

## Qualification Pack



# Executive Housekeeper

QP Code: THC/Q0206

Version: 2.0

NSQF Level: 7

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## Qualification Pack

### Contents

THC/Q0206: Executive Housekeeper .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
THC/N0230: Establish standards and manage housekeeping operations .....	5
THC/N0245: Manage resources and prepare budget .....	12
THC/N0427: Build and manage a team .....	17
THC/N9911: Promote hospitable and courteous behavior .....	22
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy .....	27
THC/N9912: Create and maintain a safe and healthy workplace .....	31
Assessment Guidelines and Weightage .....	35
<i>Assessment Guidelines</i> .....	35
<i>Assessment Weightage</i> .....	36
Acronyms .....	37
Glossary .....	38

## Qualification Pack

### THC/Q0206: Executive Housekeeper

#### Brief Job Description

The individual at work establishes standards, manages housekeeping operations and resources, prepares budget, builds and manages an effective team to ensure operational excellence of the housekeeping department.

#### Personal Attributes

The job requires the individual to have a confident personality and ability to work in fast-paced environment at all times as per the business requirement.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0230: Establish standards and manage housekeeping operations](#)
2. [THC/N0245: Manage resources and prepare budget](#)
3. [THC/N0427: Build and manage a team](#)
4. [THC/N9911: Promote hospitable and courteous behavior](#)
5. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
6. [THC/N9912: Create and maintain a safe and healthy workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>Country</b>	India
<b>NSQF Level</b>	7
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5151.0101

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<b>Minimum Educational Qualification &amp; Experience</b>	Graduate with 5 Years of experience as a Housekeeping Manager OR Diploma (3 Years (After class 12th) in relevant trade) with 7 Years of experience in relevant trade OR Certificate-NSQF (level - 6 Housekeeping Manager) with 4 Years of experience as a Housekeeping Manager
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Not applicable
<b>Minimum Job Entry Age</b>	28 Years
<b>Last Reviewed On</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>Deactivation Date</b>	24/02/2025
<b>NSQC Approval Date</b>	24/02/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/TH/THSC/05467
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0230: Establish standards and manage housekeeping operations

#### Description

This OS unit is about establishing standards for various activities and ensuring effective operations of the housekeeping department and ensuring customer centricity in a hotel.

#### Scope

The scope covers the following :

- Establish standards for housekeeping department
- Ensure effective housekeeping operations
- Ensure customer centricity

#### Elements and Performance Criteria

##### *Establish standards for housekeeping department*

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

- PC1.** develop plans, actions, and standard operating procedures for the operation and administration of housekeeping department
- PC2.** establish and maintain housekeeping procedures, taking into consideration percent occupancy, time and use of facilities, and related public specialty areas and events
- PC3.** develop an inspection program for all public areas and guestrooms to ensure proper maintenance and standards are achieved and sustained
- PC4.** establish a training program for housekeeping department to enable positions of increased responsibility to be filled from within the department
- PC5.** ensure implementation of novel methods, techniques, material and equipment to improve overall operation of the department and ensure better efficiency at reduced costs
- PC6.** review existing procedures and policies and update them, if required

##### *Ensure effective housekeeping operations*

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

- PC7.** ensure proper scheduling of the department as per staff availability and daily occupancy forecast
- PC8.** coordinate the operation of housekeeping department to ensure minimum disruption in the overall operation of the hotel
- PC9.** conduct quality check to ensure cleanliness, maintenance and upkeep of all areas under the purview of housekeeping department on routine as well as surprise basis
- PC10.** ensure all public areas are set-up tastefully and aesthetically as per interior design standards
- PC11.** set-up and organize on-going deep cleaning, spring cleaning, floor and vertical surface polishing, façade cleaning schedule, etc.
- PC12.** ensure all preventive and corrective maintenance is carried out as per schedule
- PC13.** ensure that cleaning policies and procedures are properly followed in the department
- PC14.** conduct internal audits to ensure proper operation of the department as per the organizational standards

