

Qualification Pack



Customer Service Executive (Meet and Greet)

Electives: Meet and Greet Officer/ Tour Escort

QP Code: THC/Q4205

Version: 2.0

NSQF Level: 4

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:assessment@thsc.in

Qualification Pack

Contents

THC/Q4205: Customer Service Executive (Meet and Greet)	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Meet and Greet Officer</i>	3
<i>Elective 2: Tour Escort</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	5
THC/N9906: Follow Health, Hygiene and Safety practices	9
THC/N9901: Communicate effectively and maintain service standards	14
DGT/VSQ/N0102: Employability Skills (60 Hours)	19
THC/N4215: Perform meet and greet operations	27
THC/N4405: Escort tourists on organized trips	34
Assessment Guidelines and Weightage	42
<i>Assessment Guidelines</i>	42
<i>Assessment Weightage</i>	43
Acronyms	45
Glossary	46

Qualification Pack

THC/Q4205: Customer Service Executive (Meet and Greet)

Brief Job Description

The individual at work provides either meet and greet services or escort the tourist to the pre decided destinations.

Personal Attributes

The job requires the individual to be polite, humorous, enthusiastic and physically fit to be able to walk and talk for long hours with conversational skills with multilingual capabilities, and a guest-centric approach.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
2. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Meet and Greet Officer

The individual at work provides meets the guests at the designated locations, greets them, and arranges for transporting them to their destinations.

1. [THC/N4215: Perform meet and greet operations](#)

Elective 2: Tour Escort

The individual at work escorts the tourists to pre-decided destination, manages the itinerary, ensures the tour is carried out as planned and concludes the tour

1. [THC/N4405: Escort tourists on organized trips](#)

Qualification Pack (QP) Parameters

Qualification Pack

Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
Country	India
NSQF Level	4
Credits	21
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass (with 2 years of relevant experience)</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQF Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04918
NQR Version	1.0

Qualification Pack

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

Generic Skills (GS)

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



Qualification Pack

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

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

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

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

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

Qualification Pack

- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** 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.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

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

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** 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>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQF Clearance Date	31/12/2021

Qualification Pack

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

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

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

Provide specific services as per the guests' requirements

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

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

Qualification Pack

PC19. follow gender and age sensitive service practices at all times

PC20. adhere to the company policies related to prevention of sexual harassment

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 hierarchy and reporting 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. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

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

GS1. read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	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. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQF Clearance Date	31/12/2021

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- 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

Becoming a Professional in the 21st Century

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

- 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

Basic English Skills

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

Qualification Pack

- 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

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- 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

Essential Digital Skills

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

- 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

Entrepreneurship

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

- 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

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<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	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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>	2	2	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N4215: Perform meet and greet operations

Description

This OS unit is about preparing for meeting the guest at the designated locations, greeting them on arrival, and providing transportation facility for pick or drop.

Scope

The scope covers the following :

- Handle guest bookings
- Prepare for meeting guests
- Meet and greet the guests
- Arrange guest transfers

Elements and Performance Criteria

Handle guest bookings

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

- PC1.** receive all guests' calls promptly
- PC2.** get necessary details from the guest like name, contact details, pick-up/drop location, etc.
- PC3.** identify guest's requirements
- PC4.** provide details of the available packages to the guest
- PC5.** provide the best quote as per guest's requirements
- PC6.** share details of the transport and fare as per the package selected by the guest
- PC7.** coordinate with the travel agent or driver
- PC8.** assign vehicle and driver as per the availability and requirement of the guest
- PC9.** share planned schedule with the guest and transport service provider

Prepare for meeting guests

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

- PC10.** check duty roster for the assigned duties
- PC11.** collect travel and bookings details of the guest and relevant documents like tickets, itinerary, etc., if required
- PC12.** check for any special request made by the guest
- PC13.** inform the in-house driver or the travel agency about the meeting place and time, as applicable
- PC14.** reconfirm the guest booking with the hotel or the place of accommodation
- PC15.** check arrival or departure schedule
- PC16.** inspect the vehicle for cleanliness and sanitization
- PC17.** ensure the vehicle is fit and presentable for the guest's pickup
- PC18.** perform equipment safety checks prior to departure
- PC19.** leave for the designated location on time

Qualification Pack

PC20. fill-up the checklist of the preparation for performing meet and greet services as per organizational standards

