

## Qualification Pack



# Facility Management Executive

QP Code: THC/Q5708

Version: 2.0

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### THC/Q5708: Facility Management Executive

#### Brief Job Description

The individual at work is responsible for managing and providing soft facility services, ensuring the availability of necessary resources at the client site, project planning, creating budgets, negotiating contracts for facility services, liaising with suppliers and vendors, and performing related administrative duties.

#### Personal Attributes

The job requires the individual to have excellent leadership, negotiation, communication and interpersonal skills, service-oriented approach, and ability to work independently.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N5820: Manage facility operations](#)
2. [THC/N5821: Perform administrative duties](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property and Facility Management Operations
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	Diploma (3 Year) with 3 Years of experience as Multi-Purpose Associate OR Certificate-NSQF (level- 4 Multi-Purpose Associate) with 2 Years of experience as Multi-Purpose Associate
<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>	20 Years
<b>Last Reviewed On</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>Deactivation Date</b>	30/12/2024
<b>NSQC Approval Date</b>	30/12/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/TH/THSC/04916
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N5820: Manage facility operations

#### Description

This OS unit is about arranging facility services at client facility site (residential and office) after assessing client requirements, estimating the scope of work, signing contracts with third-party vendors, and ensuring operational excellence.

#### Scope

The scope covers the following :

- Arrange for soft services operations
- Ensure operational excellence

#### Elements and Performance Criteria

##### *Arrange for soft services operations*

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

- PC1.** assess client requirements for soft facility management services
- PC2.** survey client location for facility management services operational requirements
- PC3.** identify gaps in the existing services at client premises
- PC4.** liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.
- PC5.** carry out vendor background checks
- PC6.** obtain quotes and tenders from vendors and suppliers
- PC7.** estimate and compare costs for goods and services to maximize cost-effectiveness
- PC8.** negotiate contracts to optimize delivery and cost saving
- PC9.** select vendors for different services
- PC10.** choose the equipment and materials required to complete the services on time
- PC11.** estimate resource requirements to provide the service
- PC12.** prepare and present budget proposals
- PC13.** assist the Facility Manager to finalize the budget
- PC14.** review the demand invoice against the service contract with the client for resources
- PC15.** assist the Facility Manager with costing and drafting of the payment schedule for the service contract
- PC16.** coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.
- PC17.** arrange for distribution of equipment and materials for each service e.g. vacuum cleaner/personal protective equipment, etc. as per requirements through supervisors

##### *Ensure operational excellence*

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

- PC18.** develop and implement a facility management program including preventive maintenance and project lifecycle requirements

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- PC19.** create metrics to monitor quality and performance for the services
- PC20.** conduct and document regular facilities inspections
- PC21.** ensure compliance with health and safety standards and industry codes
- PC22.** supervise maintenance and repair of facilities and equipment
- PC23.** coordinate and monitor activities of contract suppliers
- PC24.** ensure all delivery schedules, quantity and quality criteria are met
- PC25.** respond to facility and equipment alarms and system failures
- PC26.** provide prompt response to requests and issues from clients
- PC27.** ensure supervisors provide adequate resources at facility site all the time for uninterrupted service
- PC28.** review the demand invoice provided by the supervisor against the service contract with the client and make corrections if needed
- PC29.** approve the demand invoice for release of resources to the supervisor
- PC30.** check for any budget overrun in terms of resources and materials
- PC31.** analyze the operation and performance data provided by the supervisors to assess the performance and quality of service provision at the client's site as per company's standards
- PC32.** monitor supervisors' performance and provide feedback for improving the performance and quality of services e. g. higher than normal consumption of material or an inadequate number of workers etc.
- PC33.** receive and incorporate client feedback to enhance the service experience

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the workplace
- KU2.** organizational SOPs for facility management services
- KU3.** types of soft facility management services
- KU4.** client requirements analysis techniques types of tools and equipment required for various services
- KU5.** tools and techniques of process management
- KU6.** process to define scope of work
- KU7.** methods of cost estimation in projects
- KU8.** budget planning and management process
- KU9.** inspection procedures of the premises
- KU10.** budget adherence and cost control methods
- KU11.** statutory and regulatory requirements for facility management services
- KU12.** vendor management process, tools and techniques
- KU13.** methods to collect and analyse client feedback
- KU14.** operational excellence performance measures