## Qualification Pack

- PC15.** take corrective action on non-conformities found in audits
- PC16.** prepare action plans for the day-to-day functioning of the housekeeping department
- PC17.** identify the root cause of the problems in the department, if any and take appropriate action
- PC18.** make sure all special decorations during occasions or festivities are done as per organizational standards
- PC19.** ensure all lost & found articles are stored and distributed as per the hotel policies
- PC20.** coordinate with other departments to ensure delivery of quality service
- PC21.** attend to the complaints and queries, if any, from other departments, regarding the housekeeping functions and take necessary action

### *Ensure customer centricity*

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

- PC22.** implement consistent delivery of superior customer service
- PC23.** ensure that the department creates a professional impression on customers
- PC24.** review and act on customer feedback to include customer complaints and compliments
- PC25.** analyze customer service reports to achieve positive and consistent results

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** methods to draft effective SOPs
- KU2.** types and standards of the activities performed in housekeeping department
- KU3.** ways to effectively develop departmental procedures and inspection programs
- KU4.** methods to establish training programs
- KU5.** impact of novel methods, techniques, material and equipment on departmental performance in housekeeping
- KU6.** procedure to review and update departmental policies as per requirement
- KU7.** procedure for staff scheduling
- KU8.** standard housekeeping operations
- KU9.** procedure to conduct quality checks for housekeeping operations
- KU10.** design and aesthetic principles
- KU11.** method to schedule various types of cleaning and polishing activities
- KU12.** concept and schedule of preventive and corrective maintenance
- KU13.** impact of adhering to organizational procedures
- KU14.** procedure to conduct internal audits
- KU15.** method to prepare action plans
- KU16.** root cause analysis techniques for any departmental problem
- KU17.** interdependence of various departments to carry out housekeeping activities efficiently
- KU18.** organizational standards for customer service
- KU19.** significance of maintaining professionalism in the department
- KU20.** ways to analyze customer feedback and service reports

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### Generic Skills (GS)

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

- GS1.** read industry journals to get the latest information about trends
- GS2.** write SOPs for different processes and activities
- GS3.** write reports and business correspondence
- GS4.** communicate effectively in English and local language
- GS5.** take decisions in a time bound manner
- GS6.** handle problems arising among internal staff and with guests
- GS7.** analyze current industry trends in product development, service standards, and guest demands and likings
- GS8.** break complex problems into manageable piece