Meet and greet the guests

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

- PC21.** reach the designated location well in time
- PC22.** carry a placard with the guest's name
- PC23.** acknowledge and greet the guest as per organizational standards
- PC24.** cater to the special requests of the guests, if any
- PC25.** offer refreshments to the guests on arrival as per organizational policy
- PC26.** assist the guest with handling the luggage
- PC27.** answer any guest queries regarding the local facilities, places of interest or activities
- PC28.** assist guest with the currency exchange, if required
- PC29.** handle emergency situations like missing luggage, theft, etc., if any

Arrange guest transfers

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

- PC30.** inform the guest about the travel arrangement, if applicable
- PC31.** escort the guest to the arranged transport
- PC32.** open and close doors for the guests
- PC33.** ensure the guest is comfortably seated in the vehicle
- PC34.** keep the guests engaged throughout the travel
- PC35.** update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in
- PC36.** handover all required documents to the guest like tickets, travel permits, entry permissions, etc.
- PC37.** assist with the guest's luggage unloading at the dropping point
- PC38.** take guest's signature on the taxi receipt arranged for transportation
- PC39.** escort the guest to the front office desk
- PC40.** liaise with the hotel staff regarding guest booking
- PC41.** assist guest during hotel check-in/check-out
- PC42.** make sure guest get accommodation as per the pre-booking
- PC43.** bid farewell to the guest after completing the trip as per organizational standards
- PC44.** obtain feedback from the guest
- PC45.** escalate the issue if there are any problem related to the transportation facility

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures, service standards to be followed in the organization
- KU2.** environment, safety, and service quality standards norms followed in the organization
- KU3.** method to prepare standard placards

Qualification Pack

- KU4.** meeting & greeting Planning procedures
- KU5.** transportation co-ordination planning process
- KU6.** professional ways to meet and greet the guest
- KU7.** various procedures involved in travel operations
- KU8.** types of travel documents
- KU9.** local maps and routes
- KU10.** various modes of the travel and their characteristics
- KU11.** departure and arrival procedure for various modes of travel viz. rail, bus, sea etc.
- KU12.** documentation and Foreign Currency Exchange Procedures
- KU13.** check-in/checkout procedures at the hotels
- KU14.** costing and Pricing of meet and greet packages
- KU15.** precautionary measures to be taken while handling travel operations

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs relevant to travel and tourism
- GS2.** maintain records of the guest
- GS3.** fill up forms, logs or check sheets related to tour
- GS4.** communicate effectively with colleagues, guests, travel agents, and tour operators
- GS5.** plan, prioritize and sequence work operations as per job requirements
- GS6.** organize information relevant to work

