



Duty Manager

QP Code: THC/Q0106

Version: 2.0

NSQF Level: 6

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place New Delhi 110001

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THC/Q0106: Duty Manager

Brief Job Description

The individual at work monitors the front office operations on a day-to-day basis and assists the management in managing the financial and administrative work.

Personal Attributes

The job requires the individual to have good communication, analytical, decision-making and organizational skills with customer centric approach and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0116: Monitor front office operations](#)
2. [THC/N0117: Assist the management to manage financial and administrative aspects of business](#)
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

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0701

Minimum Educational Qualification & Experience	<p>12th Class/I.T.I. (two years after class 10th) with 5 Years of experience as an Executive Floor Manager/Front Office Executive</p> <p>OR</p> <p>12th Class/I.T.I. (one year after class 10th with one year of experience) with 5 Years of experience as an Executive Floor Manager/ Front Office Executive</p> <p>OR</p> <p>Certificate-NSQF (Level-5 Front Office Executive) with 3 Years of experience as an Executive Floor Manager/ Front Office Executive</p>
Minimum Level of Education for Training in School	NA
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 Years
Last Reviewed On	28/04/2022
Next Review Date	28/04/2025
NSQC Approval Date	28/04/2022
Version	2.0

THC/N0116: Monitor front office operations

Description

This OS unit is about monitoring the front office staff and activities to ensure effective guest experience and relationship.

Scope

The scope covers the following:

- Monitor the front office staff
- Ensure effective guest experience and relationship
- Monitor front office activities

Elements and Performance Criteria

Monitor the front office staff

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

- PC1. plan for resource requirement periodically based on reservations
- PC2. make sure the department is not over or understaffed at any point of time
- PC3. train the staff on their respective duties, and provide support for skill development
- PC4. prepare duty roster and work schedules for the front office staff
- PC5. prioritize and delegate daily work responsibilities to the front office staff
- PC6. ensure that the staff is well-groomed at all times as per standards
- PC7. provide feedback to the staff on their performance and areas of improvement
- PC8. handle conflict among the staff members, if any
- PC9. ensure the staff members have updated knowledge of hotel products, services, facilities, events, pricing, and policies
- PC10. schedule front office meetings to identify and resolve operational issues
- PC11. foster a positive working environment for the staff and check in regularly to ensure employee satisfaction

Ensure effective guest experience and relationship

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

- PC12. provide a friendly and personalized welcome to guests as per organizational standards
- PC13. identify guests' needs and requirements
- PC14. ensure high level of guest service is provided in the day-to-day front office operations
- PC15. handle any guest complaints or queries that cannot be settled directly by team members
- PC16. prepare report on feedback/complaints from the guests
- PC17. develop high-quality relationships with guests throughout their stay

Monitor front office activities

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

- PC18.** inspect the lobby and front office area for cleanliness and sanitization
- PC19.** make sure the front desk is tidy and has all the necessary stationery and material
- PC20.** monitor stock and order office supplies
- PC21.** inform permissible discounts to be allowed to the guests at the associate, and executive levels
- PC22.** make sure all the staff is aware of the promotional activities of the organization
- PC23.** review the arrival list for all arrivals to check room allocations, amenities, and special requests
- PC24.** supervise the guest registration process for smooth functioning
- PC25.** verify that the registration cards of arriving guests are duly filled by the staff or the guests
- PC26.** supervise the billing and cash processes to ensure compliance with organizational standards
- PC27.** keep updated records of office expenses and costs
- PC28.** ensure that the guest documentation and information is available and up to date at all times
- PC29.** ensure organizational standards are followed in billing, cash handling, and foreign exchange procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.**team management process
- KU2.**resource management process
- KU3.**procedure to prepare a duty roster and work schedules
- KU4.**ways to delegate tasks to the team members
- KU5.**conflict management strategies
- KU6.**ways to give constructive feedback
- KU7.**how to conduct trainings and team meetings
- KU8.**organizational SOP for front office
- KU9.**standard procedures to welcome the guests
- KU10.** procedure to receive feedback from the guests
- KU11.**procedure to handle and resolve guest's complaints
- KU12.**facility inspection methods
- KU13.**stock monitoring techniques
- KU14.** standard front office operations
- KU15.** types of stationary and other supplies required at the front office
- KU16.** guest registration process
- KU17.** types of discounts and promotional activities

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, and information at the workplace