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establish standards for housekeeping department</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> develop plans, actions, and standard operating procedures for the operation and administration of housekeeping department	-	-	-	-
<b>PC2.</b> establish and maintain housekeeping procedures, taking into consideration percent occupancy, time and use of facilities, and related public specialty areas and events	-	-	-	-
<b>PC3.</b> develop an inspection program for all public areas and guestrooms to ensure proper maintenance and standards are achieved and sustained	-	-	-	-
<b>PC4.</b> establish a training program for housekeeping department to enable positions of increased responsibility to be filled from within the department	-	-	-	-
<b>PC5.</b> ensure implementation of novel methods, techniques, material and equipment to improve overall operation of the department and ensure better efficiency at reduced costs	-	-	-	-
<b>PC6.</b> review existing procedures and policies and update them, if required	-	-	-	-
<i>Ensure effective housekeeping operations</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC7.</b> ensure proper scheduling of the department as per staff availability and daily occupancy forecast	-	-	-	-
<b>PC8.</b> coordinate the operation of housekeeping department to ensure minimum disruption in the overall operation of the hotel	-	-	-	-
<b>PC9.</b> conduct quality check to ensure cleanliness, maintenance and upkeep of all areas under the purview of housekeeping department on routine as well as surprise basis	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> ensure all public areas are set-up tastefully and aesthetically as per interior design standards	-	-	-	-
<b>PC11.</b> set-up and organize on-going deep cleaning, spring cleaning, floor and vertical surface polishing, façade cleaning schedule, etc.	-	-	-	-
<b>PC12.</b> ensure all preventive and corrective maintenance is carried out as per schedule	-	-	-	-
<b>PC13.</b> ensure that cleaning policies and procedures are properly followed in the department	-	-	-	-
<b>PC14.</b> conduct internal audits to ensure proper operation of the department as per the organizational standards	-	-	-	-
<b>PC15.</b> take corrective action on non-conformities found in audits	-	-	-	-
<b>PC16.</b> prepare action plans for the day-to-day functioning of the housekeeping department	-	-	-	-
<b>PC17.</b> identify the root cause of the problems in the department, if any and take appropriate action	-	-	-	-
<b>PC18.</b> make sure all special decorations during occasions or festivities are done as per organizational standards	-	-	-	-
<b>PC19.</b> ensure all lost & found articles are stored and distributed as per the hotel policies	-	-	-	-
<b>PC20.</b> coordinate with other departments to ensure delivery of quality service	-	-	-	-
<b>PC21.</b> attend to the complaints and queries, if any, from other departments, regarding the housekeeping functions and take necessary action	-	-	-	-
<i>Ensure customer centricity</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC22.</b> implement consistent delivery of superior customer service	-	-	-	-
<b>PC23.</b> ensure that the department creates a professional impression on customers	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC24.</b> review and act on customer feedback to include customer complaints and compliments	-	-	-	-
<b>PC25.</b> analyze customer service reports to achieve positive and consistent results	-	-	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0230
<b>NOS Name</b>	Establish standards and manage housekeeping operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N0245: Manage resources and prepare budget

#### Description

This OS unit is about managing resources, preparing budget and controlling the cost for housekeeping department.

#### Scope

The scope covers the following :

- Manage resources for housekeeping department
- Prepare budget and control costs
- Manage administration of the housekeeping department

#### Elements and Performance Criteria

##### *Manage resources for housekeeping department*

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

- PC1.** ensure efficient stores procedures for housekeeping department
- PC2.** make sure cleaning materials and guest supplies are adequate and par levels are maintained at all times
- PC3.** maintain strict inventory and purchase control over all controllable items
- PC4.** coordinate with purchase department to order supplies, material, and equipment to ensure round-the-clock availability
- PC5.** assist purchase department in selecting suppliers for items related to housekeeping
- PC6.** ensure proper documentation of the purchase and issue records

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

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

- PC7.** estimate the resource requirement of the department
- PC8.** prepare budget for the housekeeping department in accordance with the higher management
- PC9.** keep track of budgeted and actual departmental financial targets including revenue, stock levels, average spends and departmental profits
- PC10.** ensure adherence to departmental budget by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management
- PC11.** control departmental operating costs in line with forecasted business levels while providing maximum service
- PC12.** analyze weekly/monthly financial status report as per organizational standards

##### *Manage administration of the housekeeping department*

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

- PC13.** instruct and advise staff on changes in policies, procedures or working standards
- PC14.** comply with statutory and organizational requirements for health and safety, and risk assessment

## Qualification Pack

- PC15.** ensure all employment legislation is strictly adhered to
- PC16.** review and co-ordinate action on hygiene audits in order to enhance the environment and achieve positive consistent result
- PC17.** present relevant reports and employee records to higher management and apprise them about the departmental performance

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** resource management procedures
- KU2.** par levels required for business
- KU3.** inventory management process
- KU4.** SOP to raise purchase requisition
- KU5.** format for purchase and issue record keeping
- KU6.** estimation methods for resource requirement in housekeeping
- KU7.** budget preparation process
- KU8.** basics of financial management
- KU9.** methods to control cost
- KU10.** ways to analyze financial reports
- KU11.** safety, security and standard procedures applicable for housekeeping department
- KU12.** organizational policies on health and safety, and risk assessment
- KU13.** applicable employment legislation
- KU14.** procedure to conduct hygiene audits and ways to analyze the reports