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information
- GS2.** fill-in checklists, log sheets etc.
- GS3.** improve and modify own work practices
- GS4.** negotiate and communicate effectively with clients and vendors

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arrange for soft services operations</i>	20	20	-	10
<b>PC1.</b> assess client requirements for soft facility management services	-	-	-	-
<b>PC2.</b> survey client location for facility management services operational requirements	-	-	-	-
<b>PC3.</b> identify gaps in the existing services at client premises	-	-	-	-
<b>PC4.</b> liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry, etc.	-	-	-	-
<b>PC5.</b> carry out vendor background checks	-	-	-	-
<b>PC6.</b> obtain quotes and tenders from vendors and suppliers	-	-	-	-
<b>PC7.</b> estimate and compare costs for goods and services to maximize cost-effectiveness	-	-	-	-
<b>PC8.</b> negotiate contracts to optimize delivery and cost saving	-	-	-	-
<b>PC9.</b> select vendors for different services	-	-	-	-
<b>PC10.</b> choose the equipment and materials required to complete the services on time	-	-	-	-
<b>PC11.</b> estimate resource requirements to provide the service	-	-	-	-
<b>PC12.</b> prepare and present budget proposals	-	-	-	-
<b>PC13.</b> assist the Facility Manager to finalize the budget	-	-	-	-
<b>PC14.</b> review the demand invoice against the service contract with the client for resources	-	-	-	-
<b>PC15.</b> assist the Facility Manager with costing and drafting of the payment schedule for the service contract	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC16.</b> coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk, etc.	-	-	-	-
<b>PC17.</b> arrange for distribution of equipment and materials for each service e.g. vacuum cleaner/personal protective equipment, etc. as per requirements through supervisors	-	-	-	-
<i>Ensure operational excellence</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC18.</b> develop and implement a facility management program including preventive maintenance and project lifecycle requirements	-	-	-	-
<b>PC19.</b> create metrics to monitor quality and performance for the services	-	-	-	-
<b>PC20.</b> conduct and document regular facilities inspections	-	-	-	-
<b>PC21.</b> ensure compliance with health and safety standards and industry codes	-	-	-	-
<b>PC22.</b> supervise maintenance and repair of facilities and equipment	-	-	-	-
<b>PC23.</b> coordinate and monitor activities of contract suppliers	-	-	-	-
<b>PC24.</b> ensure all delivery schedules, quantity and quality criteria are met	-	-	-	-
<b>PC25.</b> respond to facility and equipment alarms and system failures	-	-	-	-
<b>PC26.</b> provide prompt response to requests and issues from clients	-	-	-	-
<b>PC27.</b> ensure supervisors provide adequate resources at facility site all the time for uninterrupted service	-	-	-	-
<b>PC28.</b> review the demand invoice provided by the supervisor against the service contract with the client and make corrections if needed	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC29.</b> approve the demand invoice for release of resources to the supervisor	-	-	-	-
<b>PC30.</b> check for any budget overrun in terms of resources and materials	-	-	-	-
<b>PC31.</b> analyze the operation and performance data provided by the supervisors to assess the performance and quality of service provision at the client's site as per company's standards	-	-	-	-
<b>PC32.</b> monitor supervisors' performance and provide feedback for improving the performance and quality of services e. g. higher than normal consumption of material or an inadequate number of workers etc.	-	-	-	-
<b>PC33.</b> receive and incorporate client feedback to enhance the service experience	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N5820
<b>NOS Name</b>	Manage facility operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property and Facility Management Operations
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### THC/N5821: Perform administrative duties

#### Description

This OS unit is about maintaining the facility operations at the client site, managing budget for the services, liaising with vendors or third-party contractors, and clients.

