

## Qualification Pack



# Banquet Manager (Operation)

QP Code: THC/Q0304

Version: 2.0

NSQF Level: 7

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## Qualification Pack

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## Qualification Pack

### THC/Q0304: Banquet Manager (Operation)

#### Brief Job Description

The individual at work is responsible for developing and implementing business strategies, managing staff, and budget for the department, preparing for the event, and managing the event to provide an effective guest experience.

#### Personal Attributes

The job requires the individual to be service-oriented, polite, and physically fit with excellent communication, team management, and organizational skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0321: Manage business, staff, and cost](#)
2. [THC/N0323: Manage banquet events](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>Country</b>	India
<b>NSQF Level</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL

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<b>Minimum Educational Qualification &amp; Experience</b>	12th Class/I.T.I (two years after class 10th) with 5 Years of experience as a Food Outlet Manager OR 12th Class/I.T.I (one year after class 10th with one year of relevant experience) with 5 Years of experience as a Food Outlet Manager OR Certificate-NSQF (Level-6 Food Outlet Manager) with 3 Years of experience as a Food Outlet Manager
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Not applicable
<b>Minimum Job Entry Age</b>	23 Years
<b>Last Reviewed On</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Approval Date</b>	30/09/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/TH/THSC/04558
<b>NQR Version</b>	1

## Qualification Pack

### THC/N0321: Manage business, staff, and cost

#### Description

This OS unit is about developing and implementing business strategies, managing staff and controlling the cost of the department.

#### Scope

The scope covers the following :

- Develop and implement business strategies
- Manage the banquet staff
- Prepare budget and control costs

#### Elements and Performance Criteria

##### *Develop and implement business strategies*

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

- PC1.** develop business strategies aligned with the organization's overall mission and vision in conjunction with the senior management
- PC2.** implement strategies for banquet operations that support the achievement of the organizational goals
- PC3.** monitor strategy implementation status regularly and adjusts strategies as appropriate
- PC4.** supervise and coordinate the daily operation of banquet set-ups and service
- PC5.** ensure that the banquet SOPs are followed and updated as required

##### *Manage the banquet staff*

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

- PC6.** assess the human resource requirement for banquet operations
- PC7.** conduct induction program for new staff as per the standards
- PC8.** ensure staff levels are maintained at all times
- PC9.** provide staff with the correct tools and appropriate environment they need to deliver an effective customer experience
- PC10.** schedule staff as necessary to ensure adequate and consistent levels of service
- PC11.** ensure personal hygiene and appearance standards of the staff
- PC12.** monitor the work and performance of the staff regularly and provide feedback
- PC13.** maintain the work records of the staff
- PC14.** assess the training needs of the staff
- PC15.** handle conflicts among the staff members

##### *Prepare budget and control costs*

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

- PC16.** develop the annual budget in conjunction with the senior management
- PC17.** monitor actual versus budgeted expenses

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- PC18.** recommend corrective actions as necessary to help assure that budget goal is met
- PC19.** procure supplies and equipment for the banquet as per the standards and allocated budget
- PC20.** keep a record of supplies and equipment procurement
- PC21.** plan the menu for various functions at different price ranges to increase the profitability of the banquet operations
- PC22.** achieve maximum profitability and over-all success by controlling costs and maintaining quality of service

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** strategy formulation process
- KU2.** steps for business strategy implementation
- KU3.** basic banquet operations
- KU4.** method to draft SOPs and manuals
- KU5.** human resource management process
- KU6.** procedure to prepare work schedules
- KU7.** ways to delegate tasks to the team members
- KU8.** effective ways to debrief the team
- KU9.** procedures to monitor staffing levels
- KU10.** how to conduct team meetings, orientations, and training
- KU11.** employee performance parameters
- KU12.** team management techniques
- KU13.** conflict management strategies
- KU14.** ways to give constructive feedback
- KU15.** budget preparation process
- KU16.** cost control methods
- KU17.** procedure to prepare the financial record
- KU18.** procurement process
- KU19.** menu planning process
- KU20.** pricing strategies

## Generic Skills (GS)

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

- GS1.** read and interpret financial information
- GS2.** write banquet budget
- GS3.** analyze and interpret established policies
- GS4.** communicate effectively with staff, senior management
- GS5.** resolve staff conflicts