### Generic Skills (GS)

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

- GS1.** interact with various stakeholders of the business
- GS2.** handle finance, administration, liaison and security related problems
- GS3.** communicate effectively in English and local language
- GS4.** take decisions in a time bound manner
- GS5.** handle problems arising among internal staff and with guests
- GS6.** analyze current industry trends in product development, service standards, and guest demands and likings
- GS7.** analyze the current industry trends and preferences of the guests

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage resources for housekeeping department</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> ensure efficient stores procedures for housekeeping department	-	-	-	-
<b>PC2.</b> make sure cleaning materials and guest supplies are adequate and par levels are maintained at all times	-	-	-	-
<b>PC3.</b> maintain strict inventory and purchase control over all controllable items	-	-	-	-
<b>PC4.</b> coordinate with purchase department to order supplies, material, and equipment to ensure round-the-clock availability	-	-	-	-
<b>PC5.</b> assist purchase department in selecting suppliers for items related to housekeeping	-	-	-	-
<b>PC6.</b> ensure proper documentation of the purchase and issue records	-	-	-	-
<i>Prepare budget and control costs</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC7.</b> estimate the resource requirement of the department	-	-	-	-
<b>PC8.</b> prepare budget for the housekeeping department in accordance with the higher management	-	-	-	-
<b>PC9.</b> keep track of budgeted and actual departmental financial targets including revenue, stock levels, average spends and departmental profits	-	-	-	-
<b>PC10.</b> ensure adherence to departmental budget by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management	-	-	-	-
<b>PC11.</b> control departmental operating costs in line with forecasted business levels while providing maximum service	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> analyze weekly/monthly financial status report as per organizational standards	-	-	-	-
<i>Manage administration of the housekeeping department</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC13.</b> instruct and advise staff on changes in policies, procedures or working standards	-	-	-	-
<b>PC14.</b> comply with statutory and organizational requirements for health and safety, and risk assessment	-	-	-	-
<b>PC15.</b> ensure all employment legislation is strictly adhered to	-	-	-	-
<b>PC16.</b> review and co-ordinate action on hygiene audits in order to enhance the environment and achieve positive consistent result	-	-	-	-
<b>PC17.</b> present relevant reports and employee records to higher management and apprise them about the departmental performance	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0245
<b>NOS Name</b>	Manage resources and prepare budget
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022



## Qualification Pack

### THC/N0427: Build and manage a team

#### Description

This OS unit is about building and managing a team through a set of processes like hiring, training, and nurturing talented individuals.

#### Scope

The scope covers the following :

- Develop supervisory and operational team
- Manage team effectively

#### Elements and Performance Criteria

##### *Develop supervisory and operational team*

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

- PC1.** advertise vacancies with proper job descriptions to hire new or replacement team members
- PC2.** recruit, induct and train employees on organizational products, service standards, quality orientation, and customer-centricity
- PC3.** ensure staffing is flexible enough to meet peaks and troughs of business activity
- PC4.** develop performance parameters (KRA and KPI) and guidelines for conduct and dress code as per organizational norms
- PC5.** assign responsibilities and commensurate authority to team for speedy decision making and efficient operations
- PC6.** train the team to incorporate feedback received from the customers to consistently improve service standards
- PC7.** explain the team about work output requirements, targets, performance indicators and incentives for all job orders and instructions received from superiors
- PC8.** ensure that the team delivers quality work, on time and report any anticipated reasons for delay
- PC9.** empower team to develop their own ways of working within agreed boundaries
- PC10.** maintain harmony within the team to achieve the desired outcome

##### *Manage team effectively*

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

- PC11.** monitor employee performances
- PC12.** drive goal orientation and provide feedback
- PC13.** motivate and inspire the team by creating positive working environment
- PC14.** update the team about offers promotions where possible
- PC15.** ensure and maintain personal integrity & ethical behavior
- PC16.** promote healthy emotional culture at the workplace
- PC17.** ensure team members take responsibility for their own developmental needs