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle guest bookings</i>	20	20	-	10
PC1. receive all guests' calls promptly	-	-	-	-
PC2. get necessary details from the guest like name, contact details, pick-up/drop location, etc.	-	-	-	-
PC3. identify guest's requirements	-	-	-	-
PC4. provide details of the available packages to the guest	-	-	-	-
PC5. provide the best quote as per guest's requirements	-	-	-	-
PC6. share details of the transport and fare as per the package selected by the guest	-	-	-	-
PC7. coordinate with the travel agent or driver	-	-	-	-
PC8. assign vehicle and driver as per the availability and requirement of the guest	-	-	-	-
PC9. share planned schedule with the guest and transport service provider	-	-	-	-
<i>Prepare for meeting guests</i>	20	20	-	10
PC10. check duty roaster for the assigned duties	-	-	-	-
PC11. collect travel and bookings details of the guest and relevant documents like tickets, itinerary, etc., if required	-	-	-	-
PC12. check for any special request made by the guest	-	-	-	-
PC13. inform the in-house driver or the travel agency about the meeting place and time, as applicable	-	-	-	-
PC14. reconfirm the guest booking with the hotel or the place of accommodation	-	-	-	-
PC15. check arrival or departure schedule	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. inspect the vehicle for cleanliness and sanitization	-	-	-	-
PC17. ensure the vehicle is fit and presentable for the guest's pickup	-	-	-	-
PC18. perform equipment safety checks prior to departure	-	-	-	-
PC19. leave for the designated location on time	-	-	-	-
PC20. fill-up the checklist of the preparation for performing meet and greet services as per organizational standards	-	-	-	-
<i>Meet and greet the guests</i>	20	20	-	10
PC21. reach the designated location well in time	-	-	-	-
PC22. carry a placard with the guest's name	-	-	-	-
PC23. acknowledge and greet the guest as per organizational standards	-	-	-	-
PC24. cater to the special requests of the guests, if any	-	-	-	-
PC25. offer refreshments to the guests on arrival as per organizational policy	-	-	-	-
PC26. assist the guest with handling the luggage	-	-	-	-
PC27. answer any guest queries regarding the local facilities, places of interest or activities	-	-	-	-
PC28. assist guest with the currency exchange, if required	-	-	-	-
PC29. handle emergency situations like missing luggage, theft, etc., if any	-	-	-	-
<i>Arrange guest transfers</i>	20	20	-	10
PC30. inform the guest about the travel arrangement, if applicable	-	-	-	-
PC31. escort the guest to the arranged transport	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. open and close doors for the guests	-	-	-	-
PC33. ensure the guest is comfortably seated in the vehicle	-	-	-	-
PC34. keep the guests engaged throughout the travel	-	-	-	-
PC35. update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in	-	-	-	-
PC36. handover all required documents to the guest like tickets, travel permits, entry permissions, etc.	-	-	-	-
PC37. assist with the guest's luggage unloading at the dropping point	-	-	-	-
PC38. take guest's signature on the taxi receipt arranged for transportation	-	-	-	-
PC39. escort the guest to the front office desk	-	-	-	-
PC40. liaise with the hotel staff regarding guest booking	-	-	-	-
PC41. assist guest during hotel check-in/check-out	-	-	-	-
PC42. make sure guest get accommodation as per the pre-booking	-	-	-	-
PC43. bid farewell to the guest after completing the trip as per organizational standards	-	-	-	-
PC44. obtain feedback from the guest	-	-	-	-
PC45. escalate the issue if there are any problem related to the transportation facility	-	-	-	-
NOS Total	80	80	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4215
NOS Name	Perform meet and greet operations
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Transportation
NSQF Level	4
Credits	8
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

Qualification Pack

THC/N4405: Escort tourists on organized trips

Description

This OS unit is about preparing for the escorted tour, accompanying the tourist to a destination, describing the place to the tourists, ensuring the safety of the tourists and collecting the payment, and receiving feedback from tourists after completing the tour.

Scope

The scope covers the following :

- Prepare for tour operations
- Accompany the tourist
- Ensure safety during the tour
- Describe a spot to the tourists
- Complete the tour and obtain feedback

Elements and Performance Criteria

Prepare for tour operations

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

- PC1.** obtain tour itinerary along with vouchers, if any, and tourist details from tour agents/operator
- PC2.** confirm travel, accommodation, budget, dietary and access requirements of the tourists
- PC3.** collect pre-trip checklist to ensure smooth tour operations
- PC4.** recognize the type of tour the tourist is interested in such as religious, cultural, heritage, leisure, etc. from the itinerary
- PC5.** gather information for the planned tour like environmental conditions, history, about the city and the site, etc.
- PC6.** identify places of tourists' interest and the spots to visit based on the knowledge about the place, if the itinerary is not available
- PC7.** select the route and sequence of the tour to meet tour objectives
- PC8.** confirm the accommodation, logistics, and other travel arrangements
- PC9.** arrange and check the required supplies and equipment prior to departure
- PC10.** arrange first-aid supplies
- PC11.** coordinate with tourists or tour operator for the meeting point and the time of the meeting the tourists

Accompany the tourist

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

- PC12.** smile and greet all tourists promptly as per standards
- PC13.** determine if any tourists have physical restrictions that should be considered
- PC14.** address the tourist by their names, if appropriate
- PC15.** inform the tourists about the itinerary
- PC16.** register the details of the tourists

Qualification Pack

- PC17.** assist the tourists through the travel procedures and documentation
- PC18.** help the tourists with check-in and baggage collection at the airport, railways stations or bus stands
- PC19.** assist the tourists in check-in and check-out processes at the accommodation facility
- PC20.** escort the tourists from hotel to tourist place and back
- PC21.** organize the tour transport to the various locations
- PC22.** liaison with coach provider, coach driver, and their staff on the coach during the tour

