

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualification Pack: Housekeeping Manager

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: Hotels

OCCUPATION: HOUSE KEEPING

REFERENCE ID: THC/Q0207

ALIGNED TO: NCO-2015/ 5121.10

House Keeping Manager is responsible for managing the day to day operations of housekeeping activities in the premises. The responsibility also includes budgeting, recruiting staffs and monitoring their performance.

Brief Job Description: The individual at work performs planning, scheduling, staffing and monitoring of housekeeping activities. The individual prepares housekeeping budget, coordinates with vendors, and recruits to ensure quality housekeeping service.

Personal Attributes: The job requires the individual to have: good grooming, service orientation, ability to develop rapport with guests and staff, leadership skills, attention to details, politeness, ability to work in standing position for long hours, good moral character, healthy habits and commitment.

Job Details

Qualifications Pack Code	THC/Q0207		
Job Role	Housekeeping Manager		
Credits(NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	10/03/15
Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	05/10/19
NSQC Clearance on	28/09/15		

Job Role	Housekeeping Manager
Role Description	Managing the day to day operations of housekeeping activities in the premises including budgeting, recruiting staff and monitoring performance
NSQF level	7
Minimum Educational Qualifications	Preferable 12 th standard passed
Maximum Educational Qualifications	Graduate in Hotel Management
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	18 years
Experience	Preferable minimum 3 years as Housekeeping Supervisor
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. THC/N0224: Plan effectively the activities of housekeeping department 2. THC/N0225: Perform staffing and organizing of housekeeping department 3. THC/N0226: Control the activities of housekeeping department 4. THC/N9901: Communicate with customer and colleagues 5. THC/N9902: Maintain customer-centric service orientation 6. THC/N9903: Maintain standard of etiquette and hospitable conduct 7. THC/N9904: Follow gender and age sensitive service practices 8. THC/N9905: Maintain IPR of organisation and customers 9. THC/N9906: Maintain health and hygiene 10. THC/N9907: Maintain safety at workplace <p>Optional:</p> <ol style="list-style-type: none"> 1. NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Housekeeping Manager

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain

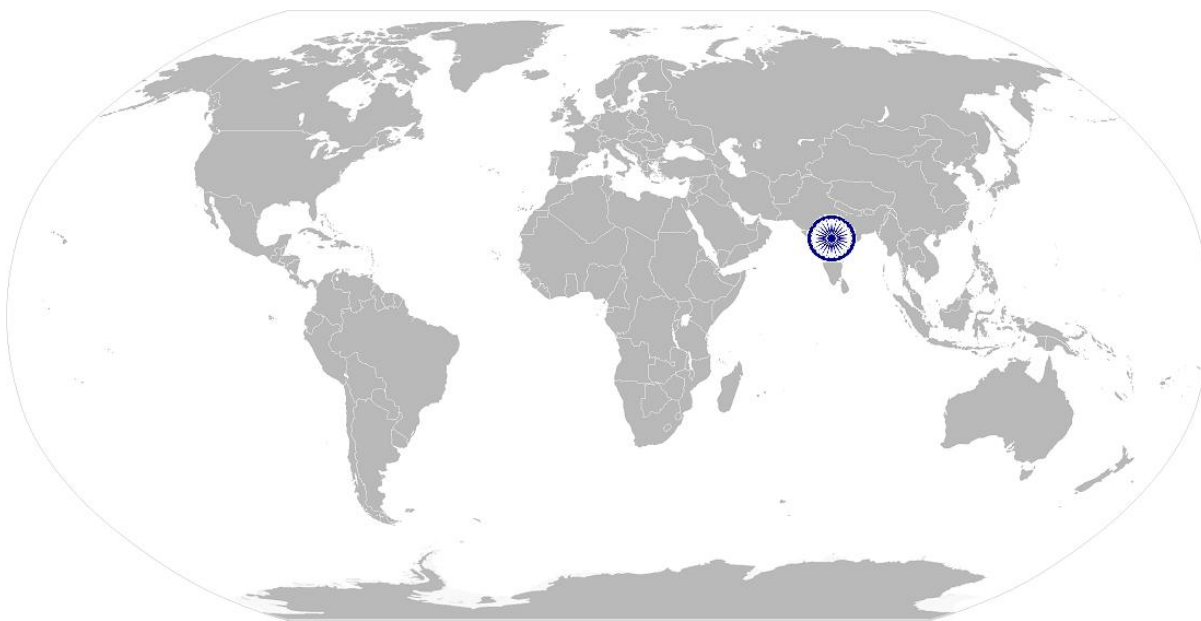
Acronyms

	areas or the client industries served by the industry.
Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources

THC/N0224

Plan effectively the activities of housekeeping department

National Occupational Standard



Overview

This OS unit is about planning the day to day activities of the housekeeping department in an efficient way. It includes maintaining inventory for housekeeping, preparing budget and scheduling the housekeeping tasks.

