

Qualification Pack



Guest Service Executive (Front Office)

Electives: Front Office Executive / Guest Relations Executive

QP Code: THC/Q0109

Version: 3.0

NSQF Level: 5

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THC/Q0109: Guest Service Executive (Front Office)

Brief Job Description

The individual at work provides either front office executive or guest relations executive services as per organizational standards.

Personal Attributes

The job requires the individual to be polite, well-groomed, committed, service-oriented, and to have pleasant demeanor, and attention to detail. It also requires physical fitness and ability to work in standing position for long hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9902: Ensure effective communication and service standards at workplace](#)
2. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
3. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Front Office Executive

The individual at work supervises the reception of the guests, monitors reservations and room allocation, and performs cashiering activities. The person also ensures a smooth stay for the guests and mentors the front office staff.

1. [THC/N0120: Handle guest complaints and guide front office staff](#)
2. [THC/N0110: Perform cashiering activities](#)

Elective 2: Guest Relations Executive

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

1. [THC/N0141: Handle guest relations](#)

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Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	5
Credits	23
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4226.0201
Minimum Educational Qualification & Experience	<p>12th grade Pass OR Pursuing 1st year of UG OR Completed 2nd year of the 3-year diploma after 10 OR Pursuing 3rd year of 3-year diploma after 10th OR Pursuing 1st year of 2- year diploma after 12th OR 10th grade pass (plus 3 years of vocational education & Training) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR Previous relevant Qualification of NSQF Level (3.5 and with minimum education as 8th Grade pass with 2 years of relevant experience) OR Previous relevant Qualification of NSQF Level (4 (Guest Service Associate Front Office) and with minimum education as 8th grade pass with 3 years of relevant experience)</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/02/2022



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Next Review Date	24/02/2025
NSQC Approval Date	24/02/2022
Version	3.0
Reference code on NQR	2022/TH/THSC/05475
NQR Version	1

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Promote effective communication

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

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

Maintain professional etiquette

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

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

Ensure rendering of specific services as per the guests' requirements

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	4.0
Last Reviewed Date	31/08/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

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

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

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

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	31/08/2021
Next Review Date	30/12/2024
NSQF Clearance Date	30/12/2021

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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:

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- 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.

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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



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- 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

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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	-	-

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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	-	-	-	-

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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/N0120: Handle guest complaints and guide front office staff

Description

This OS unit is about handling and resolving guest complaints, and mentoring the front office staff to improve guest satisfaction.

Scope

The scope covers the following :

- Handle guest complaints
- Guide and supervise front office staff

Elements and Performance Criteria

Handle guest complaints

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

- PC1.** address the requests raised by the guests and offer a possible solution to the problem if it is under the purview
- PC2.** inform the right person or department to handle the guest complaint as per the requirement
- PC3.** set an appropriate time duration for completion of corrective actions
- PC4.** monitor the progress of the corrective action
- PC5.** ensure that the guest is updated regarding the actions that are being taken
- PC6.** make sure proper record of the history of such incidents, nature of occurrence and their solution is maintained

Guide and supervise front office staff

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

- PC7.** provide support to the HR in the selection of front office personnel
- PC8.** coach and counsel the front desk team members to ensure quality operation
- PC9.** supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests
- PC10.** evaluate the job performance of each front office employee
- PC11.** ensure implementation of all hotel policies and house rules
- PC12.** review daily front office work, logbook and activity reports
- PC13.** analyze guest feedback forms on a daily basis

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational culture and guest profile
- KU2.** tasks of different sections within front office operation
- KU3.** types of guest complaints

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- KU4.** guest complaint handling procedures
- KU5.** recruitment process of front office personnel
- KU6.** organizational functions of front office department
- KU7.** duties and responsibilities of front office personnel
- KU8.** techniques to obtain and analyze guest feedback
- KU9.** various types of standard records and reports maintained at the front office
- KU10.** performance evaluation methods