## Qualification Pack

- PC18.** support people to achieve work and personal development objectives and acknowledge their efforts
- PC19.** promote punctuality in the team
- PC20.** manage team's workload efficiently
- PC21.** manage diversity in the workplace

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards of performance in the organisation
- KU2.** company's human resource policies
- KU3.** company's reporting and hierarchy structure
- KU4.** legal and regulatory requirements related to employee management in the industry/sector
- KU5.** effective leadership and team development practices
- KU6.** human resource requirements at various levels within the restaurant
- KU7.** guidelines to craft effective job descriptions
- KU8.** benefits of delegation of responsibilities

### Generic Skills (GS)

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

- GS1.** identify the right resources to run the business efficiently
- GS2.** prioritize tasks to ensure smooth functioning of the organization
- GS3.** handle problems arising with suppliers and among internal staff
- GS4.** lead a high-performance team
- GS5.** motivate the team to perform to its potential
- GS6.** effectively manage team through ups and downs of the business
- GS7.** think strategically

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Develop supervisory and operational team</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> advertise vacancies with proper job descriptions to hire new or replacement team members	-	-	-	-
<b>PC2.</b> recruit, induct and train employees on organizational products, service standards, quality orientation, and customer-centricity	-	-	-	-
<b>PC3.</b> ensure staffing is flexible enough to meet peaks and troughs of business activity	-	-	-	-
<b>PC4.</b> develop performance parameters (KRA and KPI) and guidelines for conduct and dress code as per organizational norms	-	-	-	-
<b>PC5.</b> assign responsibilities and commensurate authority to team for speedy decision making and efficient operations	-	-	-	-
<b>PC6.</b> train the team to incorporate feedback received from the customers to consistently improve service standards	-	-	-	-
<b>PC7.</b> explain the team about work output requirements, targets, performance indicators and incentives for all job orders and instructions received from superiors	-	-	-	-
<b>PC8.</b> ensure that the team delivers quality work, on time and report any anticipated reasons for delay	-	-	-	-
<b>PC9.</b> empower team to develop their own ways of working within agreed boundaries	-	-	-	-
<b>PC10.</b> maintain harmony within the team to achieve the desired outcome	-	-	-	-
<i>Manage team effectively</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> monitor employee performances	-	-	-	-
<b>PC12.</b> drive goal orientation and provide feedback	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> motivate and inspire the team by creating positive working environment	-	-	-	-
<b>PC14.</b> update the team about offers promotions where possible	-	-	-	-
<b>PC15.</b> ensure and maintain personal integrity & ethical behavior	-	-	-	-
<b>PC16.</b> promote healthy emotional culture at the workplace	-	-	-	-
<b>PC17.</b> ensure team members take responsibility for their own developmental needs	-	-	-	-
<b>PC18.</b> support people to achieve work and personal development objectives and acknowledge their efforts	-	-	-	-
<b>PC19.</b> promote punctuality in the team	-	-	-	-
<b>PC20.</b> manage team's workload efficiently	-	-	-	-
<b>PC21.</b> manage diversity in the workplace	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0427
<b>NOS Name</b>	Build and manage a team
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Restaurant
<b>Occupation</b>	Food Production and Kitchen
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9911: Promote hospitable and courteous behavior

#### Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, engaging with guests, and achieving customer satisfaction.

#### Scope

The scope covers the following :

- Promote effective communication among colleagues and between colleagues & guests
- Ensure gender & age-specific services as per the requirements of guests
- Ensure sensitivity towards Persons with Disabilities

#### Elements and Performance Criteria

##### *Promote effective communication among colleagues and between colleagues & guests*

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

- PC1.** promote an environment of trust and respect amongst all colleagues
- PC2.** ensure essential information is passed on in a timely manner
- PC3.** ensure the team members maintain etiquette while interacting with each other
- PC4.** create a culture of cooperation, coordination, communication & collaboration with shared goals
- PC5.** promote communication with the guests in a polite and professional manner
- PC6.** ensure that the team understands guests' expectations
- PC7.** ensure that guest dissatisfactions and complaints are addressed effectively
- PC8.** ensure the team explains terms and conditions clearly, seek feedback from the guests, and develop good rapport with them without intruding in their privacy
- PC9.** inform the team about the profiles of expected guests and their needs as applicable
- PC10.** manage any negative feedback from the guests and escalate further if required

