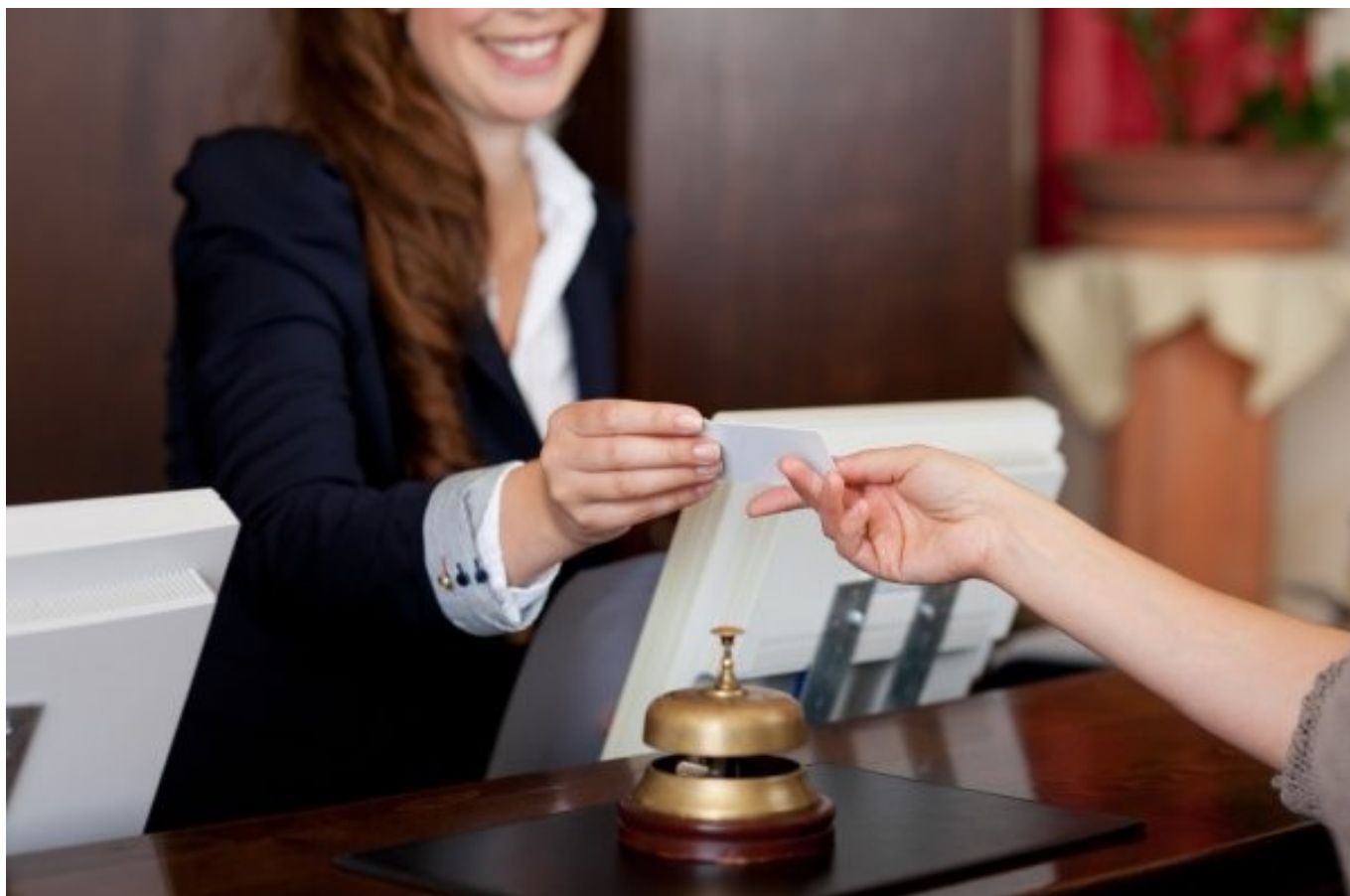


Qualification Pack



Guest Service Associate (Front Office)

