bus Stand Panchkula-134113	7573415785	reservation.kchotelsandresort.com	

10.	HPDC-Hotel Peterof , Chaura Maidan	NandLal Sharma	Dy. Genral Manager	HPDC-Hotel Peterof , Chaura Maidan- Near All India Radio , Shimla -171004	9818455077	chefnandlal@gmail.com	
11.	IHHR Hospitlity	N Satish Mohan	AGM Operations and Audit	Plot 9 D Block, Samalka, New Delhi, Delhi 110037	9891834909	Satish.mohan@ihhrhospitality.in	
12.	LiteBite Foods Pvt.Ltd.	Supreet Kaur	HR Manager	LiteBite Foods Pvt.Ltd. 317 Udyog Vihar Phase IV	8130595480	Supreet.kaur@LBF.co.in	
13.	Mc Donalds	Achyut Vats	Shift Manager	Mc Donalds Crown Interior Mall,Faridabad 121003	8252931845	Achyut.vats@gmai.com	
14.	Orange Tiger Hospitality	Bharat Alagh	VP Operations and Culinary	Orange Tiger Hospitality Pvt Ltd.	9811118705	Bharat.alagh@othpl.com	
15.	PSIL	Dharmendra Patil		Property Solutions (India) Pvt. Ltd. Unit no 11,Ground floor, Kalpataru Square, Off. Andheri Kurla Road, KondivitaLane, Andheri (E), Mumbai 400059.	9898049090	dharmendra.patil@psipl.co.in	
16.	Ritz Hotel	Piyush Kapoor	General Manager	Raja Motels Pvt Ltd , 45 , the Mall, Amritsar	9872855208	info@ritzhotel.in	
17.	Royal; Caribbean Cruise Lines	Jai Kumar	Executive Chef	Royal; Caribbean Cruise Lines 1050 Miami Florida	9873461253	jaikumarbhasin@yahoo.com	
18.	Serene Suites	Aman Mahajan	Managing Partner	-	9816466999	Serensuites@gmail.com	
19.	Shilton Hotels	Santosh Kr. G	Assistant General Manager	Shilton Hospitality LLP, Office 2, Ulsoor Road, Bangalore	9972471542	santhoshkumar@shiltonhospitality.com	
20.	The Grand Hotel, ND	Sudershan Singh Bhandari	Executive Chef	The Grand New Delhi, Nelson Mandela Road, Vasant Kunj. New Delhi.	9810911114	ld:ssb.ssb@outlook.com	
21.	Hotel Twin Tower	Ramesh Dogra	General Manager - Sales	Hotel Twin Tower New Kufri, Shimla	9816325865	sales@hoteltwintowers.com	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	27500	2310	2750	220	NA	NA
2024-2025	30250	2541	3025	242	NA	NA
2025-2026	33275	2800	3330	270	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		24902	22399	20159	17612	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. Govt. funded STT
2. Industry funded STT
3. Govt. funded RPL

Content availability for previous versions of qualifications:

☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: English and Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N0120: Handle guest complaints and guide front office staff	<i>Handle guest complaints</i>	15	15	0	5
	PC1. address the requests raised by the guests and offer a possible solution to the problem if it is under the purview	-	-	-	-
	PC2. inform the right person or department to handle the guest complaint as per the requirement	-	-	-	-
	PC3. set an appropriate time duration for completion of corrective actions	-	-	-	-
	PC4. monitor the progress of the corrective action	-	-	-	-
	PC5. ensure that the guest is updated regarding the actions that are being taken	-	-	-	-
	PC6. make sure proper record of the history of such incidents, nature of occurrence and their solution is maintained	-	-	-	-
	<i>Guide and supervise front office staff</i>	25	25	0	15
	PC7. provide support to the HR in the selection of front office personnel	-	-	-	-
	PC8. coach and counsel the front desk team members to ensure quality operation	-	-	-	-
	PC9. supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests	-	-	-	-
	PC10. evaluate the job performance of each front office employee	-	-	-	-
	PC11. ensure implementation of all hotel policies and house rules	-	-	-	-
	PC12. review daily front office work, logbook and activity reports	-	-	-	-
	PC13. analyze guest feedback forms on a daily basis	-	-	-	-
	Total Marks	40	40	0	20
THC/N0110: Perform cashiering activities	<i>Receive payments during check-in</i>	10	10	0	5
	PC1. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
	PC2. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
	PC3. ensure the advance receipt is prepared for advance payment	-	-	-	-
	PC4. make sure the front office associate presents the receipt to the guests as per organizational standards	-	-	-	-
	PC5. ensure updation of advance payment details in the PMS	-	-	-	-
	<i>Manage invoicing and payment procedure on check out</i>	20	20	0	10
	PC6. check for guest departure status or check-out request	-	-	-	-
	PC7. inform all points of sale and other departments about the departure	-	-	-	-
	PC8. check receipt of advance payment by the guest for final bill	-	-	-	-
	PC9. ensure preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale such as	-	-	-	-