Ensure safety during the tour

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

- PC23.** issue identification badges and safety equipment's, if required
- PC24.** inspect the safety equipment's for proper functioning before providing them to the tourists
- PC25.** inform the tourists about various risks involved in the tour and necessary safety measures to be taken for the associated risks
- PC26.** brief the tourists on the usage of safety equipment
- PC27.** inform the tourists about the theft, robberies or other activities at particular spots
- PC28.** handle emergency situations like loss of passport, theft, etc. during the tour, if any
- PC29.** provide first aid and or other medical assistance, if needed

Describe a spot to the tourists

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

- PC30.** provide various brochures, audio visual CDs, books, etc. regarding the tourist spot
- PC31.** brief the tourists on the city highlights, the pass by locations and the history of the place
- PC32.** check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites
- PC33.** arrange tickets for visiting specific spots like museums, art galleries, monuments, etc.
- PC34.** guide the tourists through the famous shopping areas of the place
- PC35.** assist the tourists with buying souvenirs from the place
- PC36.** brief the tourists on the local culture and cuisines of the place
- PC37.** suggest restaurants and places to the tourists for local cuisine or as per their preference in and around the spot
- PC38.** conduct games, cultural activities, leisure or entertainment activities at a particular spot for the tourists, as required
- PC39.** arrange for various adventure activities available at the destination such as mountaineering, horse riding, safari touring, etc.
- PC40.** take photographs of the tourists during the tour
- PC41.** handle tourists' queries and complaints, if any, as per organizational SOP

Complete the tour and obtain feedback

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

- PC42.** ensure to complete the tour of destination in proper sequence and as per itinerary
- PC43.** receive feedback from the tourist of the offered services
- PC44.** document the tour activities
- PC45.** prepare invoice for the services provided for the trip, if applicable as per norms of the organization

Qualification Pack

- PC46.** submit an invoice to tour agents/ operators
- PC47.** claim the reimbursements, if any
- PC48.** collect final payment from the tour agents/ operators for services provided

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** government rules for travel to the target destinations
- KU2.** environment, safety, and service quality standards norms followed in the organization for conducting a tour
- KU3.** different tourist categories and relevant tour packages/travel plans
- KU4.** latest information related to the place, tour site, and city
- KU5.** travel partner details, e.g., hotels, travel agents, transport providers, etc.
- KU6.** tourism related products and services
- KU7.** pre-tour briefing and documents requirement
- KU8.** tour route planning techniques
- KU9.** dynamics and elements of a commentary
- KU10.** methods to identify tourists' preference or interests
- KU11.** first-aid procedures
- KU12.** tourist handling techniques
- KU13.** feedback capturing mechanism
- KU14.** how to organize activities, events, and shows
- KU15.** techniques to handle tourists' queries and complaints
- KU16.** time management techniques
- KU17.** conflict handling techniques
- KU18.** itinerary alteration and tour planning procedures
- KU19.** types of travel and accommodation arrangements
- KU20.** organisational systems for keeping records of travel and accommodation arrangements
- KU21.** types of problems that may occur with travel and accommodation arrangements and how to deal with them
- KU22.** invoice preparation methods

Generic Skills (GS)

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

- GS1.** read organization's policies, instructions, etc.
- GS2.** maintain record of tour activities
- GS3.** fill up forms, logs or check sheets related to tour
- GS4.** communicate effectively with colleagues, tourists, travel agents and tour operators
- GS5.** plan, prioritize and sequence work operations as per job requirements