THC/N0224 Plan effectively the activities of housekeeping department

National Occupational Standard

Unit Code	THC/N0224
Unit Title (Task)	Plan effectively the activities of housekeeping department
Description	This OS unit is about planning the day to day activities of the housekeeping department in an efficient way. It includes maintaining inventory for housekeeping, preparing budget and scheduling the housekeeping tasks.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain sufficient level of housekeeping inventory • Prepare and maintain the budget of housekeeping department • Prepare weekly work schedules for all housekeeping staffs
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining sufficient level of housekeeping inventory	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. estimate the quantity of items required for housekeeping department of the entire hotel</p> <p>PC2. ensure that the level of inventory never falls below the threshold level</p> <p>PC3. ensure that the ordered quantities are received on time</p> <p>PC4. set the frequency of housekeeping processes in the hotel</p> <p>PC5. prepare the list of various housecleaning activities that must be carried out</p> <p>PC6. estimate the amount of time it should take a housekeeping staff to carry out a given activity based on the performance standards</p> <p>PC7. identify the appropriate vendor to procure necessary items</p>
Preparing and maintaining the budget of housekeeping department	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. estimate the quantity and amount of recyclable and non-recyclable items required by the department for a given period of time.</p> <p>PC9. Select appropriate vendors to get best rates and good quality materials</p> <p>PC10. prepare a budget for the entire department based on the quantity of products, amount of staffs in the department</p> <p>PC11. ensure that the budget is correctly maintained for the various activities carried out</p> <p>PC12. maintain a file of receipts of all the expense incurred for the department</p> <p>PC13. ensure the budget is align with the organisational objective and target</p>
Preparing weekly work schedules for all housekeeping staffs	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. set the performance standards for measuring effectiveness of other housekeeping staffs</p> <p>PC15. cooperate and coordinate with all housekeeping employees</p> <p>PC16. interact with employees and get their planned absence from the office for the week</p> <p>PC17. prepare a weekly work schedule based on employees availability</p>

THC/N0224 Plan effectively the activities of housekeeping department

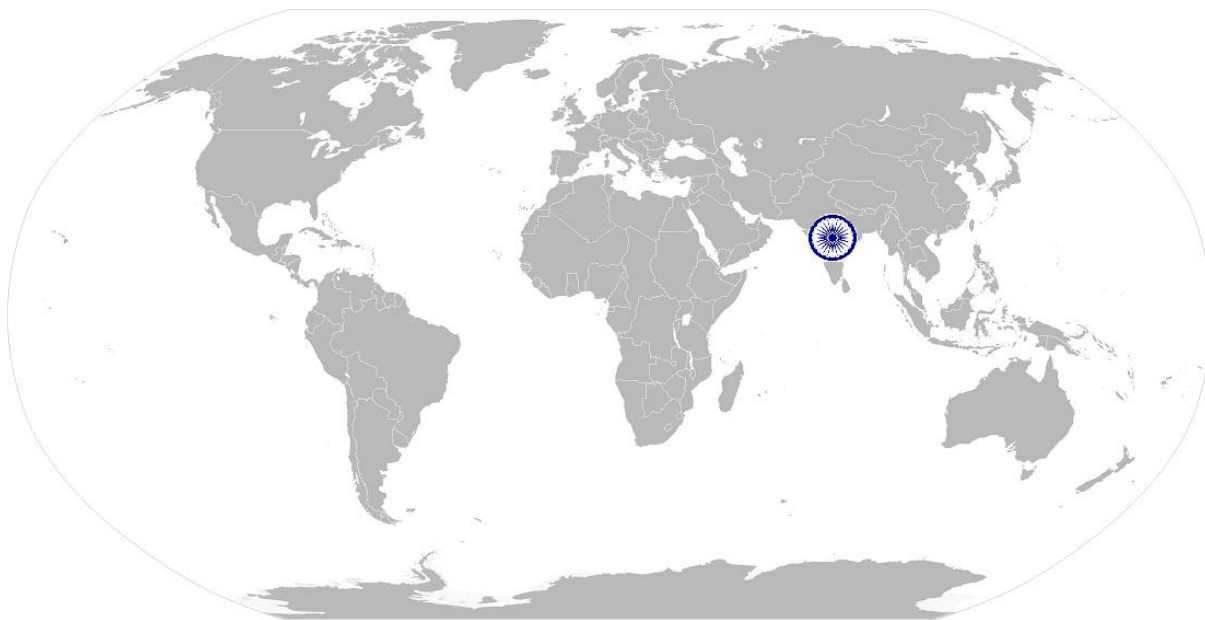
	<p>PC18. intimate the employees about the schedule and ensure that it is accepted by all</p> <p>PC19. coordinate with banquet department and fulfill housekeeping requirement for events</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. organization culture and typical customer profile</p> <p>KA4. company's service level agreements and policies</p> <p>KA5. company's code of conduct</p> <p>KA6. organization pricing, discount policy</p> <p>KA7. organization policy on documentation, reporting, etc.</p> <p>KA8. sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA9. reporting structure, inter-dependent functions, lines and procedures in the work area</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to greet the customers and engage them</p> <p>KB2. site layout and obstacles</p> <p>KB3. hotel offering and services available</p> <p>KB4. type of rooms available, the facilities, tariff and other details</p> <p>KB5. materials required for a housekeeping department</p> <p>KB6. quantity of items that must be held as inventory so that department doesn't falls short of them</p> <p>KB7. necessary performance standards against which employee performance can be measured and evaluated.</p> <p>KB8. how often the housekeeping activities needs to be performed so that customers are satisfied</p> <p>KB9. the various housekeeping activities that need to be carried out in the hotel</p> <p>KB10. how long will it take for an employee to perform the housekeeping activities</p> <p>KB11. how much it would cost to procure the required items</p> <p>KB12. how to assign schedules to the employees based on their availability</p> <p>KB13. how to evaluate quality of products provided by various vendors</p> <p>KB14. how to select the best vendor on the basis of cheapest price and highest quality</p> <p>KB15. personal grooming standards</p> <p>KB16. significance of giving attention to details</p> <p>KB17. what permits and checks are required for working on the premises</p>