##### *Ensure gender & age specific services as per the requirements of guests*

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

- PC11.** ensure that the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child or elderly people
- PC12.** promote equal treatment to all genders across both the horizontal as well as vertical segregation of roles in the workplace
- PC13.** educate the guests and colleagues, at the workplace about their rights where required
- PC14.** create policies to prevent sexual harassment, both physical and verbal
- PC15.** frame inclusive work practices such as flexible working hours, maternity/paternity leaves, transportation facilities, night shift concessions, grievance cell

##### *Ensure sensitivity towards Persons with Disabilities*

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

- PC16.** ensure compliance on the company's policy towards Persons with Disabilities

## Qualification Pack

- PC17.** make sure the PWDs are trained and treated properly without bias
- PC18.** ensure that the workplace is properly designed to enable accessibility for the Persons with Disabilities
- PC19.** ensure that the contributions of Persons with Disabilities are acknowledged, recognized and rewarded

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's guest profile
- KU2.** organization's policies on behavioural etiquette and professionalism
- KU3.** organization's policies on gender sensitive service practices at workplace
- KU4.** gender specific requirements of different types of guests
- KU5.** specific requirements of different age-groups of guests
- KU6.** POSH (Prevention of Sexual Harassment) policy guidelines
- KU7.** key Helpline numbers in the area of operation of the business

### Generic Skills (GS)

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

- GS1.** interact with team members and superiors to work efficiently
- GS2.** communicate effectively with the guests
- GS3.** take quick decisions
- GS4.** coordinate with different departments to achieve smooth workflow
- GS5.** actively solve problems as and when required
- GS6.** identify and manage inter-personal conflicts
- GS7.** placate irate guests
- GS8.** build sensitivity towards diversity including gender, age, and disabilities

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication among colleagues and between colleagues &amp; guests</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> promote an environment of trust and respect amongst all colleagues	-	-	-	-
<b>PC2.</b> ensure essential information is passed on in a timely manner	-	-	-	-
<b>PC3.</b> ensure the team members maintain etiquette while interacting with each other	-	-	-	-
<b>PC4.</b> create a culture of cooperation, coordination, communication & collaboration with shared goals	-	-	-	-
<b>PC5.</b> promote communication with the guests in a polite and professional manner	-	-	-	-
<b>PC6.</b> ensure that the team understands guests' expectations	-	-	-	-
<b>PC7.</b> ensure that guest dissatisfactions and complaints are addressed effectively	-	-	-	-
<b>PC8.</b> ensure the team explains terms and conditions clearly, seek feedback from the guests, and develop good rapport with them without intruding in their privacy	-	-	-	-
<b>PC9.</b> inform the team about the profiles of expected guests and their needs as applicable	-	-	-	-
<b>PC10.</b> manage any negative feedback from the guests and escalate further if required	-	-	-	-
<i>Ensure gender &amp; age specific services as per the requirements of guests</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC11.</b> ensure that the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child or elderly people	-	-	-	-
<b>PC12.</b> promote equal treatment to all genders across both the horizontal as well as vertical segregation of roles in the workplace	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> educate the guests and colleagues, at the workplace about their rights where required	-	-	-	-
<b>PC14.</b> create policies to prevent sexual harassment, both physical and verbal	-	-	-	-
<b>PC15.</b> frame inclusive work practices such as flexible working hours, maternity/paternity leaves, transportation facilities, night shift concessions, grievance cell	-	-	-	-
<i>Ensure sensitivity towards Persons with Disabilities</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC16.</b> ensure compliance on the company's policy towards Persons with Disabilities	-	-	-	-
<b>PC17.</b> make sure the PWDs are trained and treated properly without bias	-	-	-	-
<b>PC18.</b> ensure that the workplace is properly designed to enable accessibility for the Persons with Disabilities	-	-	-	-
<b>PC19.</b> ensure that the contributions of Persons with Disabilities are acknowledged, recognized and rewarded	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9911
<b>NOS Name</b>	Promote hospitable and courteous behavior
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