Electives: Front Office Associate/ Guest Reservation Associate

QP Code: THC/Q0102

Version: 3.0

NSQF Level: 4

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:assessment@thsc.in

Qualification Pack

Contents

THC/Q0102: Guest Service Associate (Front Office)	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Front Office Associate</i>	3
<i>Elective 2: Guest Reservation Associate</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N9901: Communicate effectively and maintain service standards	6
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	11
THC/N9906: Follow Health, Hygiene and Safety practices	15
DGT/VSQ/N0102: Employability Skills (60 Hours)	20
THC/N0130: Perform front office activities	28
THC/N0107: Handle guest services during stay	35
THC/N0119: Handle guest reservation activities	39
Assessment Guidelines and Weightage	42
<i>Assessment Guidelines</i>	42
<i>Assessment Weightage</i>	43
Acronyms	45
Glossary	46

Qualification Pack

THC/Q0102: Guest Service Associate (Front Office)

Brief Job Description

The individual at work performs either front office associate or reservation desk associate operations as per organizational service standards.

Personal Attributes

The job requires the individual to be polite, well-groomed, committed, and service-oriented with great interpersonal skills and attention to details. The person should be able to work comfortably for long duration.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9901: Communicate effectively and maintain service standards](#)
2. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
3. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Front Office Associate

The individual at work performs front office functions such as registering the guest, allotting rooms, handling check-in/check-out, receiving payments, and offering services to ensure a memorable stay for guests.

1. [THC/N0130: Perform front office activities](#)
2. [THC/N0107: Handle guest services during stay](#)

Elective 2: Guest Reservation Associate

The individual at work is responsible for handling guest reservation activities as per standards.

1. [THC/N0119: Handle guest reservation activities](#)

Qualification Pack

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	4
Credits	22
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4224.0100
Minimum Educational Qualification & Experience	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass (2 years of relevant experience) OR Certificate-NSQF (level 3 Front Office Trainee with 2 years of relevant experience (one who has the ability to read and write))</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2025



Qualification Pack

NSQC Approval Date	24/02/2022
Version	3.0
Reference code on NQR	2022/TH/THSC/05474
NQR Version	1.0

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

Qualification Pack

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

Qualification Pack

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	-	-	-	-

Qualification Pack

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

Qualification Pack

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	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQF Clearance Date	31/12/2021

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:



Qualification Pack

- 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

Qualification Pack

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

Qualification Pack

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	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

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

Qualification Pack

- 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

Qualification Pack

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

Qualification Pack

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	1
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	31/12/2024
NSQC Clearance Date	31/12/2021

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N0130: Perform front office activities

Description

This OS unit is about preparing for front office operations and undertaking daily front office duties like check-in/check-out, registration, allotting rooms, and attending to any other guest requirements.

Scope

The scope covers the following :

- Prepare for front office operations
- Complete the pre-arrival process
- Complete guest registration process
- Check reservation details and allot room to guest

Elements and Performance Criteria

Prepare for front office operations

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

- PC1.** identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.
- PC2.** interact with the supervisor/manager to understand service requirements and clarify doubts
- PC3.** report for duty on time
- PC4.** wear proper uniform as per the organizational policies

Complete the pre-arrival process

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

- PC5.** check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.
- PC6.** review the room assignment/allocation status, especially for VIPs, etc.
- PC7.** print Registration Card (for pre-registered guests)
- PC8.** prepare amenity vouchers
- PC9.** check that all special guest requests are taken care of
- PC10.** ensure all travel arrangements like pick-up, if any, are taken care of
- PC11.** arrange for special welcome arrangements as required
- PC12.** ensure all VIP/ group arrival requirements are arranged for accordingly

Complete guest registration process

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

- PC13.** greet and welcome the guest as per organizational policy
- PC14.** enquire the name of the guest to search for the reservation record
- PC15.** collect mandatory information from the guests
- PC16.** cross-check the identity document details of the guests against original