#### Scope

The scope covers the following :

- Maintain facility operations
- Manage budget/cost
- Liaise with client
- Liaise with vendor/third-party contractor

#### Elements and Performance Criteria

##### *Maintain facility operations*

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

- PC1.** create an annual work plan for the client facility as per company's SOP
- PC2.** implement best practices to increase efficiency
- PC3.** plan and monitor appropriate facility management staffing levels
- PC4.** ensure efficient utilization of facility maintenance staff
- PC5.** provide assistance to Facility Manager in all administrative functions, security issues and facility services deemed by the client
- PC6.** inspect the turn out and attendance of the staff and sign the shift register
- PC7.** oversee acquisition, installation, and commissioning of equipment
- PC8.** ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.
- PC9.** maintain soft services stores and stocks
- PC10.** indent monthly requirements for soft services as per the month's budget
- PC11.** verify upkeep of office and building facilities at client site
- PC12.** handle back-office operations, inter-office correspondence, etc. for client offices
- PC13.** ensure that all structures, renovation projects or additions comply with safety, health, and environmental regulations
- PC14.** monitor energy efficiency, safety and security of the facility
- PC15.** submit reports to superiors and client as per company's SOP

##### *Manage budget/cost*

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

- PC16.** prepare and track facility budget
- PC17.** develop and implement cost reduction initiatives
- PC18.** ensure delivery of projects against set financial targets and timeline

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- PC19.** verify payment and invoicing match contract pricing
- PC20.** monitor budget against effort variance
- PC21.** analyse financial and productivity reports obtained from facility supervisors
- PC22.** generate and present regular reports and reviews of facility-related budgets, finances, contracts, expenditures, and purchases

### *Liaise with client*

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

- PC23.** meet clients regularly as per pre-determined schedule
- PC24.** ensure that all required information is provided to the client as per service contract
- PC25.** present status report to the client regularly as per contract
- PC26.** resolve client complaints and issues
- PC27.** upsell other services to the client for financial profits to the organization
- PC28.** negotiate terms of leases where applicable
- PC29.** submit an invoice to client as per agreement and receive payment from client as per standards

### *Liaise with vendor/third-party contractor*

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

- PC30.** create and maintain a network of local vendors for various soft services e.g. housekeeping service providers, pest controllers, etc.
- PC31.** draft contracts for third-party service providers
- PC32.** ensure that vendors provide operational data as per the service contract
- PC33.** check that vendors follow organizational SOPs at client facilities
- PC34.** monitor delays and effort variations in the service delivery of vendors
- PC35.** receive and check all invoices received from vendors for any discrepancy
- PC36.** collect all documents from the vendor for a compliance audit
- PC37.** manage vendor staff training and development
- PC38.** perform real-time monitoring of services and periodic reviews to adhere to SLA
- PC39.** generate a performance report based on operational data analysis and provide feedback
- PC40.** coordinate and monitor activities of contract suppliers
- PC41.** manage contractor and vendor relationships
- PC42.** ensure payment of all vendors/suppliers on time

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** project planning techniques
- KU2.** site operations management process
- KU3.** resource management tools and techniques
- KU4.** administration and maintenance methods of facility
- KU5.** tools and techniques of data collection and analysis

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- KU6.** operational excellence analysis methods
- KU7.** budget adherence and cost control techniques
- KU8.** asset tracking tools and methods
- KU9.** productivity measurement tools and techniques
- KU10.** vendor and client management process
- KU11.** upselling and cross-selling techniques
- KU12.** types of contract, invoice and payment methods
- KU13.** billing and payment procedures
- KU14.** statutory and regulatory requirements at facility sites
- KU15.** methods of maintaining and monitoring vendor performance

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information
- GS2.** interpret and follow operational instructions from supervisors
- GS3.** fill-in checklists, log sheets etc.
- GS4.** adhere to safety and security standards
- GS5.** prioritize work process in order to complete as per agreed schedule
- GS6.** improve and modify own work practices
- GS7.** communicate effectively with clients and vendors

