

## Qualification Pack



# Front Office Manager

QP Code: THC/Q0105

Version: 2.0

NSQF Level: 7

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## Qualification Pack

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## Qualification Pack

### THC/Q0105: Front Office Manager

#### Brief Job Description

The individual at work is responsible for managing the front office staff as well as operations along with preparation of departmental budget and relevant reports for senior management.

#### Personal Attributes

The job requires the individual to have a pleasing personality, calm and composed demeanor, and an eye to details along with good communication, interpersonal and team management skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0142: Manage front office staff and operations](#)
2. [THC/N0143: Prepare budget and reports](#)
3. [THC/N9911: Promote hospitable and courteous behavior](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [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>                    | Front Office Management |
| <b>Country</b>                       | India                   |
| <b>NSQF Level</b>                    | 7                       |
| <b>Aligned to NCO/ISCO/ISIC Code</b> | NCO-2015/NIL            |

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|   |   |
|---|---|
| <b>Minimum Educational Qualification &amp; Experience</b> | Graduate with 8 Years of experience as a Duty Manager<br>OR<br>Diploma (3 Years (After class 12th) in relevant trade) with 10 Years of experience in relevant trade<br>OR<br>Certificate-NSQF (level - 6 Duty Manager) with 4 Years of experience in relevant trade |
| <b>Minimum Level of Education for Training in School</b>  | Not Applicable  |
| <b>Pre-Requisite License or Training</b>                  | NA  |
| <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/05470  |
| <b>NQR Version</b>  | 1.0   |

## Qualification Pack

### THC/N0142: Manage front office staff and operations

#### Description

This OS unit is about managing the front office staff and operations to ensure excellent guest experience.

#### Scope

The scope covers the following :

- Manage front office staff
- Manage front office operations

#### Elements and Performance Criteria

##### *Manage front office staff*

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

- PC1.** apprise the senior management and HR about the staffing needs of the department
- PC2.** prepare job descriptions and performance parameters like KRA and KPI for the front office staff
- PC3.** assist HR in the selection of front office personnel
- PC4.** ensure the front office staff is trained, cross-trained or retrained as per requirement
- PC5.** prepare training manuals and SOP for all front office operations
- PC6.** schedule the shifts for front office
- PC7.** approve the rosters as per organizational procedures
- PC8.** assign responsibilities and resources to the staff while maintaining an efficient working environment
- PC9.** supervise the workload of the staff during the shifts
- PC10.** combine duties where appropriate to ensure effective use of staff
- PC11.** communicate rosters to appropriate colleagues within designated timeframes
- PC12.** administer records of shift time completed by the staff
- PC13.** maintain staff rostering records according to organizational procedures
- PC14.** monitor the performance of staff and provide constructive feedback, if required
- PC15.** administer performance appraisals of the staff members
- PC16.** resolve conflicts among the team members
- PC17.** arrange and facilitate team building activities

##### *Manage front office operations*

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

- PC18.** ensure proper standards of services, housekeeping and decoration are met at all times
- PC19.** maintain required pars of all front office and stationary supplies.
- PC20.** perform regular inspections of lobbies and other public areas for cleanliness and proper upkeep
- PC21.** ensure front desk is tidy and has all necessary stationery and material

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- PC22.** make sure the PMS (Property Management System) is functioning properly
- PC23.** supervise daily operation of front office like reservations, registrations, and checkouts
- PC24.** verify that accurate room status information is maintained and properly communicated
- PC25.** monitor the reservation system on a daily basis
- PC26.** make sure that employees are, at all times, attentive, friendly, helpful and courteous to all guests
- PC27.** inquire about the overall experience of the guest, resolve any problems of conflicts and ensure a cordial relationship is maintained
- PC28.** ensure timely and accurate customer service
- PC29.** resolve guest problems quickly, efficiently, and courteously
- PC30.** review daily front office work and activity reports
- PC31.** review front office logbook and guest feedback forms on a daily basis
- PC32.** maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs
- PC33.** identify quality problems and issues in front office operations and make appropriate adjustments to procedures and systems, with relevant approvals
- PC34.** initiate short-term actions to resolve immediate problems where appropriate

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** method to evaluate staffing needs
- KU2.** procedure to prepare effective job descriptions
- KU3.** procedure to draft staff performance parameters like KRA and KPI
- KU4.** how to carryout training of the staff
- KU5.** method to prepare manuals and SOPs for the front office department
- KU6.** procedure to prepare duty rosters and work schedule
- KU7.** effective debriefing techniques
- KU8.** conflict management techniques
- KU9.** team management process
- KU10.** procedure to conduct staff appraisals
- KU11.** effective ways to provide feedback
- KU12.** organizational SOP sand standards for front office operations
- KU13.** inventory management process
- KU14.** procedure to inspect front desk and public areas for cleanliness
- KU15.** profession etiquette to deal with customers
- KU16.** sequence and details of activities carried out by the front office staff
- KU17.** procedure to review logbooks, guest feedbacks and other relevant reports and records
- KU18.** problem identification and solving techniques
- KU19.** operating procedure of PMS
- KU20.** complaint handling techniques