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Develop and implement business strategies</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> develop business strategies aligned with the organization's overall mission and vision in conjunction with the senior management	-	-	-	-
<b>PC2.</b> implement strategies for banquet operations that support the achievement of the organizational goals	-	-	-	-
<b>PC3.</b> monitor strategy implementation status regularly and adjusts strategies as appropriate	-	-	-	-
<b>PC4.</b> supervise and coordinate the daily operation of banquet set-ups and service	-	-	-	-
<b>PC5.</b> ensure that the banquet SOPs are followed and updated as required	-	-	-	-
<i>Manage the banquet staff</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC6.</b> assess the human resource requirement for banquet operations	-	-	-	-
<b>PC7.</b> conduct induction program for new staff as per the standards	-	-	-	-
<b>PC8.</b> ensure staff levels are maintained at all times	-	-	-	-
<b>PC9.</b> provide staff with the correct tools and appropriate environment they need to deliver an effective customer experience	-	-	-	-
<b>PC10.</b> schedule staff as necessary to ensure adequate and consistent levels of service	-	-	-	-
<b>PC11.</b> ensure personal hygiene and appearance standards of the staff	-	-	-	-
<b>PC12.</b> monitor the work and performance of the staff regularly and provide feedback	-	-	-	-
<b>PC13.</b> maintain the work records of the staff	-	-	-	-
<b>PC14.</b> assess the training needs of the staff	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> handle conflicts among the staff members	-	-	-	-
<i>Prepare budget and control costs</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> develop the annual budget in conjunction with the senior management	-	-	-	-
<b>PC17.</b> monitor actual versus budgeted expenses	-	-	-	-
<b>PC18.</b> recommend corrective actions as necessary to help assure that budget goal is met	-	-	-	-
<b>PC19.</b> procure supplies and equipment for the banquet as per the standards and allocated budget	-	-	-	-
<b>PC20.</b> keep a record of supplies and equipment procurement	-	-	-	-
<b>PC21.</b> plan the menu for various functions at different price ranges to increase the profitability of the banquet operations	-	-	-	-
<b>PC22.</b> achieve maximum profitability and over-all success by controlling costs and maintaining quality of service	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0321
<b>NOS Name</b>	Manage business, staff, and cost
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Qualification Pack

### THC/N0323: Manage banquet events

#### Description

This OS unit is about planning and managing banquet events to provide an excellent guest experience.

#### Scope

The scope covers the following :

- Prepare for the event
- Manage the event

#### Elements and Performance Criteria

##### *Prepare for the event*

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

- PC1.** coordinate event arrangement details with the clients concerning menus, table plans, wines, etc.
- PC2.** answer client's questions and accommodate special requests
- PC3.** communicate the date of the event, time, number of guests and all other necessary details to all the concerned departments
- PC4.** review the banquet event orders with the chef and other banquet staff
- PC5.** conduct pre-event meetings with the banquet staff regarding the preparations
- PC6.** schedule personnel requirements for events in conjunction with the Catering Manager, Banquet Chef, etc.
- PC7.** plan the venue layout according to the number of guests and the type of event
- PC8.** determine the number of table waiters and servers required
- PC9.** assign server stations and coordinate the timing of courses
- PC10.** coordinate and direct the set-up of each event by verifying desired services and menu in advance with catering and sales
- PC11.** assure proper inventory of all banquet service equipment and supplies to meet the required needs
- PC12.** inspect all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance, and other standards for the department are met
- PC13.** complete the event plan/delivery sheets in an accurate and timely fashion

##### *Manage the event*

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

- PC14.** inspect the event premises for cleanliness and sanitization
- PC15.** make sure the set-up and the layout of the event venue is as per the decided theme
- PC16.** supervise the placement of tables, chairs, cutlery, plates, glasses, table linens, centerpieces, heating lamps, serving utensils, and carving stations
- PC17.** check all glassware, silverware, and dinner sets are hygienically neat

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- PC18.** ensure that all tools and equipment are in proper working condition
- PC19.** make sure that the banquet staff is well-groomed and in proper uniform
- PC20.** ensure that best practices and standards are met in delivering service to the guests
- PC21.** monitor the serving of meals and beverages, seating of guests, and clearing of tables as per standards
- PC22.** ensure the banquet event is conducted timely and smoothly
- PC23.** manage the availability of liquor, if required
- PC24.** make sure all health and safety measure and liquor laws are followed during the event
- PC25.** conduct after-event evaluations to improve the quality and efficiency of banquet events
- PC26.** respond to client complaints and feedback regarding food or service, if any