Qualification Pack

- PC17.** fill guest registration record, manually or in the property management system, and attach the counter signed true copies of valid ID documents
- PC18.** collect advance money from the guests if the reservation is not pre-paid
- PC19.** prepare advance receipt for advance payment
- PC20.** present the receipt to the guests as per organizational standards
- PC21.** update advance payment details in the PMS

Check reservation details and allot room to guest

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

- PC22.** cross-check the reservation details with the guest
- PC23.** check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g. pool view, suite, non-smoking, etc.)
- PC24.** check for availability of room as per guest's preference
- PC25.** inform walk-in guests about any non-availability of room and inform the next available date/time
- PC26.** inform guests of reservation of any non-availability of preferred room and provide alternate options
- PC27.** allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room
- PC28.** handle any special request from guest, e.g. wheelchair etc.
- PC29.** negotiate with the guest requesting ad hoc discounts, as per organizational guidelines
- PC30.** offer discount based on the seasonal occupancy and within the organization's stipulated limit
- PC31.** reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room
- PC32.** allot adjacent rooms, if available to the guests travelling in a group/families
- PC33.** ensure collection of advance money from the guests if the reservation is not pre-paid
- PC34.** reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)
- PC35.** upsell and cross- sell services to maximize revenue for the organization
- PC36.** update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)
- PC37.** ensure guest's satisfaction with room allocation as per their preference
- PC38.** handover room keys to bell attendant to escort guest to room

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's policy on reporting and documentation
- KU2.** organizational code of conduct, business etiquette, and grooming standards
- KU3.** organizational SOPs and guidelines for front office
- KU4.** organization's pricing, discount policy, and approval matrix
- KU5.** types of service departments in the hotel like F&B, housekeeping, etc.

Qualification Pack

- KU6.** duties and responsibilities of front office personnel
- KU7.** list of items to be kept in Front Desk safety locker (e.g. license firearms/valuables) during check-in
- KU8.** front office service cycle and daily operations
- KU9.** organization's guest profile and classification of guests (business/leisure)
- KU10.** regulatory requirements for guest registration/check-in and check-outs
- KU11.** types of rooms available, the facilities, tariff, and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details
- KU12.** packages, incentives and loyalty program offered by the organization
- KU13.** guest registration process
- KU14.** acceptable identity / proof documents
- KU15.** types of reservation - tentative, waitlisted, confirmed
- KU16.** different modes of reservation - written/verbal/online
- KU17.** cancellation/no-show policies for guests
- KU18.** peak/lean season for occupancy status and flow of guests
- KU19.** hotel property management system for check-in, check-out, room availability, invoicing, etc.
- KU20.** foreign exchange policies and rates
- KU21.** usage of internet and e-mails
- KU22.** types of vouchers like Visitors Paid Outs (VPO's), petty cash, charge voucher, cash receipt voucher, etc.

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.** exhibit politeness and courteousness under all circumstances and situations
- GS4.** manage time effectively for prompt and improved guest services
- GS5.** resolve delay or other problems during registration/check-in or check-out of guests