THC/N0224 Plan effectively the activities of housekeeping department

Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace SA2. interpret and follow operational instructions and prioritise work
	Writing skills
	The user/ individual on the job needs to know and understand how to: SA3. complete appropriate documentation SA4. record details on inventory, employee, payroll, etc
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA1. communicate effectively with staffs and other department heads SA2. communicate with people in respectful form and manner in line with organizational protocol
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. decide and select housekeeping supplies and materials as per the requirements SB2. decide and select a vendor for procurement after getting best terms
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan improving skills through participation in on-the-job and other training programs SB4. plan and allocate task to associates based on their competence SB5. plan, organize and manage time to adhere to work timings and deliverables SB6. manage distractions to be disciplined at work
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB7. listen carefully and interpret guest's requirement SB8. keep guests calm during issues SB9. importance of personal grooming SB10. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation SB11. importance of being patient and courteous with all types of guests SB12. being polite and courteous under all circumstances
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB13. listen to employee issues and resolve them

THC/N0224 Plan effectively the activities of housekeeping department

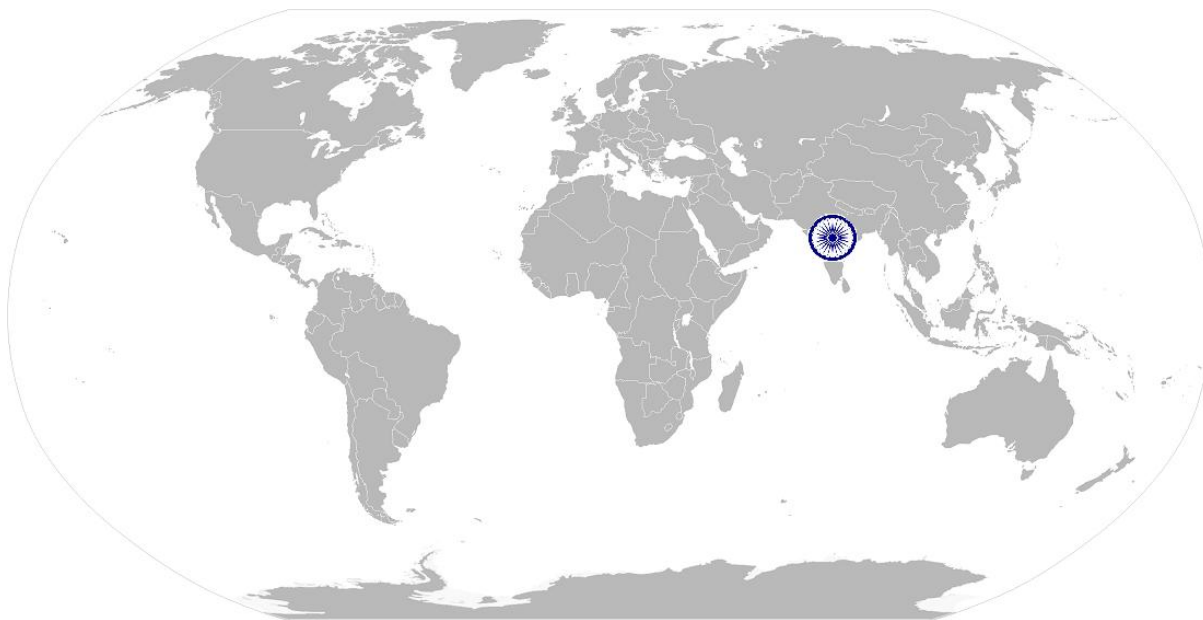
	Analytical Thinking
	The user/individual on the job needs to know and understand how:
	SB14. seek to improve and modify own work practices SB15. to assess the problems related to operation of various equipment SB16. calculate and estimate the optimum inventory level of materials to be stocked for smooth operation SB17. calculate the cost of different expenses while preparing a budget
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB18. operate the computer and extract information
	SB19. use hotel management software to maintain records and prepare report
	SB20. use Internet to gather work related information
	SB21. use the equipment judiciously to maintain the optimum cost of operations