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### Generic Skills (GS)

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

- GS1.** read and interpret industry journals to get the latest information about trends
- GS2.** write business reports
- GS3.** communicate effectively with others
- 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.** break complex problems into manageable piece

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### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Manage front office staff</i>  | <b>20</b>    | <b>20</b>       | -             | <b>10</b>  |
| <b>PC1.</b> apprise the senior management and HR about the staffing needs of the department                       | -            | -               | -             | -          |
| <b>PC2.</b> prepare job descriptions and performance parameters like KRA and KPI for the front office staff       | -            | -               | -             | -          |
| <b>PC3.</b> assist HR in the selection of front office personnel  | -            | -               | -             | -          |
| <b>PC4.</b> ensure the front office staff is trained, cross-trained or retrained as per requirement               | -            | -               | -             | -          |
| <b>PC5.</b> prepare training manuals and SOP for all front office operations                                      | -            | -               | -             | -          |
| <b>PC6.</b> schedule the shifts for front office  | -            | -               | -             | -          |
| <b>PC7.</b> approve the rosters as per organizational procedures  | -            | -               | -             | -          |
| <b>PC8.</b> assign responsibilities and resources to the staff while maintaining an efficient working environment | -            | -               | -             | -          |
| <b>PC9.</b> supervise the workload of the staff during the shifts   | -            | -               | -             | -          |
| <b>PC10.</b> combine duties where appropriate to ensure effective use of staff                                    | -            | -               | -             | -          |
| <b>PC11.</b> communicate rosters to appropriate colleagues within designated timeframes                           | -            | -               | -             | -          |
| <b>PC12.</b> administer records of shift time completed by the staff  | -            | -               | -             | -          |
| <b>PC13.</b> maintain staff rostering records according to organizational procedures                              | -            | -               | -             | -          |
| <b>PC14.</b> monitor the performance of staff and provide constructive feedback, if required                      | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC15.</b> administer performance appraisals of the staff members   | -            | -               | -             | -          |
| <b>PC16.</b> resolve conflicts among the team members   | -            | -               | -             | -          |
| <b>PC17.</b> arrange and facilitate team building activities  | -            | -               | -             | -          |
| <i>Manage front office operations</i>   | <b>20</b>    | <b>20</b>       | -             | <b>10</b>  |
| <b>PC18.</b> ensure proper standards of services, housekeeping and decoration are met at all times  | -            | -               | -             | -          |
| <b>PC19.</b> maintain required pars of all front office and stationary supplies.  | -            | -               | -             | -          |
| <b>PC20.</b> perform regular inspections of lobbies and other public areas for cleanliness and proper upkeep                                      | -            | -               | -             | -          |
| <b>PC21.</b> ensure front desk is tidy and has all necessary stationery and material  | -            | -               | -             | -          |
| <b>PC22.</b> make sure the PMS (Property Management System) is functioning properly   | -            | -               | -             | -          |
| <b>PC23.</b> supervise daily operation of front office like reservations, registrations, and checkouts  | -            | -               | -             | -          |
| <b>PC24.</b> verify that accurate room status information is maintained and properly communicated   | -            | -               | -             | -          |
| <b>PC25.</b> monitor the reservation system on a daily basis  | -            | -               | -             | -          |
| <b>PC26.</b> make sure that employees are, at all times, attentive, friendly, helpful and courteous to all guests                                 | -            | -               | -             | -          |
| <b>PC27.</b> inquire about the overall experience of the guest, resolve any problems of conflicts and ensure a cordial relationship is maintained | -            | -               | -             | -          |
| <b>PC28.</b> ensure timely and accurate customer service  | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC29.</b> resolve guest problems quickly, efficiently, and courteously  | -            | -               | -             | -          |
| <b>PC30.</b> review daily front office work and activity reports   | -            | -               | -             | -          |
| <b>PC31.</b> review front office logbook and guest feedback forms on a daily basis   | -            | -               | -             | -          |
| <b>PC32.</b> maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs  | -            | -               | -             | -          |
| <b>PC33.</b> identify quality problems and issues in front office operations and make appropriate adjustments to procedures and systems, with relevant approvals | -            | -               | -             | -          |
| <b>PC34.</b> initiate short-term actions to resolve immediate problems where appropriate   | -            | -               | -             | -          |
| <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/N0142                                |
| <b>NOS Name</b>            | Manage front office staff and operations |
| <b>Sector</b>              | Tourism & Hospitality                    |
| <b>Sub-Sector</b>          | Hotels                                   |
| <b>Occupation</b>          | Front Office Management                  |
| <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/N0143: Prepare budget and reports

#### Description

This OS unit is about preparing the forecast and budget for the front office, and controlling departmental costs.

