

Qualification Pack



Guest House Caretaker

QP Code: THC/Q0501

Version: 2.0

NSQF Level: 4

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
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THC/Q0501: Guest House Caretaker

Brief Job Description

The individual at work registers guests during check-in and attends to their requirements, serves food, completes guest check-out, maintains the guest house, and performs general administrative duties.

Personal Attributes

The job requires the individual to be physically fit, patient, and have good inter-personal and communication skills, a service-oriented approach, and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0501: Fulfill guest requirements](#)
2. [THC/N0502: Ensure cleanliness and maintenance of the guesthouse](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Qualification Pack (QP) Parameters

| | |
|--------------------------------------|--|
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels |
| Occupation | Guest House/Dharamshala/Lodge/Hostel Operations/Homestay |
| Country | India |
| NSQF Level | 4 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5153.9900 |

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| | |
|---|---|
| Minimum Educational Qualification & Experience | 10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th with one year of experience) |
| Minimum Level of Education for Training in School | Not Applicable |
| Pre-Requisite License or Training | Not applicable |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 20/01/2021 |
| Next Review Date | 27/05/2024 |
| NSQC Approval Date | 27/05/2021 |
| Version | 2.0 |
| Reference code on NQR | 2021/TH/THSC/04276 |
| NQR Version | 1 |

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THC/N0501: Fulfill guest requirements

Description

This OS unit is about receiving, registering, and completing guest check-in and check-out duties. It also involves arranging and serving food to guests and assisting them with queries or requests during the stay.

Scope

The scope covers the following :

- Complete guest check-in process
- Assist guest during the stay
- Arrange food for guests
- Serve food to guests
- Complete guest check-out process

Elements and Performance Criteria

Complete guest check-in process

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

- PC1.** check arrival list at reception desk to manage guests
- PC2.** receive and greet the guest promptly with a smile
- PC3.** collect guest information like address, identity proof, booking details from the guests
- PC4.** cross-check the identity document details of the guests against original
- PC5.** check the duration of stay in guesthouse with the guest
- PC6.** create guest registration record, manually or on the computer
- PC7.** allot room to guest as per reservation status
- PC8.** process the payment and issue receipt to the guest
- PC9.** apprise the guest about different services like meals, housekeeping, laundry, etc. and various amenities such as TV, room heater, water heater, etc.
- PC10.** inform guests about guesthouse restrictions like late hours, breakfast or meal timings, etc.

Assist guest during the stay

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

- PC11.** ensure the guest is not left unattended at any point of time
- PC12.** respond to guest queries/request on tourist spots, entertainment, food outlets, etc.
- PC13.** attend to guest calls promptly
- PC14.** assist with medical check-up or call doctor if needed
- PC15.** attend to all complaints lodged by the guests

Arrange food for guests

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

- PC16.** plan the day's menu as per occupancy status
- PC17.** check guest's preference and diet restrictions, if any

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- PC18.** ensure cleanliness and sanitization of all equipment, cooking tools and area
- PC19.** verify that dining room is clean at all times
- PC20.** maintain inventory of all ingredients for food preparation
- PC21.** verify that the food items and ingredients meet food and hygiene standards
- PC22.** check for expiry date of raw and uncooked food and ingredients
- PC23.** maintain sufficient stock of items such as consumable raw materials, packed and bottled items to meet normal requirement and any immediate needs of guests
- PC24.** make sure the food is prepared as per recipe (e.g. vegetarian, non-vegetarian, South Indian, North Indian, Chinese, etc.)