THC/N0224 Plan effectively the activities of housekeeping department

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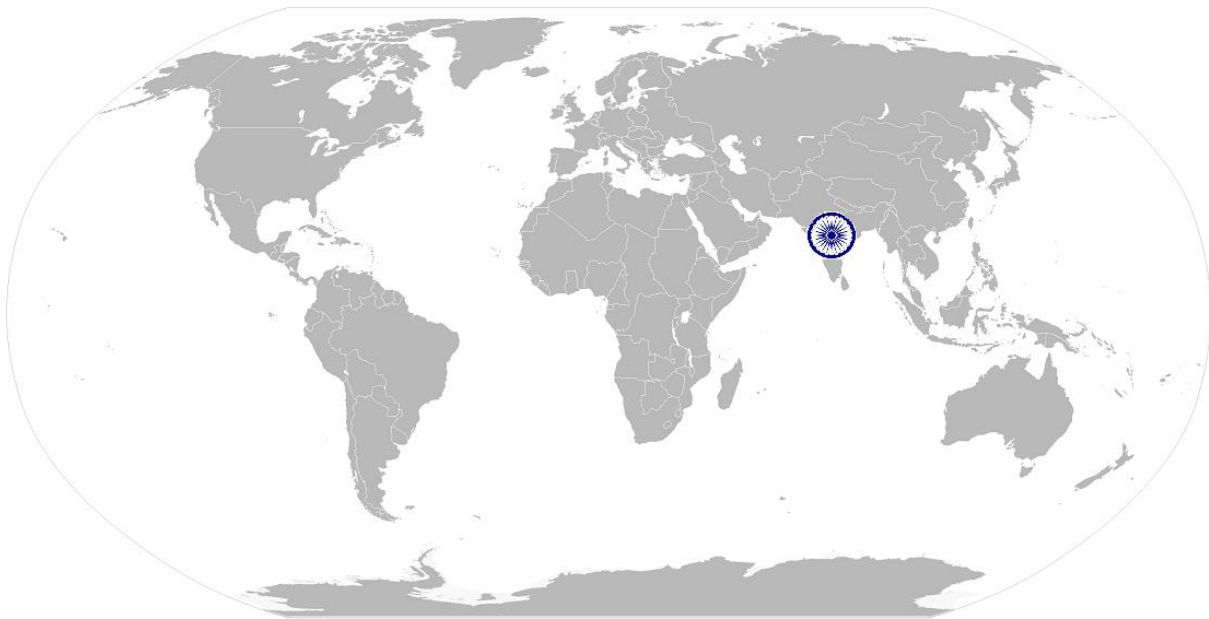
NOS Code	THC/N0224		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	Housekeeping	Next review date	02/09/16



THC/N0225

Perform staffing and organizing of housekeeping department

National Occupational Standard



Overview

This unit is about managing the staffs in the housekeeping department. It includes recruiting, training and recognising the performance of the personnel in the housekeeping services.

THC/N0225

Perform staffing and organizing of housekeeping department

National Occupational Standard

Unit Code	THC/N0225
Unit Title (Task)	Perform staffing and organizing of housekeeping department
Description	This OS unit is about managing the staffs in the housekeeping department. It includes recruiting, training and recognising the performance of the personnel in the housekeeping services.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Recruit and train housekeeping employees Recognise the efforts of housekeeping staffs Resolve conflicts among employees and ensure employee satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Recruiting and training housekeeping employees	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. identify the skills required for various roles in the housekeeping department</p> <p>PC2. attract applications from qualified candidates for any vacant roles in the department</p> <p>PC3. recruit and select job applicants based on the qualification</p> <p>PC4. provide orientation to new employees for accustoming to the organization culture</p> <p>PC5. provide adequate training facilities to the new recruits so that they are able to fulfill the work requirements</p> <p>PC6. provide adequate upskilling training facilities to existing employees so that the organization keeps in pace with the evolving trends in housekeeping department</p>
Recognising the efforts of housekeeping staffs	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. identify and allocate tasks of appropriate level to housekeeping staffs</p> <p>PC8. ensure that the employees belonging to same role are assigned similar tasks</p> <p>PC9. ensure fair pay of employees so that no employee is dissatisfied</p> <p>PC10. recognize and reward employees who exceed the performance standards</p>
Resolving conflicts among employees and ensuring employee satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. address the grievances of employees</p> <p>PC12. treat all employees in a fair and equal way</p> <p>PC13. resolve conflicts among employees in a fair manner so that it doesn't affects the activities of the department</p> <p>PC14. ensure that the employee morale is always high in the housekeeping department</p>