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.** interpret and follow operational instructions and prioritize work
- GS3.** communicate effectively with guests and respond to their queries

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle guest complaints</i>	15	15	-	5
PC1. address the requests raised by the guests and offer a possible solution to the problem if it is under the purview	-	-	-	-
PC2. inform the right person or department to handle the guest complaint as per the requirement	-	-	-	-
PC3. set an appropriate time duration for completion of corrective actions	-	-	-	-
PC4. monitor the progress of the corrective action	-	-	-	-
PC5. ensure that the guest is updated regarding the actions that are being taken	-	-	-	-
PC6. make sure proper record of the history of such incidents, nature of occurrence and their solution is maintained	-	-	-	-
<i>Guide and supervise front office staff</i>	25	25	-	15
PC7. provide support to the HR in the selection of front office personnel	-	-	-	-
PC8. coach and counsel the front desk team members to ensure quality operation	-	-	-	-
PC9. supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests	-	-	-	-
PC10. evaluate the job performance of each front office employee	-	-	-	-
PC11. ensure implementation of all hotel policies and house rules	-	-	-	-
PC12. review daily front office work, logbook and activity reports	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. analyze guest feedback forms on a daily basis	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0120
NOS Name	Handle guest complaints and guide front office staff
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	5
Credits	4
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQF Clearance Date	24/02/2022

Qualification Pack

THC/N0110: Perform cashiering activities

Description

This OS unit is about handling payment of guests during check-in. It also includes preparation of invoice, handling bills received from the other departments, and closing the guest account on check out.

Scope

The scope covers the following :

- Receive payments during check-in
- Manage invoicing and payment procedure on check out
- Ensure closing shift for cashiering activities

Elements and Performance Criteria

Receive payments during check-in

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

- PC1.** reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)
- PC2.** collect advance money from the guests if the reservation is not pre-paid
- PC3.** ensure the advance receipt is prepared for advance payment
- PC4.** make sure the front office associate presents the receipt to the guests as per organizational standards
- PC5.** ensure updation of advance payment details in the PMS

Manage invoicing and payment procedure on check out

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

- PC6.** check for guest departure status or check-out request
- PC7.** inform all points of sale and other departments about the departure
- PC8.** check receipt of advance payment by the guest for final bill
- PC9.** ensure preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale such as restaurants, cafeteria, bar/pub, spa, salon, etc. to close the guest account on check out
- PC10.** update front office records manually or in the PMS (Property Management System)
- PC11.** prepare master bill/invoice with added credit transaction from different points of sale
- PC12.** collect payment as per agreed tariff, applicable discount, applicable taxes, and GST in the pre-determined mode of payment (cash/debit or credit card/forex card, etc.) and as per company guidelines on accepting foreign currency
- PC13.** inform bell desk for carrying luggage out of guest room/lobby
- PC14.** communicate to housekeeping about guest departure

Ensure closing of shift for cashiering activities

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

- PC15.** make sure the guest account is closed on payment of dues

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- PC16.** ascertain all payment details are updated manually or on the PMS, as applicable
- PC17.** monitor the maintenance and updation of the logbook for the shift
- PC18.** ensure a daily account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift
- PC19.** handover the logbook and other required details to the next shift executive or associate as per organizational standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs and guidelines for invoicing and payment
- KU2.** organization's pricing and discount policy and approval matrix
- KU3.** front office service cycle and daily operations
- KU4.** regulatory requirements for guest registration/check-in and check-outs
- KU5.** types of rooms available, the facilities, tariff, rate structures and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details
- KU6.** list of items to be kept in Front Desk safety locker (e.g. licensed firearms/valuables) during check-in
- KU7.** hotel property management system for check in, check out, room availability, invoicing, etc.
- KU8.** foreign exchange policies and rates
- KU9.** basic accounting principles
- KU10.** types of vouchers like Visitors Paid Outs (VPO's), petty cash, charge voucher, cash receipt voucher, etc.
- KU11.** digital payment methods
- KU12.** daily cash management process
- KU13.** types of ledger, like guest ledger, city ledger, etc. and other cashiering reports/records
- KU14.** cash chest/vault handling and cash management process
- KU15.** usage of internet and e-mails
- KU16.** invoice processing procedure

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.** manage time effectively for prompt and improved guest services
- GS4.** identify immediate or temporary solutions to resolve delays or other payment problems during check-in or check-out of guests (credit/debit card transaction failure, fake currency issues, etc.)