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs for organizing events
- KU2.** process of event management, concept and designing
- KU3.** procedure to prepare event plan and delivery sheet
- KU4.** regulatory compliances for various events
- KU5.** types of events e.g., weddings, birthday parties, corporate, etc.
- KU6.** different equipment and facilities required for events
- KU7.** event layout design and planning process
- KU8.** effective resource management techniques
- KU9.** safety measures for different types of events
- KU10.** procedure effective management of staff for the event including allocation of responsibilities, briefing, and supervision
- KU11.** types of tools and equipment required for various services
- KU12.** event monitoring methods
- KU13.** types of records that should be maintained for events like event order, event plan, delivery sheets, etc.
- KU14.** client handling techniques
- KU15.** inventory management process
- KU16.** general inspection procedure for the banquet, layout, equipment, etc.

## Generic Skills (GS)

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

- GS1.** read and interpret the banquet order
- GS2.** analyze and interpret policies established by administrators
- GS3.** communicate effectively with client, chef, and staff
- GS4.** resolve guest complaints and provide an appropriate solution

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for the event</i>	20	20	-	10
<b>PC1.</b> coordinate event arrangement details with the clients concerning menus, table plans, wines, etc.	-	-	-	-
<b>PC2.</b> answer client's questions and accommodate special requests	-	-	-	-
<b>PC3.</b> communicate the date of the event, time, number of guests and all other necessary details to all the concerned departments	-	-	-	-
<b>PC4.</b> review the banquet event orders with the chef and other banquet staff	-	-	-	-
<b>PC5.</b> conduct pre-event meetings with the banquet staff regarding the preparations	-	-	-	-
<b>PC6.</b> schedule personnel requirements for events in conjunction with the Catering Manager, Banquet Chef, etc.	-	-	-	-
<b>PC7.</b> plan the venue layout according to the number of guests and the type of event	-	-	-	-
<b>PC8.</b> determine the number of table waiters and servers required	-	-	-	-
<b>PC9.</b> assign server stations and coordinate the timing of courses	-	-	-	-
<b>PC10.</b> coordinate and direct the set-up of each event by verifying desired services and menu in advance with catering and sales	-	-	-	-
<b>PC11.</b> assure proper inventory of all banquet service equipment and supplies to meet the required needs	-	-	-	-
<b>PC12.</b> inspect all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance, and other standards for the department are met	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> complete the event plan/delivery sheets in an accurate and timely fashion	-	-	-	-
<i>Manage the event</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC14.</b> inspect the event premises for cleanliness and sanitization	-	-	-	-
<b>PC15.</b> make sure the set-up and the layout of the event venue is as per the decided theme	-	-	-	-
<b>PC16.</b> supervise the placement of tables, chairs, cutlery, plates, glasses, table linens, centerpieces, heating lamps, serving utensils, and carving stations	-	-	-	-
<b>PC17.</b> check all glassware, silverware, and dinner sets are hygienically neat	-	-	-	-
<b>PC18.</b> ensure that all tools and equipment are in proper working condition	-	-	-	-
<b>PC19.</b> make sure that the banquet staff is well-groomed and in proper uniform	-	-	-	-
<b>PC20.</b> ensure that best practices and standards are met in delivering service to the guests	-	-	-	-
<b>PC21.</b> monitor the serving of meals and beverages, seating of guests, and clearing of tables as per standards	-	-	-	-
<b>PC22.</b> ensure the banquet event is conducted timely and smoothly	-	-	-	-
<b>PC23.</b> manage the availability of liquor, if required	-	-	-	-
<b>PC24.</b> make sure all health and safety measure and liquor laws are followed during the event	-	-	-	-
<b>PC25.</b> conduct after-event evaluations to improve the quality and efficiency of banquet events	-	-	-	-
<b>PC26.</b> respond to client complaints and feedback regarding food or service, if any	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0323
<b>NOS Name</b>	Manage banquet events
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Food and Beverage Service
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Qualification Pack

# THC/N9902: Ensure effective communication and service standards at workplace

## Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

## Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

## Elements and Performance Criteria

### *Promote effective communication*

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** 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