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for front office operations</i>	10	10	-	5
PC1. identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.	-	-	-	-
PC2. interact with the supervisor/manager to understand service requirements and clarify doubts	-	-	-	-
PC3. report for duty on time	-	-	-	-
PC4. wear proper uniform as per the organizational policies	-	-	-	-
<i>Complete the pre-arrival process</i>	10	10	-	5
PC5. check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.	-	-	-	-
PC6. review the room assignment/allocation status, especially for VIPs, etc.	-	-	-	-
PC7. print Registration Card (for pre-registered guests)	-	-	-	-
PC8. prepare amenity vouchers	-	-	-	-
PC9. check that all special guest requests are taken care of	-	-	-	-
PC10. ensure all travel arrangements like pick-up, if any, are taken care of	-	-	-	-
PC11. arrange for special welcome arrangements as required	-	-	-	-
PC12. ensure all VIP/ group arrival requirements are arranged for accordingly	-	-	-	-
<i>Complete guest registration process</i>	20	20	-	5
PC13. greet and welcome the guest as per organizational policy	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. enquire the name of the guest to search for the reservation record	-	-	-	-
PC15. collect mandatory information from the guests	-	-	-	-
PC16. cross-check the identity document details of the guests against original	-	-	-	-
PC17. fill guest registration record, manually or in the property management system, and attach the counter signed true copies of valid ID documents	-	-	-	-
PC18. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC19. prepare advance receipt for advance payment	-	-	-	-
PC20. present the receipt to the guests as per organizational standards	-	-	-	-
PC21. update advance payment details in the PMS	-	-	-	-
<i>Check reservation details and allot room to guest</i>	20	25	-	10
PC22. cross-check the reservation details with the guest	-	-	-	-
PC23. check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g. pool view, suite, non-smoking, etc.)	-	-	-	-
PC24. check for availability of room as per guest's preference	-	-	-	-
PC25. inform walk-in guests about any non-availability of room and inform the next available date/time	-	-	-	-
PC26. inform guests of reservation of any non-availability of preferred room and provide alternate options	-	-	-	-
PC27. allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. handle any special request from guest, e.g. wheelchair etc.	-	-	-	-
PC29. negotiate with the guest requesting ad hoc discounts, as per organizational guidelines	-	-	-	-
PC30. offer discount based on the seasonal occupancy and within the organization's stipulated limit	-	-	-	-
PC31. reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room	-	-	-	-
PC32. allot adjacent rooms, if available to the guests travelling in a group/families	-	-	-	-
PC33. ensure collection of advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
PC35. upsell and cross- sell services to maximize revenue for the organization	-	-	-	-
PC36. update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)	-	-	-	-
PC37. ensure guest's satisfaction with room allocation as per their preference	-	-	-	-
PC38. handover room keys to bell attendant to escort guest to room	-	-	-	-
NOS Total	60	65	-	25

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0130
NOS Name	Perform front office activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	8
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N0107: Handle guest services during stay

Description

This OS unit is about handling guest services during the guest's stay that includes changing guest rooms as per request, attending to any guest requests/queries, delivering any received mails/messages/packages to the guest.

Scope

The scope covers the following :

- Respond to guest queries and requests
- Receive and deliver mails/messages/packages to guest

Elements and Performance Criteria

Respond to guest queries and requests

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

- PC1.** respond to guest queries/request on reservation/rooms/facilities, etc.
- PC2.** assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.
- PC3.** respond to clarification request on operating procedure of any equipment/controls inside the guest room
- PC4.** change the guest's room as per their preference or request, if possible
- PC5.** coordinate with bell desk to carry out room change procedure and luggage movement in presence of guest

Receive and deliver mails/messages/package to guest

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

- PC6.** screen packages/parcels for security check
- PC7.** deliver any received message/mail/package to the correct guest room on time
- PC8.** enter messages/mail/facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery
- PC9.** keep the deliverables safely at the front office/bell desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival and set an alert on the PMS
- PC10.** inform guest if there are any visitors

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.** organizational policy on upgrades for guest rooms
- KU4.** customer complaints handling procedure and escalation matrix

Qualification Pack

- KU5.** hotel amenities and facilities
- KU6.** operating procedure of the room equipment/appliances
- KU7.** working of PMS (Property Management System)
- KU8.** details of local tourist spots, monuments, shopping areas, transportation, special tourism promotions, cultural events etc.
- KU9.** different cuisines offered in the restaurant
- KU10.** operational hours and details of different services in the hotel
- KU11.** accessible and restricted areas in the hotel premises
- KU12.** procedure for accepting and delivering guest mails/messages/packages

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information and signs in the workplace
- GS2.** maintain documentation as per specified format
- GS3.** communicate effectively with guests and respond to their queries
- GS4.** plan, prioritize and sequence work operations as per job requirements