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive payments during check-in</i>	10	10	-	5
PC1. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
PC2. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
PC3. ensure the advance receipt is prepared for advance payment	-	-	-	-
PC4. make sure the front office associate presents the receipt to the guests as per organizational standards	-	-	-	-
PC5. ensure updation of advance payment details in the PMS	-	-	-	-
<i>Manage invoicing and payment procedure on check out</i>	20	20	-	10
PC6. check for guest departure status or check-out request	-	-	-	-
PC7. inform all points of sale and other departments about the departure	-	-	-	-
PC8. check receipt of advance payment by the guest for final bill	-	-	-	-
PC9. ensure preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale such as restaurants, cafeteria, bar/pub, spa, salon, etc. to close the guest account on check out	-	-	-	-
PC10. update front office records manually or in the PMS (Property Management System)	-	-	-	-
PC11. prepare master bill/invoice with added credit transaction from different points of sale	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. collect payment as per agreed tariff, applicable discount, applicable taxes, and GST in the pre-determined mode of payment (cash/debit or credit card/forex card, etc.) and as per company guidelines on accepting foreign currency	-	-	-	-
PC13. inform bell desk for carrying luggage out of guest room/lobby	-	-	-	-
PC14. communicate to housekeeping about guest departure	-	-	-	-
<i>Ensure closing of shift for cashiering activities</i>	10	10	-	5
PC15. make sure the guest account is closed on payment of dues	-	-	-	-
PC16. ascertain all payment details are updated manually or on the PMS, as applicable	-	-	-	-
PC17. monitor the maintenance and updation of the logbook for the shift	-	-	-	-
PC18. ensure a daily account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift	-	-	-	-
PC19. handover the logbook and other required details to the next shift executive or associate as per organizational standards	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0110
NOS Name	Perform cashiering activities
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front office management
NSQF Level	5
Credits	6
Version	3.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N0141: Handle guest relations

Description

This OS unit is about facilitating a smooth stay for the guests at the hotel and training the front office staff as per organizational policy.

Scope

The scope covers the following :

- Facilitate smooth stay for the guests
- Train the front office staff

Elements and Performance Criteria

Facilitate smooth stay for the guests

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

- PC1.** verify all the facilities before the arrival of the guest
- PC2.** ensure that the concerned personnel are intimated about the guest's arrival and other requirements well in advance
- PC3.** make sure staff and self greet the guest as per organization standards
- PC4.** engage with the guests on arrival to identify requirements and expectations
- PC5.** check for regular guests, VIP guests, etc. and make appropriate arrangements
- PC6.** assist walk-in guests in the selection of the hotel room and with other requirements, if any
- PC7.** coordinate guest check-ins to assigned rooms and inform guests of hotel services, including breakfast and dining options
- PC8.** coordinate and manage communication between guests and staff and follow-up to ensure that customer concerns are resolved as SOP
- PC9.** make sure front-desk staff, including receptionists and concierges, offer stellar customer service and provide memorable hospitality experiences to the guests
- PC10.** address guests' requests, like in-room dining promptly
- PC11.** handle dissatisfied guests and take corrective measures, if any
- PC12.** make sure whether the concerned person/department has taken appropriate measures to prevent the problem from re-occurring in the future
- PC13.** co-ordinate with concerned personnel for guest's check-out
- PC14.** ensure arrangement of bell boy for luggage transfer
- PC15.** assist guests with payments and other check-out facilities
- PC16.** make sure the feedback is sought from the guest regarding various facilities and amenities
- PC17.** ensure the guest's feedback is incorporated, if relevant