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

## Description

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

## Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

## Elements and Performance Criteria

### *Maintain organisational confidentiality*

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

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

### *Maintain guests' privacy*

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

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Qualification Pack

**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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9910
<b>NOS Name</b>	Ensure to maintain organisational confidentiality and guest's privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Qualification Pack

### THC/N9912: Create and maintain a safe and healthy workplace

#### Description

This OS unit is about creating a hazard-free and safe working environment. It emphasises on maintaining health & hygiene, and adoption of sustainable practices at the workplace.

#### Scope

The scope covers the following :

- Create and maintain safety standards
- Create and maintain a healthy workplace
- Manage waste and conserve material at workplace

#### Elements and Performance Criteria

##### *Create and maintain safety standards*

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

- PC1.** frame and promote safety procedures to be followed by the team while handling material
- PC2.** ensure availability and proper usage of PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear etc.) by self and others at all times
- PC3.** ensure usage of disposable masks, gloves, hair nets and all other safety gear by the staff
- PC4.** monitor sanitization of all machine touch-points requiring at regular intervals
- PC5.** make sure the safety signs are displayed properly
- PC6.** ensure separate checking point at entry and exit for guest and staff
- PC7.** make sure proper first aid kit is provided in the premises
- PC8.** ensure compliance with all the safety procedures at the workplace

##### *Create and maintain a healthy workplace*

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

- PC9.** create SOP for personal hygiene to be followed by the team at all times
- PC10.** organize sensitization training for staff on hygiene standards like sanitizing hands, workplace etc.
- PC11.** ensure hand hygiene is maintained by self and others by washing hands using an alcohol based sanitiser
- PC12.** ensure the workplace is disinfected using appropriate cleaning solution and disinfectants as recommended
- PC13.** design restaurant seating layout in compliance with health and safety standards
- PC14.** ensure that there is no cross-contamination of items such as utensils, linen, towels, etc. at workplace
- PC15.** ensure that the team disposes waste as per prescribed standards
- PC16.** organize regular health check-ups of staff to monitor symptoms of illness
- PC17.** ensure that the team immediately reports any personal health issues related to injury, food, air and infectious disease

## Qualification Pack

**PC18.** instruct the staff to remain at home under medical supervision in case of sickness

*Manage waste and conserve material at workplace*

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

**PC19.** collect information about pattern of electricity consumption and usage of different materials

**PC20.** act upon material and energy audit reports

**PC21.** promote usage of the environment friendly substitutes of materials

**PC22.** frame processes to optimize material utilization

**PC23.** ensure that the team identifies and segregates recyclable waste at the workplace

**PC24.** ascertain disposal of PPEs in a plastic bag, sealed and labelled as infectious waste

**PC25.** ensure recycling of waste material wherever applicable

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** the process of developing workplace safety procedures

**KU2.** HACCP (Hazard Analysis and Critical Control Points) and ISO 22000 (International Organization for Standardization) frameworks