#### Scope

The scope covers the following :

- Prepare forecast and budget

#### Elements and Performance Criteria

##### *Prepare forecast and budget*

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

- PC1.** analyze rooms revenue from past years, past room sales and average daily rates
- PC2.** forecast room revenues considering the variety of different rates according to room types, guest profiles, days of the week, and seasonality of the business for upcoming week, month, or other time period, as required
- PC3.** identify expenses for front office operations like payroll and related expenses, laundry, guestroom laundry, hotel merchandising (in-room guest directory and promotional brochures), travel agent commissions and direct reservation expenses
- PC4.** identify fixed and variable cost associated with the front office operations
- PC5.** prepare annual budget for the front office department in conjunction with senior management in line with the hotel's annual budget
- PC6.** review the financial accounting procedures on a daily basis
- PC7.** analyze budget compliance periodically to identify any deviation
- PC8.** implement corrective actions in case of any deviation
- PC9.** review cost benefit analysis on any expenditure
- PC10.** determine areas where cost can be controlled and implement appropriate cost control methods
- PC11.** inform and train employees on cost effective processes
- PC12.** take key decisions on room rates, budget allocation, sales targets, etc.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** budget and forecasting techniques
- KU2.** procedure to review expenses
- KU3.** cost control methods
- KU4.** format and technique to review cost benefit analysis

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- KU5.** statistical analysis techniques
- KU6.** basics of financial management

### Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, SOP, organizational budget reports, market trends, etc.
- GS2.** communicate with the senior management and others
- GS3.** manage time to adhere to work timings and deliverables

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare forecast and budget</i>   | <b>30</b>    | <b>35</b>       | -             | <b>10</b>  |
| <b>PC1.</b> analyze rooms revenue from past years, past room sales and average daily rates   | -            | -               | -             | -          |
| <b>PC2.</b> forecast room revenues considering the variety of different rates according to room types, guest profiles, days of the week, and seasonality of the business for upcoming week, month, or other time period, as required                       | -            | -               | -             | -          |
| <b>PC3.</b> identify expenses for front office operations like payroll and related expenses, laundry, guestroom laundry, hotel merchandising (in-room guest directory and promotional brochures), travel agent commissions and direct reservation expenses | -            | -               | -             | -          |
| <b>PC4.</b> identify fixed and variable cost associated with the front office operations   | -            | -               | -             | -          |
| <b>PC5.</b> prepare annual budget for the front office department in conjunction with senior management in line with the hotel's annual budget   | -            | -               | -             | -          |
| <b>PC6.</b> review the financial accounting procedures on a daily basis  | -            | -               | -             | -          |
| <b>PC7.</b> analyze budget compliance periodically to identify any deviation   | -            | -               | -             | -          |
| <b>PC8.</b> implement corrective actions in case of any deviation  | -            | -               | -             | -          |
| <b>PC9.</b> review cost benefit analysis on any expenditure  | -            | -               | -             | -          |
| <b>PC10.</b> determine areas where cost can be controlled and implement appropriate cost control methods   | -            | -               | -             | -          |
| <b>PC11.</b> inform and train employees on cost effective processes  | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC12.</b> take key decisions on room rates, budget allocation, sales targets, etc. | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>30</b>    | <b>35</b>       | <b>-</b>      | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                            |
|----------------------------|----------------------------|
| <b>NOS Code</b>            | THC/N0143                  |
| <b>NOS Name</b>            | Prepare budget and reports |
| <b>Sector</b>              | Tourism & Hospitality      |
| <b>Sub-Sector</b>          | Hotels                     |
| <b>Occupation</b>          | Front Office Management    |
| <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

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- 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                                | -            | -               | -             | -          |

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| 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.

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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/N0142.Manage front office staff and operations                              | 40           | 40              | -             | 20         | 100         | 30         |
| THC/N0143.Prepare budget and reports  | 30           | 35              | -             | 10         | 75          | 30         |
| THC/N9911.Promote hospitable and courteous behavior                             | 20           | 20              | -             | 15         | 55          | 20         |
| 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          | 10         |
| <b>Total</b>  | <b>120</b>   | <b>120</b>      | <b>-</b>      | <b>60</b>  | <b>300</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>PMS</b>  | Property Management System                      |
| <b>IPR</b>  | Intellectual Property Rights                    |
| <b>PPE</b>  | Personal protective equipment                   |
| <b>PwD</b>  | Persons with Disability                         |
| <b>KRA</b>  | Key Responsibility Area                         |
| <b>KPI</b>  | Key Performance Indicator                       |

## 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.  |