Train the front office staff

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

- PC18.** identify the latest developments, processes, and best practices followed in the front office department globally

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- PC19.** conduct the need analysis for the staff to determine the training needs
- PC20.** identify the gaps between the available workforce and required skillset
- PC21.** create a front desk operations manual regarding the roles and best practices for front desk employees
- PC22.** train the staff on various front-office activities
- PC23.** communicate organizational policies and procedures to the staff

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOPs and guidelines for front office staff
- KU2.** different types of rooms in the hotels
- KU3.** standard check-in and check-out procedures
- KU4.** types of guests, their profile and typical requirements
- KU5.** SOP to coordinate with other departments regarding guest service
- KU6.** techniques to handle dissatisfied guests
- KU7.** methods to plan resources based on reservations
- KU8.** latest developments, processes, and best practices followed in the front office department globally
- KU9.** techniques to conduct need analysis
- KU10.** methods to identify training gaps and needs
- KU11.** procedure to prepare work and training manuals
- KU12.** ways to conduct effective training

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, staff, and other departments
- GS3.** assess and estimate manpower required for guest assistance

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Facilitate smooth stay for the guests</i>	30	30	-	15
PC1. verify all the facilities before the arrival of the guest	-	-	-	-
PC2. ensure that the concerned personnel are intimated about the guest's arrival and other requirements well in advance	-	-	-	-
PC3. make sure staff and self greet the guest as per organization standards	-	-	-	-
PC4. engage with the guests on arrival to identify requirements and expectations	-	-	-	-
PC5. check for regular guests, VIP guests, etc. and make appropriate arrangements	-	-	-	-
PC6. assist walk-in guests in the selection of the hotel room and with other requirements, if any	-	-	-	-
PC7. coordinate guest check-ins to assigned rooms and inform guests of hotel services, including breakfast and dining options	-	-	-	-
PC8. coordinate and manage communication between guests and staff and follow-up to ensure that customer concerns are resolved as SOP	-	-	-	-
PC9. make sure front-desk staff, including receptionists and concierges, offer stellar customer service and provide memorable hospitality experiences to the guests	-	-	-	-
PC10. address guests' requests, like in-room dining promptly	-	-	-	-
PC11. handle dissatisfied guests and take corrective measures, if any	-	-	-	-
PC12. make sure whether the concerned person/department has taken appropriate measures to prevent the problem from re-occurring in the future	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. co-ordinate with concerned personnel for guest's check-out	-	-	-	-
PC14. ensure arrangement of bell boy for luggage transfer	-	-	-	-
PC15. assist guests with payments and other check-out facilities	-	-	-	-
PC16. make sure the feedback is sought from the guest regarding various facilities and amenities	-	-	-	-
PC17. ensure the guest's feedback is incorporated, if relevant	-	-	-	-
<i>Train the front office staff</i>	10	10	-	5
PC18. identify the latest developments, processes, and best practices followed in the front office department globally	-	-	-	-
PC19. conduct the need analysis for the staff to determine the training needs	-	-	-	-
PC20. identify the gaps between the available workforce and required skillset	-	-	-	-
PC21. create a front desk operations manual regarding the roles and best practices for front desk employees	-	-	-	-
PC22. train the staff on various front-office activities	-	-	-	-
PC23. communicate organizational policies and procedures to the staff	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0141
NOS Name	Handle guest relations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
NSQF Level	5
Credits	8
Version	1.0
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/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	20
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	100	110	-	-	250	70

Elective: 1 Front Office Executive

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0120.Handle guest complaints and guide front office staff	40	40	-	20	100	10
THC/N0110.Perform cashiering activities	40	40	-	20	100	10
Total	80	80	-	40	200	20

Qualification Pack

Elective: 2 Guest Relations Executive

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0141.Handle guest relations	40	40	-	20	100	10
Total	40	40	-	20	100	10

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.

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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.