THC/N0225 Perform staffing and organizing of housekeeping department

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. relevant occupational health and safety requirements applicable in the work place KA3. organization culture and typical customer profile KA4. company's service level agreements and policies KA5. company's code of conduct KA6. organization pricing, discount policy KA7. organization policy on documentation, reporting, etc KA8. sources for information pertaining to employment terms, entitlements, job role and responsibilities KA9. reporting structure, inter-dependent functions, lines and procedures in the work area
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. how to greet the customers and engage them KB2. site layout and obstacles KB3. different products / services offered by the hotel KB4. type of rooms available, the facilities, tariff and other details KB5. skills required for all the roles in the housekeeping department KB6. how to evaluate whether a particular job applicant is suitable for a given role KB7. appropriate pay that to be provided for a staff under a given role KB8. how to orient the new employee to the organization's culture KB9. necessary training that needs to be imparted to the new recruits so that job requirements are fulfilled KB10. latest trends happening in housekeeping department globally KB11. training facilities that needs to be provided to employees so that the organization maintains a competitive advantage KB12. various requirements of employees and how to fulfil them KB13. various tasks of the housekeeping department KB14. effective allocation of tasks to employees so that no employee is under/over utilised KB15. how to build and establish trust among the employees of the department KB16. how to resolve employee conflicts in a fair way KB17. impacts of employee conflicts KB18. training employees on banquet service housekeeping KB19. rules and regulations of the hotels (for guests) KB20. significance of giving attention to details KB21. what permits and checks are required for working on the premises
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. read and interpret instructions, procedures, information and signs in the

THC/N0225

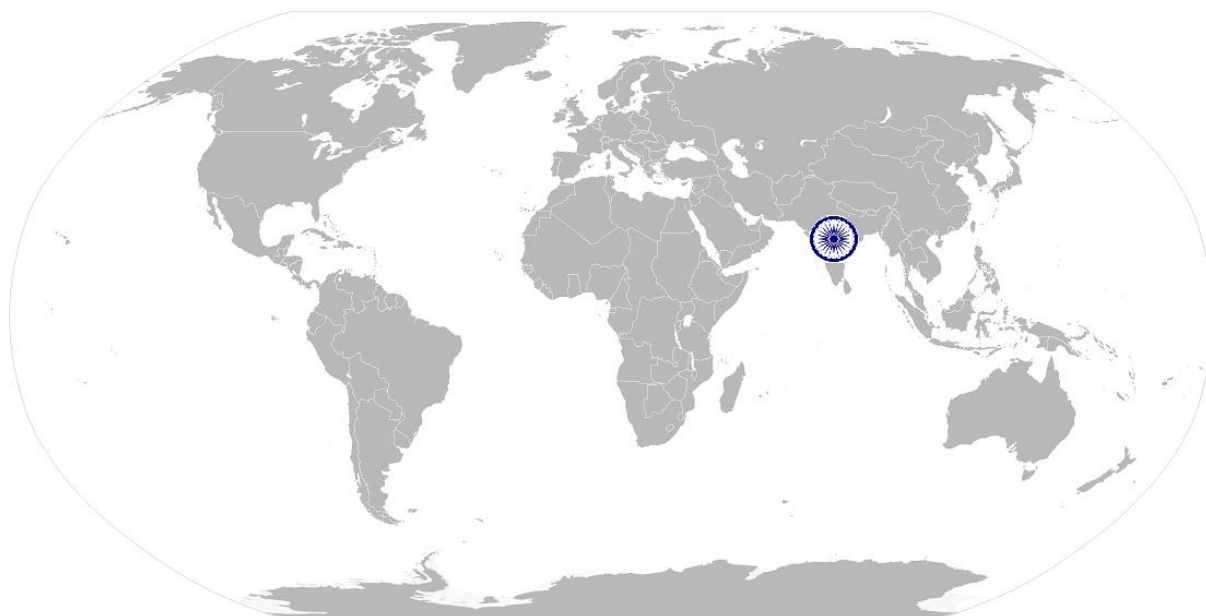
Perform staffing and organizing of housekeeping department