GS2. write duty roster and work schedules for the staff

GS3. communicate effectively with staff, and guests

GS4. resolve staff conflicts

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor the front office staff</i>	15	15	-	10
PC1. plan for resource requirement periodically based on reservations	-	-	-	-
PC2. make sure the department is not over or understaffed at any point of time	-	-	-	-
PC3. train the staff on their respective duties, and provide support for skill development	-	-	-	-
PC4. prepare duty roster and work schedules for the front office staff	-	-	-	-
PC5. prioritize and delegate daily work responsibilities to the front office staff	-	-	-	-
PC6. ensure that the staff is well-groomed at all times as per standards	-	-	-	-
PC7. provide feedback to the staff on their performance and areas of improvement	-	-	-	-
PC8. handle conflict among the staff members, if any	-	-	-	-
PC9. ensure the staff members have updated knowledge of hotel products, services, facilities, events, pricing, and policies	-	-	-	-
PC10. schedule front office meetings to identify and resolve operational issues	-	-	-	-
PC11. foster a positive working environment for the staff and check in regularly to ensure employee satisfaction	-	-	-	-
<i>Ensure effective guest experience and relationship</i>	10	10	-	5
PC12. provide a friendly and personalized welcome to guests as per organizational standards	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify guests' needs and requirements	-	-	-	-
PC14. ensure high level of guest service is provided in the day-to-day front office operations	-	-	-	-
PC15. handle any guest complaints or queries that cannot be settled directly by team members	-	-	-	-
PC16. prepare report on feedback/complaints from the guests	-	-	-	-
PC17. develop high-quality relationships with guests throughout their stay	-	-	-	-
<i>Monitor front office activities</i>	15	15	-	5
PC18. inspect the lobby and front office area for cleanliness and sanitization	-	-	-	-
PC19. make sure the front desk is tidy and has all the necessary stationery and material	-	-	-	-
PC20. monitor stock and order office supplies	-	-	-	-
PC21. inform permissible discounts to be allowed to the guests at the associate, and executive levels	-	-	-	-
PC22. make sure all the staff is aware of the promotional activities of the organization	-	-	-	-
PC23. review the arrival list for all arrivals to checkroom allocations, amenities, and special requests	-	-	-	-
PC24. supervise the guest registration process for smooth functioning	-	-	-	-
PC25. verify that the registration cards of arriving guests are duly filled by the staff or the guests	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. supervise the billing and cash processes to ensure compliance with organizational standards	-	-	-	-
PC27. keep updated records of office expenses and costs	-	-	-	-
PC28. ensure that the guest documentation and information is available and up to date at all times	-	-	-	-
PC29. ensure organizational standards are followed in billing, cash handling, and foreign exchange procedures	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0116
NOS Name	Monitor front office operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	28/04/2022
Next Review Date	28/04/2025
NSQC Clearance Date	28/04/2022

THC/N0117: Assist the management to manage financial and administrative aspects of business

Description

This OS unit is about assisting the management in controlling costs to ensure adherence to the budget and performing other administrative tasks.

Scope

The scope covers the following:

- Monitor budget and revenue
- Manage administrative task

Elements and Performance Criteria

Monitor budget and revenue

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

- PC1. assist the Front Office Manager in preparing annual departmental budget
- PC2. identify process improvement to achieve financial and service goals
- PC3. monitor and control expenses within the allotted budget
- PC4. monitor and manage financial performance through up-selling, room revenue, operational auditing, etc.
- PC5. ensure that the pricing policy and internal audit procedures are duly applied
- PC6. prepare monthly and daily revenue report
- PC7. keep track of monthly, quarterly, and yearly budget and revenue goals
- PC8. monitor and report on revenue and cash flow to the management

Manage administrative task

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

- PC9. assist the Front Office Manager in setting departmental goals and objectives
- PC10. review current standards of front office services and procedures, and implement new practices, if required
- PC11. promote the hotel's range of services in order to increase sales
- PC12. encourage guest loyalty by promoting the Brand Loyalty Program
- PC13. ensure all sales are accurately recorded as pre specified standards
- PC14. verify that all payments are received and recorded as per organizational standards
- PC15. report any stock discrepancies to the management
- PC16. review front office log book and guest feedback forms on a daily basis
- PC17. maintain an organized and comprehensive filing system with documentation of purchases, vouchering,

schedules, forecasts, reports and tracking logs

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** budget preparation process
- KU2.** financial management procedures
- KU3.** cost control methods
- KU4.** basics of auditing procedures
- KU5.** procedure to prepare revenue and budget reports
- KU6.** cash flow analysis techniques
- KU7.** system analysis and improvement process
- KU8.** maintenance procedure of filing system for various purposes
- KU9.** goal setting methods and procedures
- KU10.** effective promotional techniques
- KU11.** concept of guest loyalty programs
- KU12.** various formats or reports to be maintained at the front office like sales, payments, purchases, schedules etc.
- KU13.** effective ways to review guests' feedback

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, and information at the workplace
- GS2.** write business reports
- GS3.** communicate effectively with senior management

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor budget and revenue</i>	20	20	-	10
PC1. assist the Front Office Manager in preparing annual departmental budget	-	-	-	-
PC2. identify process improvement to achieve financial and service goals	-	-	-	-
PC3. monitor and control expenses within the allotted budget	-	-	-	-
PC4. monitor and manage financial performance through up-selling, room revenue, operational auditing, etc.	-	-	-	-
PC5. ensure that the pricing policy and internal audit procedures are duly applied	-	-	-	-
PC6. prepare monthly and daily revenue report	-	-	-	-
PC7. keep track of monthly, quarterly, and yearly budget and revenue goals	-	-	-	-
PC8. monitor and report on revenue and cashflow to the management	-	-	-	-
<i>Manage administrative task</i>	20	20	-	10
PC9. assist the Front Office Manager in setting departmental goals and objectives	-	-	-	-
PC10. review current standards of front office services and procedures, and implement new practices, if required	-	-	-	-
PC11. promote the hotel's range of services in order to increase sales	-	-	-	-
PC12. encourage guest loyalty by promoting the Brand Loyalty Program	-	-	-	-
PC13. ensure all sales are accurately recorded as per specified standards	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. verify that all payments are received and recorded as per organizational standards	-	-	-	-
PC15. report any stock discrepancies to the management	-	-	-	-
PC16. review front office log book and guest feedbackforms on a daily basis	-	-	-	-
PC17. maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0117
NOS Name	Assist the management to manage financial and administrative aspects of business
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	28/04/2022
Next Review Date	28/04/2025
NSQC Clearance Date	28/04/2022

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

- 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</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. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	28/04/2022
Next Review Date	28/04/2025
NSQC Clearance Date	28/04/2022

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
- 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

Assessment Criteria

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

PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

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

- 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol- based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
PC12. make sure first aid procedures are followed appropriately	-	-	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

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 laydown 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.

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/N0116. Monitor front office operations	40	40	-	20	100	25
THC/N0117. Assist the management to manage financial and administrative aspects of business	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
Total	160	160	-	80	400	100

Acronyms

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

Glossary

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

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