Serve food to guests

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

- PC25.** arrange the prepared food and beverages in the dining area or room as per guest preference
- PC26.** ensure appropriate temperature is maintained for serving the food
- PC27.** replenish all condiments (salt, pepper, spices, etc.) and tableware in the dining area
- PC28.** clear used crockery, empty bottles etc. from the table or rooms immediately
- PC29.** ensure the dining area and table is cleaned post dining

Complete guest check-out

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

- PC30.** check room for any damaged or missing items
- PC31.** prepare the final bill and process the payment
- PC32.** inform the guests regarding the break-up charges for daily services provided
- PC33.** seek feedback from the guests on the services offered and register their complaints
- PC34.** assist with transportation and luggage
- PC35.** update the guest's profile in the guesthouse register or guest management system, as applicable

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, and grooming standards
- KU2.** organizational service guidelines and policies
- KU3.** guest complaints handling procedure
- KU4.** guesthouse layout/floor plans, fire exits and placement of fire-fighting equipment
- KU5.** guest registration process
- KU6.** reservation procedures - written/verbal/online
- KU7.** cancellation/no-show policies for guests
- KU8.** SOP on order taking, serving, and delivery
- KU9.** types and usage of serving equipment required in the dining area
- KU10.** inventory management techniques
- KU11.** procedure to present bill to guest and accept payments

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- KU12.** types and use of room equipment/appliances
- KU13.** information on local tourist spots, monuments, shopping areas, transportation, special tourism promotions, cultural events etc.
- KU14.** usage of computers for check in, check out, invoicing, etc.
- KU15.** daily cash management process

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively and cordially with guests and respond to their queries/requests
- GS3.** develop rapport with guests and show empathy
- GS4.** exhibit politeness and courteousness under all circumstances and situations
- GS5.** manage time effectively for prompt and improved guest services
- GS6.** identify immediate or temporary solutions to resolve delay or other problems during registration, stay, or check-out of guests

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Complete guest check-in process</i> | 10 | 10 | - | 5 |
| PC1. check arrival list at reception desk to manage guests | - | - | - | - |
| PC2. receive and greet the guest promptly with a smile | - | - | - | - |
| PC3. collect guest information like address, identity proof, booking details from the guests | - | - | - | - |
| PC4. cross-check the identity document details of the guests against original | - | - | - | - |
| PC5. check the duration of stay in guesthouse with the guest | - | - | - | - |
| PC6. create guest registration record, manually or on the computer | - | - | - | - |
| PC7. allot room to guest as per reservation status | - | - | - | - |
| PC8. process the payment and issue receipt to the guest | - | - | - | - |
| PC9. apprise the guest about different services like meals, housekeeping, laundry, etc. and various amenities such as TV, room heater, water heater, etc. | - | - | - | - |
| PC10. inform guests about guesthouse restrictions like late hours, breakfast or meal timings, etc. | - | - | - | - |
| <i>Assist guest during the stay</i> | 5 | 5 | - | 5 |
| PC11. ensure the guest is not left unattended at any point of time | - | - | - | - |
| PC12. respond to guest queries/request on tourist spots, entertainment, food outlets, etc. | - | - | - | - |
| PC13. attend to guest calls promptly | - | - | - | - |
| PC14. assist with medical check-up or call doctor if needed | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC15. attend to all complaints lodged by the guests | - | - | - | - |
| <i>Arrange food for guests</i> | 10 | 10 | - | 5 |
| PC16. plan the day's menu as per occupancy status | - | - | - | - |
| PC17. check guest's preference and diet restrictions, if any | - | - | - | - |
| PC18. ensure cleanliness and sanitization of all equipment, cooking tools and area | - | - | - | - |
| PC19. verify that dining room is clean at all times | - | - | - | - |
| PC20. maintain inventory of all ingredients for food preparation | - | - | - | - |
| PC21. verify that the food items and ingredients meet food and hygiene standards | - | - | - | - |
| PC22. check for expiry date of raw and uncooked food and ingredients | - | - | - | - |
| PC23. maintain sufficient stock of items such as consumable raw materials, packed and bottled items to meet normal requirement and any immediate needs of guests | - | - | - | - |
| PC24. make sure the food is prepared as per recipe (e.g. vegetarian, non-vegetarian, South Indian, North Indian, Chinese, etc.) | - | - | - | - |
| <i>Serve food to guests</i> | 10 | 10 | - | 5 |
| PC25. arrange the prepared food and beverages in the dining area or room as per guest preference | - | - | - | - |
| PC26. ensure appropriate temperature is maintained for serving the food | - | - | - | - |
| PC27. replenish all condiments (salt, pepper, spices, etc.) and tableware in the dining area | - | - | - | - |
| PC28. clear used crockery, empty bottles etc. from the table or rooms immediately | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC29. ensure the dining area and table is cleaned post dining | - | - | - | - |
| <i>Complete guest check-out</i> | 5 | 5 | - | - |
| PC30. check room for any damaged or missing items | - | - | - | - |
| PC31. prepare the final bill and process the payment | - | - | - | - |
| PC32. inform the guests regarding the break-up charges for daily services provided | - | - | - | - |
| PC33. seek feedback from the guests on the services offered and register their complaints | - | - | - | - |
| PC34. assist with transportation and luggage | - | - | - | - |
| PC35. update the guest's profile in the guesthouse register or guest management system, as applicable | - | - | - | - |
| NOS Total | 40 | 40 | - | 20 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | THC/N0501 |
| NOS Name | Fulfill guest requirements |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels |
| Occupation | Guest House/Dharamshala/Lodge/Hostel Operations/Homestay |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 20/01/2021 |
| Next Review Date | 27/05/2024 |
| NSQC Clearance Date | 27/05/2021 |