**KU3.** FSSAI's (Food Safety and Standards Authority of India) work practices

**KU4.** purpose and correct usage of protective gears such as gloves, protective goggles, masks, etc. while working

**KU5.** impact of accidental risks and productivity loss

**KU6.** methods to minimize accidental risks

**KU7.** process to design restaurant seat layout/plan

**KU8.** emergency procedures to be followed in case of a mishap such as fire accidents, etc.

**KU9.** usage of firefighting equipment

**KU10.** safe waste-disposal methods

**KU11.** established health and hygiene procedures at workplace

**KU12.** nationally & internationally accepted signages related to hygiene and health

## Generic Skills (GS)

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

**GS1.** take effective decisions during emergency situations

**GS2.** identify potential hazards and take corrective actions

**GS3.** communicate to co-workers about the precautions to be taken for accident free work

**GS4.** lead during crisis



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create and maintain safety standards</i>	<b>10</b>	<b>8</b>	-	<b>4</b>
<b>PC1.</b> frame and promote safety procedures to be followed by the team while handling material	-	-	-	-
<b>PC2.</b> ensure availability and proper usage of PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear etc.) by self and others at all times	-	-	-	-
<b>PC3.</b> ensure usage of disposable masks, gloves, hair nets and all other safety gear by the staff	-	-	-	-
<b>PC4.</b> monitor sanitization of all machine touch-points requiring at regular intervals	-	-	-	-
<b>PC5.</b> make sure the safety signs are displayed properly	-	-	-	-
<b>PC6.</b> ensure separate checking point at entry and exit for guest and staff	-	-	-	-
<b>PC7.</b> make sure proper first aid kit is provided in the premises	-	-	-	-
<b>PC8.</b> ensure compliance with all the safety procedures at the workplace	-	-	-	-
<i>Create and maintain a healthy workplace</i>	<b>5</b>	<b>4</b>	-	<b>2</b>
<b>PC9.</b> create SOP for personal hygiene to be followed by the team at all times	-	-	-	-
<b>PC10.</b> organize sensitization training for staff on hygiene standards like sanitizing hands, workplace etc.	-	-	-	-
<b>PC11.</b> ensure hand hygiene is maintained by self and others by washing hands using an alcohol based sanitiser	-	-	-	-
<b>PC12.</b> ensure the workplace is disinfected using appropriate cleaning solution and disinfectants as recommended	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> design restaurant seating layout in compliance with health and safety standards	-	-	-	-
<b>PC14.</b> ensure that there is no cross-contamination of items such as utensils, linen, towels, etc. at workplace	-	-	-	-
<b>PC15.</b> ensure that the team disposes waste as per prescribed standards	-	-	-	-
<b>PC16.</b> organize regular health check-ups of staff to monitor symptoms of illness	-	-	-	-
<b>PC17.</b> ensure that the team immediately reports any personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC18.</b> instruct the staff to remain at home under medical supervision in case of sickness	-	-	-	-
<i>Manage waste and conserve material at workplace</i>	<b>5</b>	<b>8</b>	-	<b>4</b>
<b>PC19.</b> collect information about pattern of electricity consumption and usage of different materials	-	-	-	-
<b>PC20.</b> act upon material and energy audit reports	-	-	-	-
<b>PC21.</b> promote usage of the environment friendly substitutes of materials	-	-	-	-
<b>PC22.</b> frame processes to optimize material utilization	-	-	-	-
<b>PC23.</b> ensure that the team identifies and segregates recyclable waste at the workplace	-	-	-	-
<b>PC24.</b> ascertain disposal of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>PC25.</b> ensure recycling of waste material wherever applicable	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9912
<b>NOS Name</b>	Create and maintain a safe and healthy workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	7
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## 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/N0230.Establish standards and manage housekeeping operations	50	50	-	20	120	20
THC/N0245.Manage resources and prepare budget	40	40	-	20	100	20
THC/N0427.Build and manage a team	20	20	-	10	50	20
THC/N9911.Promote hospitable and courteous behavior	20	20	-	15	55	15
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	10
THC/N9912.Create and maintain a safe and healthy workplace	20	20	-	10	50	15
<b>Total</b>	<b>160</b>	<b>155</b>	<b>-</b>	<b>80</b>	<b>395</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>IPR</b>	Intellectual Property Rights
<b>ISO</b>	International Standards Organization
<b>POSH</b>	Prevention of Sexual Harassment

## Qualification Pack

### Glossary

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

## Qualification Pack

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