	workplace SA2. interpret and follow operational instructions and prioritise work
	Writing skills
	The user/ individual on the job needs to know and understand how to: SA3. complete appropriate documentation SA4. record details on inventory, employee, payroll, etc
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. listen to customer needs and queries without internal talk SA6. communicate effectively with guests and respond to their queries SA7. communicate with people in respectful form and manner in line with organizational protocol
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. decide on selection of candidate for job based on skills and competency SB2. recognise the performance and reward them
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan improving skills through participation in on-the-job and other training programs SB4. plan and allocate task to associates based on their competence SB5. plan, organize and manage time to adhere to work timings and deliverables SB6. manage distractions to be disciplined at work
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB7. develop a rapport with guests SB8. listen carefully and interpret guest's requirement SB9. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission SB10. importance of being patient and courteous with all types of guests SB11. being polite and courteous under all circumstances
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB12. listen to employee issues and resolve them
	Analytical Thinking
	The user/individual on the job needs to know and understand how: SB13. seek to improve and modify own work practices SB14. to assess the problems related to operation of various equipment

THC/N0225

Perform staffing and organizing of housekeeping department

	SB15. to estimate time taken for each housekeeping activity and allocate work accordingly
	SB16. to estimate the performance of staff based on checks and inspections
	SB17. calculate and estimate the optimum inventory level of materials to be stocked for smooth operation
	SB18. calculate the cost of different expenses while preparing a budget
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB19. operate the computer and extract information
	SB20. use hotel management software to maintain records and prepare report
	SB21. use Internet to gather work related information
	SB22. use the equipment judiciously to maintain the optimum cost of operations



THC/N0225 Perform staffing and organizing of housekeeping department

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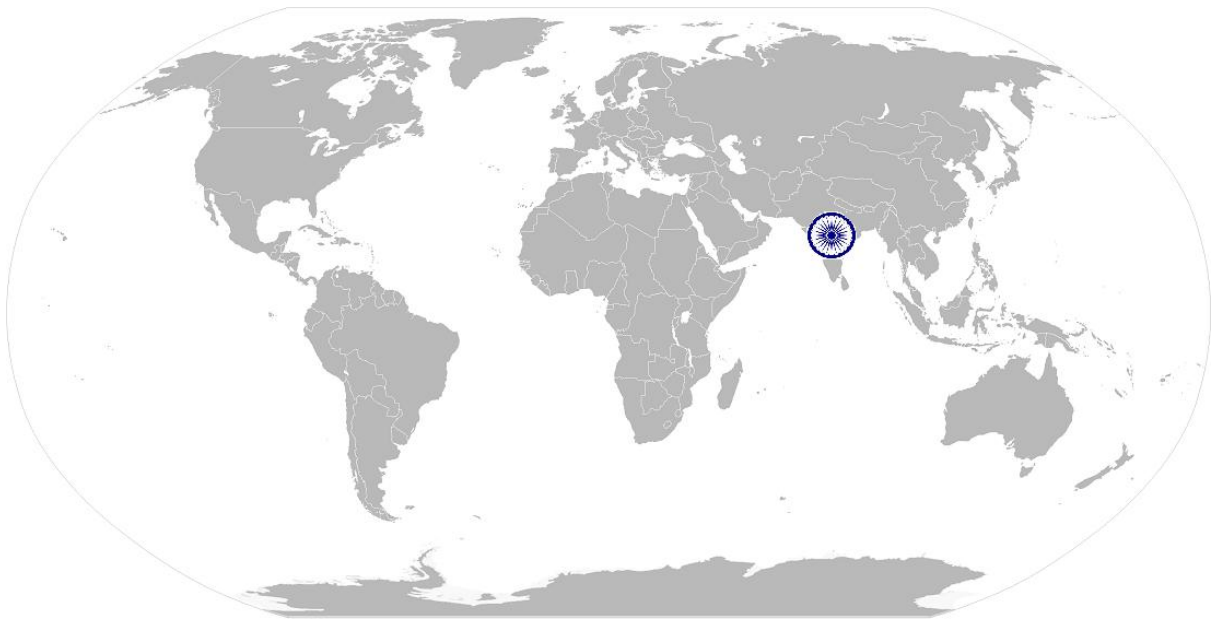
NOS Code	THC/N0225		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	Housekeeping	Next review date	02/09/16



THC/N0226

Control the activities of housekeeping department

National Occupational Standard



Overview

This OS unit is about controlling the activities of the housekeeping department including supervising staffs, conducting inspections, maintaining housekeeping equipment and addressing any guest grievances.