Qualification Pack

THC/N0502: Ensure cleanliness and maintenance of the guesthouse

Description

This OS unit is about ensuring cleanliness and sanitization of the guest house and maintaining all appliances, equipment, and guest house amenities.

Scope

The scope covers the following :

- Ensure cleanliness of the guest room
- Ensure cleanliness of the dining area
- Maintain guesthouse

Elements and Performance Criteria

Ensure cleanliness of the guest room

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

- PC1.** ensure availability of cleaning agents, equipment, and protective gear at all times
- PC2.** make sure all equipment are sanitized before and after use
- PC3.** verify proper functioning and cleanliness of all electrical appliances, equipment in the guest room
- PC4.** ensure the cleanliness of the ceiling for any cobwebs
- PC5.** inspect all the doors and door fixtures, cabinets, closets, bedside table, etc. in the guest room for cleanliness
- PC6.** ensure cleaning of light fittings
- PC7.** inspect all the upholstered items in the room for cleanliness
- PC8.** make certain that all the furniture is rearranged after cleaning as per standard layout
- PC9.** ascertain the washrooms are cleaned as per the SOP
- PC10.** ensure surfaces are dry and free of stains or dirt when cleaning is done
- PC11.** make bed as per SOP
- PC12.** collect dirty linen for laundry
- PC13.** replenish guest supplies

Ensure cleanliness of the dining area

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

- PC14.** replace dirty tablecloths, napkins etc. with fresh ones
- PC15.** ensure all the cutlery and crockery is washed and dried before storage
- PC16.** make sure the hard floor area is swept and mopped
- PC17.** inspect the furniture in the dining area for cleanliness and sanitization

Maintain guesthouse

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

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- PC18.** inspect guest house regularly for any damage/ malfunctioning of equipment, damaged surface, any leakage, electricity problem, etc. at property
- PC19.** liaise with the plumber, electrician, newspaper agent, etc. regularly for the smooth functioning of the guesthouse
- PC20.** record all kinds of repairs done and maintenance activity taken up at the guesthouse
- PC21.** maintain inventory of all supplies and materials
- PC22.** monitor stock levels of consumable items like water bottles, soaps, buckets, mugs, mosquito repellants, etc.
- PC23.** replace all newspapers and latest magazines in the book stand in front lobby regularly
- PC24.** make sure the guest house is kept in pristine condition at all times
- PC25.** ensure the waste is segregated and disposed of as per standards