Qualification Pack

GS6. organize information relevant to work

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for tour operations</i>	20	20	-	10
PC1. obtain tour itinerary along with vouchers, if any, and tourist details from tour agents/operator	-	-	-	-
PC2. confirm travel, accommodation, budget, dietary and access requirements of the tourists	-	-	-	-
PC3. collect pre-trip checklist to ensure smooth tour operations	-	-	-	-
PC4. recognize the type of tour the tourist is interested in such as religious, cultural, heritage, leisure, etc. from the itinerary	-	-	-	-
PC5. gather information for the planned tour like environmental conditions, history, about the city and the site, etc.	-	-	-	-
PC6. identify places of tourists' interest and the spots to visit based on the knowledge about the place, if the itinerary is not available	-	-	-	-
PC7. select the route and sequence of the tour to meet tour objectives	-	-	-	-
PC8. confirm the accommodation, logistics, and other travel arrangements	-	-	-	-
PC9. arrange and check the required supplies and equipment prior to departure	-	-	-	-
PC10. arrange first-aid supplies	-	-	-	-
PC11. coordinate with tourists or tour operator for the meeting point and the time of the meeting the tourists	-	-	-	-
<i>Accompany the tourist</i>	10	10	-	5
PC12. smile and greet all tourists promptly as per standards	-	-	-	-
PC13. determine if any tourists have physical restrictions that should be considered	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. address the tourist by their names, if appropriate	-	-	-	-
PC15. inform the tourists about the itinerary	-	-	-	-
PC16. register the details of the tourists	-	-	-	-
PC17. assist the tourists through the travel procedures and documentation	-	-	-	-
PC18. help the tourists with check-in and baggage collection at the airport, railways stations or bus stands	-	-	-	-
PC19. assist the tourists in check-in and check-out processes at the accommodation facility	-	-	-	-
PC20. escort the tourists from hotel to tourist place and back	-	-	-	-
PC21. organize the tour transport to the various locations	-	-	-	-
PC22. liaison with coach provider, coach driver, and their staff on the coach during the tour	-	-	-	-
<i>Ensure safety during the tour</i>	15	15	-	5
PC23. issue identification badges and safety equipment's, if required	-	-	-	-
PC24. inspect the safety equipment's for proper functioning before providing them to the tourists	-	-	-	-
PC25. inform the tourists about various risks involved in the tour and necessary safety measures to be taken for the associated risks	-	-	-	-
PC26. brief the tourists on the usage of safety equipment	-	-	-	-
PC27. inform the tourists about the theft, robberies or other activities at particular spots	-	-	-	-
PC28. handle emergency situations like loss of passport, theft, etc. during the tour, if any	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. provide first aid and or other medical assistance, if needed	-	-	-	-
<i>Describe a spot to the tourists</i>	25	25	-	15
PC30. provide various brochures, audio visual CDs, books, etc. regarding the tourist spot	-	-	-	-
PC31. brief the tourists on the city highlights, the pass by locations and the history of the place	-	-	-	-
PC32. check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites	-	-	-	-
PC33. arrange tickets for visiting specific spots like museums, art galleries, monuments, etc.	-	-	-	-
PC34. guide the tourists through the famous shopping areas of the place	-	-	-	-
PC35. assist the tourists with buying souvenirs from the place	-	-	-	-
PC36. brief the tourists on the local culture and cuisines of the place	-	-	-	-
PC37. suggest restaurants and places to the tourists for local cuisine or as per their preference in and around the spot	-	-	-	-
PC38. conduct games, cultural activities, leisure or entertainment activities at a particular spot for the tourists, as required	-	-	-	-
PC39. arrange for various adventure activities available at the destination such as mountaineering, horse riding, safari touring, etc.	-	-	-	-
PC40. take photographs of the tourists during the tour	-	-	-	-
PC41. handle tourists' queries and complaints, if any, as per organizational SOP	-	-	-	-
<i>Complete the tour and obtain feedback</i>	10	10	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC42. ensure to complete the tour of destination in proper sequence and as per itinerary	-	-	-	-
PC43. receive feedback from the tourist of the offered services	-	-	-	-
PC44. document the tour activities	-	-	-	-
PC45. prepare invoice for the services provided for the trip, if applicable as per norms of the organization	-	-	-	-
PC46. submit an invoice to tour agents/ operators	-	-	-	-
PC47. claim the reimbursements, if any	-	-	-	-
PC48. collect final payment from the tour agents/ operators for services provided	-	-	-	-
NOS Total	80	80	-	40

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N4405
NOS Name	Escort tourists on organized trips
Sector	Tourism & Hospitality
Sub-Sector	Tours and Travels
Occupation	Tour Packaging
NSQF Level	4
Credits	8
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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 % aggregate marks to successfully clear the assessment.

Qualification Pack

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/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	-
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	-
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	-
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	-
Total	95	115	-	-	250	NaN

Elective: 1 Meet and Greet Officer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N4215.Perform meet and greet operations	80	80	-	40	200	-
Total	80	80	-	40	200	NaN

Elective: 2 Tour Escort

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N4405.Escort tourists on organized trips	80	80	-	40	200	-
Total	80	80	-	40	200	NaN

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

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

Qualification Pack

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