	restaurants, cafeteria, bar / pub, spa, salon, etc. to close the guest account on check out				
	PC10. update front office records manually or in the PMS (Property Management System)	-	-	-	-
	PC11. prepare master bill/invoice with added credit transaction from different points of sale	-	-	-	-
	PC12. collect payment as per agreed tariff, applicable discount, applicable taxes and GST in the pre-determined mode of payment (cash/debit or credit card/forex card etc.) and as per company guidelines on accepting foreign currency	-	-	-	-
	PC13. inform bell desk for carrying luggage out of guest room/lobby	-	-	-	-
	PC14. communicate to housekeeping about guest departure	-	-	-	-
	<i>Ensure closing of shift for cashiering activities</i>	10	10	0	5
	PC15. make sure the guest account is closed on payment of dues	-	-	-	-
	PC16. ascertain all payment details are updated manually or on the PMS, as applicable	-	-	-	-
	PC17. monitor the maintenance and updation of the logbook for the shift	-	-	-	-
	PC18. ensure a daily account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift	-	-	-	-
	PC19. handover the logbook and other required details to the next shift executive or associate as per organizational standards	-	-	-	-
	Total Marks	40	40	0	20
THC/N0119: Handle guest reservations activities	<i>Attend to guest reservation</i>	20	20	-	10
	PC1. respond to guest inquiries as per SOP - - -	-	-	-	-
	PC2. Provide the details and availability of various rooms and respective facilities to the guest-based on guest preference and availability	-	-	-	-
	PC3. inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines	-	-	-	-
	PC4. obtain necessary details from guests to process the reservation	-	-	-	-
	PC5. maintain reservation record of the guests	-	-	-	-
	PC6. inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly	-	-	-	-
	<i>Modify and cancel guest reservation</i>	20	20	-	10
	PC7. make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/ downgrading room reservations in case of room unavailability	-	-	-	-
	PC8. . inform the guest about the cancellation policy and provide reservation cancellations services on guest's request	-	-	-	-

	PC9. inform the guests about the modification/reservation cancellation made	-	-	-	-
	PC10. process refund payments to guests in the event of cancellation	-	-	-	-
	Total Marks	40	40	0	20
THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	0	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	40	40	0	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	0	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-

	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	<i>Maintain guests' privacy</i>	4	2	0	2
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	Total Marks	10	5	0	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	<i>Ensure personal and workplace hygiene</i>	15	15	0	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	0	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	0	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-

	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
	PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	30	35	0	15
DGT/VSQ/N0102 - Employability Skills (60 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	<i>Career Development & Goal Setting</i>	1	2	-	-
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	2	-	-
	PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
	<i>Financial and Legal Literacy</i>	2	3	-	-
	PC16. select financial institutions, products and services as per requirement	-	-	-	-
	PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-

	PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	<i>Essential Digital Skills</i>	3	4	-	-
	PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
	PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
	<i>Entrepreneurship</i>	2	3	-	-
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	220	230	0	100

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on 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

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Guest Service Executive (Front Office)) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.