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 policy on documentation
- KU3.** organizational SOP for cleaning and other housekeeping duties
- KU4.** types and use of cleaning and mixing agents, required for cleaning different areas or surface
- KU5.** types of cleaning equipment
- KU6.** signages for cleaning areas
- KU7.** room layouts and furniture arrangements
- KU8.** checklist and standard working condition for all room equipment/appliances
- KU9.** maintenance procedure of all housekeeping equipment
- KU10.** types of waste and their characteristics
- KU11.** standard procedures for bed-making
- KU12.** types of linen for different purposes in housekeeping

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** fill-in checklists, log sheets etc.
- GS3.** communicate effectively with guests and respond to their queries, if required
- GS4.** be polite and courteous at all times
- GS5.** plan, prioritize and sequence work operations to increase efficiency
- GS6.** improve and modify own work practices

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Ensure cleanliness of the guest room</i> | 15 | 20 | - | 5 |
| PC1. ensure availability of cleaning agents, equipment, and protective gear at all times | - | - | - | - |
| PC2. make sure all equipment are sanitized before and after use | - | - | - | - |
| PC3. verify proper functioning and cleanliness of all electrical appliances, equipment in the guest room | - | - | - | - |
| PC4. ensure the cleanliness of the ceiling for any cobwebs | - | - | - | - |
| PC5. inspect all the doors and door fixtures, cabinets, closets, bedside table, etc. in the guest room for cleanliness | - | - | - | - |
| PC6. ensure cleaning of light fittings | - | - | - | - |
| PC7. inspect all the upholstered items in the room for cleanliness | - | - | - | - |
| PC8. make certain that all the furniture is rearranged after cleaning as per standard layout | - | - | - | - |
| PC9. ascertain the washrooms are cleaned as per the SOP | - | - | - | - |
| PC10. ensure surfaces are dry and free of stains or dirt when cleaning is done | - | - | - | - |
| PC11. make bed as per SOP | - | - | - | - |
| PC12. collect dirty linen for laundry | - | - | - | - |
| PC13. replenish guest supplies | - | - | - | - |
| <i>Ensure cleanliness of the dining area</i> | 15 | 15 | - | 5 |
| PC14. replace dirty tablecloths, napkins etc. with fresh ones | - | - | - | - |
| PC15. ensure all the cutlery and crockery is washed and dried before storage | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC16. make sure the hard floor area is swept and mopped | - | - | - | - |
| PC17. inspect the furniture in the dining area for cleanliness and sanitization | - | - | - | - |
| <i>Maintain guesthouse</i> | 10 | 10 | - | 5 |
| PC18. inspect guest house regularly for any damage/ malfunctioning of equipment, damaged surface, any leakage, electricity problem, etc. at property | - | - | - | - |
| PC19. liaise with the plumber, electrician, newspaper agent, etc. regularly for the smooth functioning of the guesthouse | - | - | - | - |
| PC20. record all kinds of repairs done and maintenance activity taken up at the guesthouse | - | - | - | - |
| PC21. maintain inventory of all supplies and materials | - | - | - | - |
| PC22. monitor stock levels of consumable items like water bottles, soaps, buckets, mugs, mosquito repellants, etc. | - | - | - | - |
| PC23. replace all newspapers and latest magazines in the book stand in front lobby regularly | - | - | - | - |
| PC24. make sure the guest house is kept in pristine condition at all times | - | - | - | - |
| PC25. ensure the waste is segregated and disposed of as per standards | - | - | - | - |
| NOS Total | 40 | 45 | - | 15 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N0502 |
| NOS Name | Ensure cleanliness and maintenance of the guesthouse |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels |
| Occupation | Guest House/Dharamshala/Lodge/Hostel Operations/ Homestay |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 20/01/2021 |
| Next Review Date | 27/05/2024 |
| NSQC Clearance Date | 27/05/2021 |

Qualification Pack

THC/N9901: Communicate effectively and maintain service standards

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

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

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

Provide specific services as per the guests' requirements

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies on behavioural etiquette and professionalism