THC/N0226

Control the activities of housekeeping department

National Occupational Standard

Unit Code	THC/N0226
Unit Title (Task)	Control the activities of housekeeping department
Description	This OS unit is about controlling the activities of the housekeeping department including supervising staffs, conducting inspections, maintaining housekeeping equipment and addressing any guest grievances.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Supervise housekeeping staffs • Conduct inspections of all areas under housekeeping department • Maintain all housekeeping equipment including laundry • Address customer grievances
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervising housekeeping staffs	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. ensure that employees are punctual</p> <p>PC2. ensure that all employees clock the required number of work-hours everyday</p> <p>PC3. follow the various activities performed by employees and ensure that they do it with expected standards</p> <p>PC4. follow up with employees for uninformed absence from office</p> <p>PC5. ensure that no employee is over burdened with work</p>
Conducting inspections of all areas under housekeeping department	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. identify the areas that come under housekeeping department</p> <p>PC7. estimate the quality and standards with which all activities in the department needs to be carried out</p> <p>PC8. ensure that all the areas under housekeeping department are maintained in such a manner that guests are always satisfied</p> <p>PC9. perform random inspection checks in rooms and public area and ensure they are well maintained</p> <p>PC10. inspect rooms allocated for VIPs or regular customers before they check in</p>
Maintaining all housekeeping equipment including laundry	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. ensure that all the housekeeping equipment are working properly</p> <p>PC12. provide adequate training to all employees regarding handling of equipments</p> <p>PC13. ensure that the equipments undergo routine service</p> <p>PC14. ensure that faulty equipments are repaired on time</p> <p>PC15. listen to the requirements of laundry manager and address them</p>
Addressing customer grievances	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. listen to grievances of guests and address them</p> <p>PC17. ensure that guests are always satisfied</p> <p>PC18. escalate guest complaints beyond scope of manager's role to executive housekeeper</p> <p>PC19. receive feedback from guests and evaluate quality of service provided</p>

THC/N0226

Control the activities of housekeeping department

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. relevant occupational health and safety requirements applicable in the work place KA3. organization culture and typical customer profile KA4. company's service level agreements and policies KA5. company's code of conduct KA6. sources for information pertaining to employment terms, entitlements, job role and responsibilities KA7. reporting structure, inter-dependent functions, lines and procedures in the work area KA8. work area KA9. organization quality and hygiene standards policy KA10. material movement, storage and material return policy
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. site layout and obstacles KB2. different products / services offered by the hotel KB3. How to arrive at work hours for employees in housekeeping department KB4. identifying the degree of cleanliness with which the areas under housekeeping needs to be maintained KB5. conducting inspections of housekeeping areas and parameters of checking cleanliness in the area KB6. how often inspections needs to be conducted KB7. how to correct the mistakes identified during inspections KB8. how to operate housekeeping equipments KB9. how often housekeeping equipment need to be serviced KB10. maintenance cost of housekeeping equipment KB11. latest equipment available in the market for housekeeping KB12. equipment used in laundry department and their maintenance pattern KB13. significance of giving attention to details KB14. what permits and checks are required for working on the premises
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. read and interpret instructions, procedures, information and signs in the workplace SA2. interpret and follow operational instructions and prioritise work
	Writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA3. complete appropriate documentation SA4. record details on inventory, employee, payroll, etc

THC/N0226

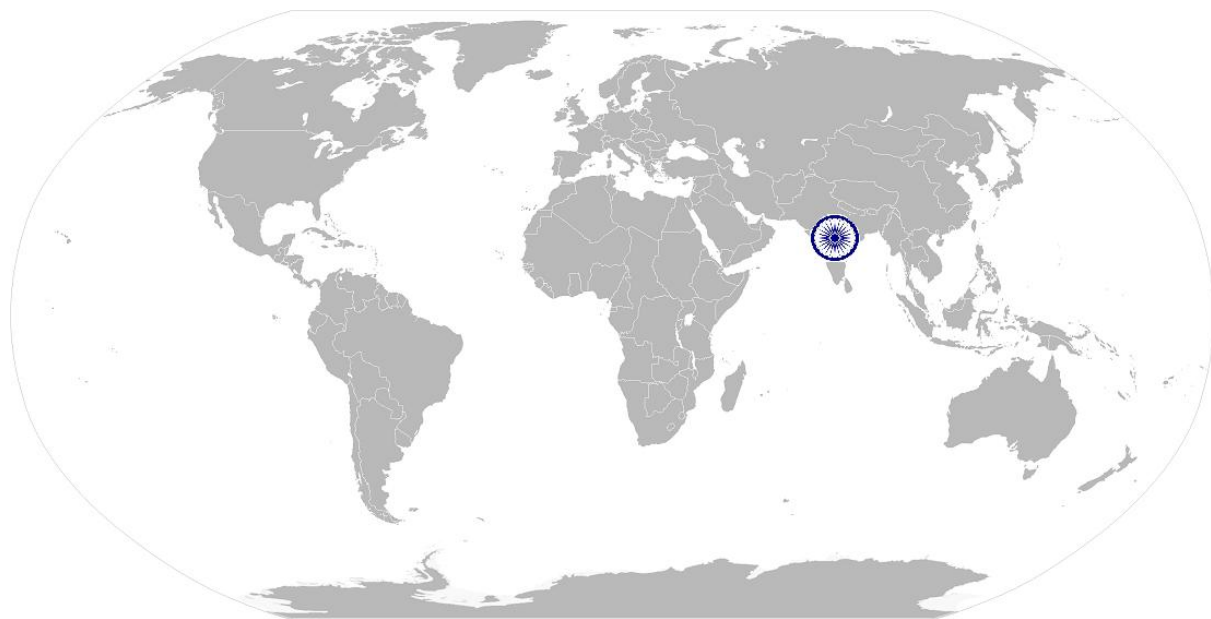
Control the activities of housekeeping department