### *Maintain professional etiquette*

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

- 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

### *Ensure rendering of specific services as per the guests' requirements*

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

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- 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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

## Generic Skills (GS)

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

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC4.</b> identify guests' dissatisfactions and address complaints effectively	-	-	-	-
<b>PC5.</b> inform guests of any issue/problem well in advance	-	-	-	-
<b>PC6.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC7.</b> ensure essential information is passed on in a timely manner	-	-	-	-
<b>PC8.</b> ensure team members to maintain etiquette while interacting with each other	-	-	-	-
<b>PC9.</b> ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> ensure self and team members report to work on time	-	-	-	-
<b>PC11.</b> use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
<b>PC12.</b> maintain personal integrity & ethical behaviour	-	-	-	-
<b>PC13.</b> make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
<b>PC15.</b> respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> provide assistance to Persons with Disability, if asked	-	-	-	-
<b>PC17.</b> ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
<b>PC18.</b> make sure gender and age sensitive service practices are followed at all times	-	-	-	-
<b>PC19.</b> ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
<b>PC20.</b> support PwD team members in overcoming any challenges faced at work	-	-	-	-
<b>PC21.</b> make sure the workplace is accessible for the Persons with Disability	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9902
<b>NOS Name</b>	Ensure effective communication and service standards at workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Qualification Pack

# THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

## Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

## Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

## Elements and Performance Criteria

### *Maintain organisational confidentiality*

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

- 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

### *Maintain guests' privacy*

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

- 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.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

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**KU6.** procedure for disposal of confidential documents

**KU7.** confidential data protection methods

### Generic Skills (GS)

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

**GS1.** read and follow IPR and related information documents

**GS2.** manage communication regarding IPR infringement, prevention, and management

**GS3.** identify measures that can prevent potential infringements within the team

**GS4.** evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

**GS5.** analyse the impact of IPR infringement on the guests and the organization

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>3</b>	-	<b>3</b>
<b>PC1.</b> prevent leak of new plans and designs to competitors	-	-	-	-
<b>PC2.</b> ensure protection of employee information	-	-	-	-
<b>PC3.</b> prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
<b>PC4.</b> take immediate and appropriate action in case of any IPR violation	-	-	-	-
<b>PC5.</b> make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
<b>PC6.</b> protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
<b>PC7.</b> ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	<b>4</b>	<b>2</b>	-	<b>2</b>
<b>PC8.</b> ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
<b>PC9.</b> make sure guest's personal information and financial data is protected all times	-	-	-	-
<b>PC10.</b> ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>5</b>	-	<b>5</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9910
<b>NOS Name</b>	Ensure to maintain organisational confidentiality and guest's privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Qualification Pack

# THC/N9907: Monitor and maintain health, hygiene and safety at workplace

## Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

## Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

## Elements and Performance Criteria

### *Ensure personal and workplace hygiene*

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

- 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

### *Maintain safe and secure working environment*

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

- 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

### *Follow effective waste management and recycling practices at workplace*

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

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace



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- 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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

### Generic Skills (GS)

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

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> ensure that self and team's work area is clean and tidy	-	-	-	-
<b>PC2.</b> ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
<b>PC3.</b> make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC4.</b> ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
<b>PC5.</b> monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
<b>PC6.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC7.</b> maintain personal hygiene and ensure the team members do the same	-	-	-	-
<b>PC8.</b> report to the concerned authority in case any co-worker is unwell	-	-	-	-
<b>PC9.</b> 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>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
<b>PC11.</b> ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> make sure first aid procedures are followed appropriately	-	-	-	-
<b>PC13.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC15.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC16.</b> handle waste as per SOP	-	-	-	-
<b>PC17.</b> recycle waste wherever applicable	-	-	-	-
<b>PC18.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>35</b>	-	<b>15</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9907
<b>NOS Name</b>	Monitor and maintain health, hygiene and safety at workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of %

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aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0321.Manage business, staff, and cost	40	40	-	20	100	25
THC/N0323.Manage banquet events	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	25
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
<b>Total</b>	<b>160</b>	<b>160</b>	<b>-</b>	<b>80</b>	<b>400</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OH &amp; S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>IPR</b>	Intellectual Property Rights
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>HACCP</b>	Hazard analysis and critical control points
<b>ISO</b>	The International Organization for Standardization

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

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<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.