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Respond to guest queries and requests</i>	10	10	-	5
PC1. respond to guest queries/request on reservation/rooms/facilities, etc.	-	-	-	-
PC2. assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.	-	-	-	-
PC3. respond to clarification request on operating procedure of any equipment/controls inside the guest room	-	-	-	-
PC4. change the guest's room as per their preference or request, if possible	-	-	-	-
PC5. coordinate with bell desk to carry out room change procedure and luggage movement in presence of guest	-	-	-	-
<i>Receive and deliver mails/messages/package to guest</i>	10	10	-	5
PC6. screen packages/parcels for security check	-	-	-	-
PC7. deliver any received message/mail/package to the correct guest room on time	-	-	-	-
PC8. enter messages/mail/facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery	-	-	-	-
PC9. keep the deliverables safely at the front office/bell desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival and set an alert on the PMS	-	-	-	-
PC10. inform guest if there are any visitors	-	-	-	-
NOS Total	20	20	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0107
NOS Name	Handle guest services during stay
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQF Clearance Date	24/02/2022

Qualification Pack

THC/N0119: Handle guest reservation activities

Description

This OS unit is about attending to the guest reservation and modifying and canceling guest reservation as per SOP.

Scope

The scope covers the following :

- Attend to guest reservation
- Modify and cancel guest reservation

Elements and Performance Criteria

Attend to guest reservation

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

- PC1.** respond to guest inquiries as per SOP
- PC2.** provide the details and availability of various rooms and respective facilities to the guest based on guest preference and availability
- PC3.** inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines
- PC4.** obtain necessary details from guests to process the reservation
- PC5.** maintain reservation record of the guests
- PC6.** inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly

Modify and cancel guest reservation

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

- PC7.** make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/ downgrading room reservations in case of room unavailability
- PC8.** inform the guest about the cancellation policy and provide reservation cancellations services on guest's request
- PC9.** inform the guests about the modification/reservation cancellation made
- PC10.** process refund payments to guests in the event of cancellation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational culture and typical guest profile
- KU2.** organization's code of conduct
- KU3.** organization pricing and discount policy
- KU4.** organizational SOPs and guidelines for front office

Qualification Pack

- KU5.** different modes, sources and types of reservation
- KU6.** standard reservation, cancellation and amendments procedure
- KU7.** legal and operational aspects of guest registration
- KU8.** forecasting techniques for revenue and occupancy
- KU9.** different types of rooms in the accommodation industry

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, and information at the workplace
- GS2.** communicate effectively with guests and respond to their queries
- GS3.** assess and estimate manpower required for guest assistance
- GS4.** improve and modify own work practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Attend to guest reservation</i>	20	20	-	10
PC1. respond to guest inquiries as per SOP	-	-	-	-
PC2. provide the details and availability of various rooms and respective facilities to the guest based on guest preference and availability	-	-	-	-
PC3. inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines	-	-	-	-
PC4. obtain necessary details from guests to process the reservation	-	-	-	-
PC5. maintain reservation record of the guests	-	-	-	-
PC6. inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly	-	-	-	-
<i>Modify and cancel guest reservation</i>	20	20	-	10
PC7. make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/downgrading room reservations in case of room unavailability	-	-	-	-
PC8. inform the guest about the cancellation policy and provide reservation cancellations services on guest's request	-	-	-	-
PC9. inform the guests about the modification/reservation cancellation made	-	-	-	-
PC10. process refund payments to guests in the event of cancellation	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0119
NOS Name	Handle guest reservation activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	4
Credits	6
Version	3.0
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.

Qualification Pack

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/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	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	95	115	-	40	250	50

Elective: 1 Front Office Associate

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0130.Perform front office activities	60	65	-	25	150	25
THC/N0107.Handle guest services during stay	20	20	-	10	50	25
Total	80	85	-	35	200	50

Qualification Pack

Elective: 2 Guest Reservation Associate

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0119.Handle guest reservation activities	40	40	-	20	100	50
Total	40	40	-	20	100	50

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

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

Qualification Pack

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.