KU2. organizational policies on gender sensitive service practices at workplace

KU3. organizational hierarchy and reporting structure

KU4. documentation policy and procedures of the organization

KU5. service quality standards as per organizational policies

KU6. complaint handling policy and procedures

KU7. SOP on personal hygiene

KU8. procedure of giving and receiving feedback positively

KU9. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

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

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

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Communicate effectively with guests, colleagues and superiors</i> | 20 | 20 | - | 10 |
| PC1. greet the guests promptly and appropriately as per organization's procedure | - | - | - | - |
| PC2. communicate with the guests in a polite and professional manner | - | - | - | - |
| PC3. clarify guest's requirements by asking appropriate questions | - | - | - | - |
| PC4. address guest's dissatisfactions and complaints effectively | - | - | - | - |
| PC5. build effective yet impersonal relationship with guests | - | - | - | - |
| PC6. inform guests on any issue/problem beforehand including any developments involving them | - | - | - | - |
| PC7. seek feedback from the guests and incorporate them to improve the guest experience | - | - | - | - |
| PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority | - | - | - | - |
| PC9. pass on essential information to the colleagues timely | - | - | - | - |
| PC10. report any workplace issues to the superior immediately | - | - | - | - |
| <i>Maintain professional etiquette</i> | 10 | 10 | - | 5 |
| PC11. report to work on time | - | - | - | - |
| PC12. follow proper etiquette while interacting with colleagues and superiors | - | - | - | - |
| PC13. follow the dress code as per organizational policy | - | - | - | - |

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

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N9901 |
| NOS Name | Communicate effectively and maintain service standards |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Respect guest's privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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



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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N9903 |
| NOS Name | Maintain organisational confidentiality and respect guests' privacy |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 24/02/2022 |

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

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

Take precautionary health measures

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

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

Follow standard safety procedure

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

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

Follow effective waste management

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

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

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- PC16.** segregate waste into different coloured dustbins
- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

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

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

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain personal and workplace hygiene</i> | 10 | 10 | - | 5 |
| PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers | - | - | - | - |
| PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended | - | - | - | - |
| PC3. clean the crockery and other articles as per established standards | - | - | - | - |
| PC4. sanitize all tools and equipment requiring touch points at regular intervals | - | - | - | - |
| PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule | - | - | - | - |
| PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment | - | - | - | - |
| PC7. dispose of the waste as per the prescribed standards | - | - | - | - |
| PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc. | - | - | - | - |
| <i>Take precautionary health measures</i> | 5 | 5 | - | - |
| PC9. attend regular health check-ups organized by the management | - | - | - | - |
| PC10. report personal health issues related to injury, food, air and infectious disease | - | - | - | - |
| PC11. report to the concerned authority in case any coworker is unwell | - | - | - | - |
| <i>Follow standard safety procedure</i> | 5 | 10 | - | 5 |

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

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N9906 |
| NOS Name | Follow Health, Hygiene and Safety practices |
| Sector | Tourism & Hospitality |
| Sub-Sector | Hotels/Restaurant, Tours and Travels, Facility Management, Cruise |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 24/02/2022 |
| Next Review Date | 24/02/2025 |
| NSQC Clearance Date | 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/N0501.Fulfill guest requirements | 40 | 40 | - | 20 | 100 | 25 |
| THC/N0502.Ensure cleanliness and maintenance of the guesthouse | 40 | 45 | - | 15 | 100 | 25 |
| THC/N9901.Communicate effectively and maintain service standards | 40 | 40 | - | 20 | 100 | 20 |
| THC/N9903.Maintain organisational confidentiality and respect guests' privacy | 10 | 10 | - | 5 | 25 | 10 |
| THC/N9906.Follow Health, Hygiene and Safety practices | 25 | 35 | - | 15 | 75 | 20 |
| Total | 155 | 170 | - | 75 | 400 | 100 |

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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