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain facility operations</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> create an annual work plan for the client facility as per company's SOP	-	-	-	-
<b>PC2.</b> implement best practices to increase efficiency	-	-	-	-
<b>PC3.</b> plan and monitor appropriate facility management staffing levels	-	-	-	-
<b>PC4.</b> ensure efficient utilization of facility maintenance staff	-	-	-	-
<b>PC5.</b> provide assistance to Facility Manager in all administrative functions, security issues and facility services deemed by the client	-	-	-	-
<b>PC6.</b> inspect the turn out and attendance of the staff and sign the shift register	-	-	-	-
<b>PC7.</b> oversee acquisition, installation, and commissioning of equipment	-	-	-	-
<b>PC8.</b> ensure timely repair, maintenance, and replacement of office equipment, appliances, furniture, furnishings, vehicles, etc.	-	-	-	-
<b>PC9.</b> maintain soft services stores and stocks	-	-	-	-
<b>PC10.</b> indent monthly requirements for soft services as per the month's budget	-	-	-	-
<b>PC11.</b> verify upkeep of office and building facilities at client site	-	-	-	-
<b>PC12.</b> handle back-office operations, inter-office correspondence, etc. for client offices	-	-	-	-
<b>PC13.</b> ensure that all structures, renovation projects or additions comply with safety, health, and environmental regulations	-	-	-	-
<b>PC14.</b> monitor energy efficiency, safety and security of the facility	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> submit reports to superiors and client as per company's SOP	-	-	-	-
<i>Manage budget/cost</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> prepare and track facility budget	-	-	-	-
<b>PC17.</b> develop and implement cost reduction initiatives	-	-	-	-
<b>PC18.</b> ensure delivery of projects against set financial targets and timeline	-	-	-	-
<b>PC19.</b> verify payment and invoicing match contract pricing	-	-	-	-
<b>PC20.</b> monitor budget against effort variance	-	-	-	-
<b>PC21.</b> analyse financial and productivity reports obtained from facility supervisors	-	-	-	-
<b>PC22.</b> generate and present regular reports and reviews of facility-related budgets, finances, contracts, expenditures, and purchases	-	-	-	-
<i>Liaise with client</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC23.</b> meet clients regularly as per pre-determined schedule	-	-	-	-
<b>PC24.</b> ensure that all required information is provided to the client as per service contract	-	-	-	-
<b>PC25.</b> present status report to the client regularly as per contract	-	-	-	-
<b>PC26.</b> resolve client complaints and issues	-	-	-	-
<b>PC27.</b> upsell other services to the client for financial profits to the organization	-	-	-	-
<b>PC28.</b> negotiate terms of leases where applicable	-	-	-	-
<b>PC29.</b> submit an invoice to client as per agreement and receive payment from client as per standards	-	-	-	-
<i>Liaise with vendor/third-party contractor</i>	<b>10</b>	<b>10</b>	-	<b>5</b>



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC30.</b> create and maintain a network of local vendors for various soft services e.g. housekeeping service providers, pest controllers, etc.	-	-	-	-
<b>PC31.</b> draft contracts for third-party service providers	-	-	-	-
<b>PC32.</b> ensure that vendors provide operational data as per the service contract	-	-	-	-
<b>PC33.</b> check that vendors follow organizational SOPs at client facilities	-	-	-	-
<b>PC34.</b> monitor delays and effort variations in the service delivery of vendors	-	-	-	-
<b>PC35.</b> receive and check all invoices received from vendors for any discrepancy	-	-	-	-
<b>PC36.</b> collect all documents from the vendor for a compliance audit	-	-	-	-
<b>PC37.</b> manage vendor staff training and development	-	-	-	-
<b>PC38.</b> perform real-time monitoring of services and periodic reviews to adhere to SLA	-	-	-	-
<b>PC39.</b> generate a performance report based on operational data analysis and provide feedback	-	-	-	-
<b>PC40.</b> coordinate and monitor activities of contract suppliers	-	-	-	-
<b>PC41.</b> manage contractor and vendor relationships	-	-	-	-
<b>PC42.</b> ensure payment of all vendors/suppliers on time	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N5821
<b>NOS Name</b>	Perform administrative duties
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Facility Management
<b>Occupation</b>	Property and Facility Management Operations
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

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

## Description

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

## Scope

The scope covers the following :

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

## Elements and Performance Criteria

### *Promote effective communication*

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

### *Maintain professional etiquette*

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

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

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

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

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

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Generic Skills (GS)

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

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

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### Assessment Criteria

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

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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



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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/N5820.Manage facility operations	40	40	-	20	100	25
THC/N5821.Perform administrative duties	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	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
<b>Total</b>	<b>160</b>	<b>160</b>	<b>-</b>	<b>80</b>	<b>400</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## 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.