B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. listen without internal talk SA6. communicate effectively with guests and respond to their queries SA7. discuss with staff on any requirement SA8. communicate with people in respectful form and manner in line with organizational protocol
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. decide and select housekeeping supplies and materials as per the requirements SB2. decide on selection of candidate for job based on skills and competency SB3. recognise the performance and reward them
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB4. plan improving skills through participation in on-the-job and other training programs SB5. plan and allocate task to associates based on their competence SB6. plan, organize and manage time to adhere to work timings and deliverables SB7. manage distractions to be disciplined at work
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB8. develop a rapport with guests SB9. listen carefully and interpret guest's requirement SB10. significance of etiquette such as maintaining the appropriate physical distance with guest during conversation, not entering guestroom without permission SB11. importance of being patient and courteous with all types of guests SB12. being polite and courteous under all circumstances
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB13. listen to employee issues and resolve them
	Analytical Thinking
	The user/individual on the job needs to know and understand how: SB14. seek to improve and modify own work practices SB15. to assess the problems related to operation of various equipment SB16. to estimate time taken for each housekeeping activity and allocate work accordingly SB17. to estimate the performance of staff based on checks and inspections SB18. calculate and estimate the optimum inventory level of materials to be stocked for smooth operation SB19. calculate the cost of different expenses while preparing a budget

THC/N0226

Control the activities of housekeeping department

	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. operate the computer and extract information</p> <p>SB21. use hotel management software to maintain records and prepare report</p> <p>SB22. use Internet to gather work related information</p> <p>SB23. use the equipment judiciously to maintain the optimum cost of operations</p>

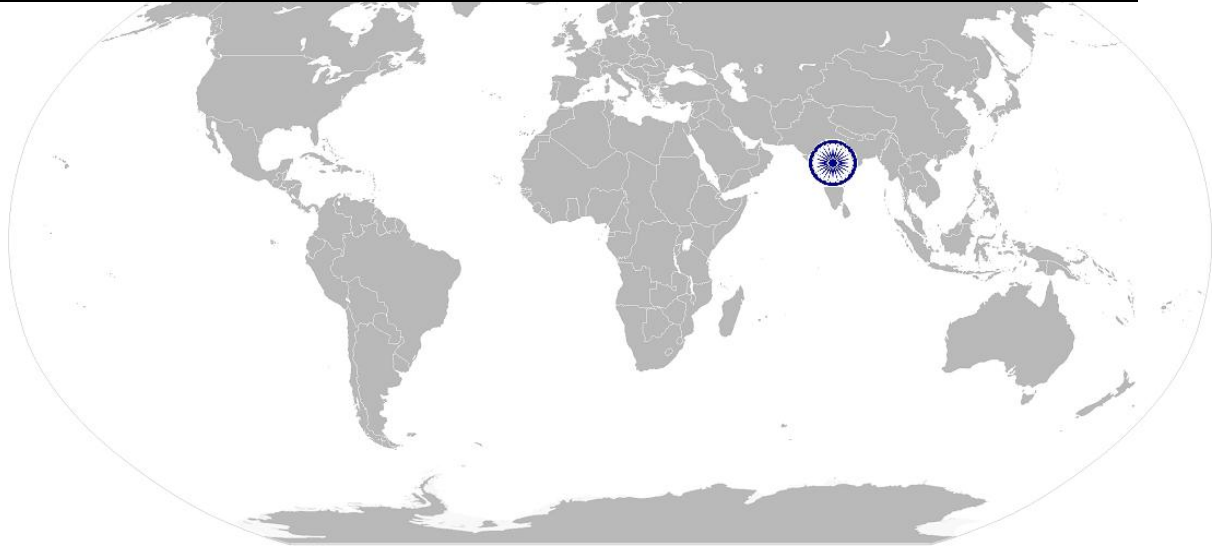


THC/N0226

Control the activities of housekeeping department

NOS Version Control

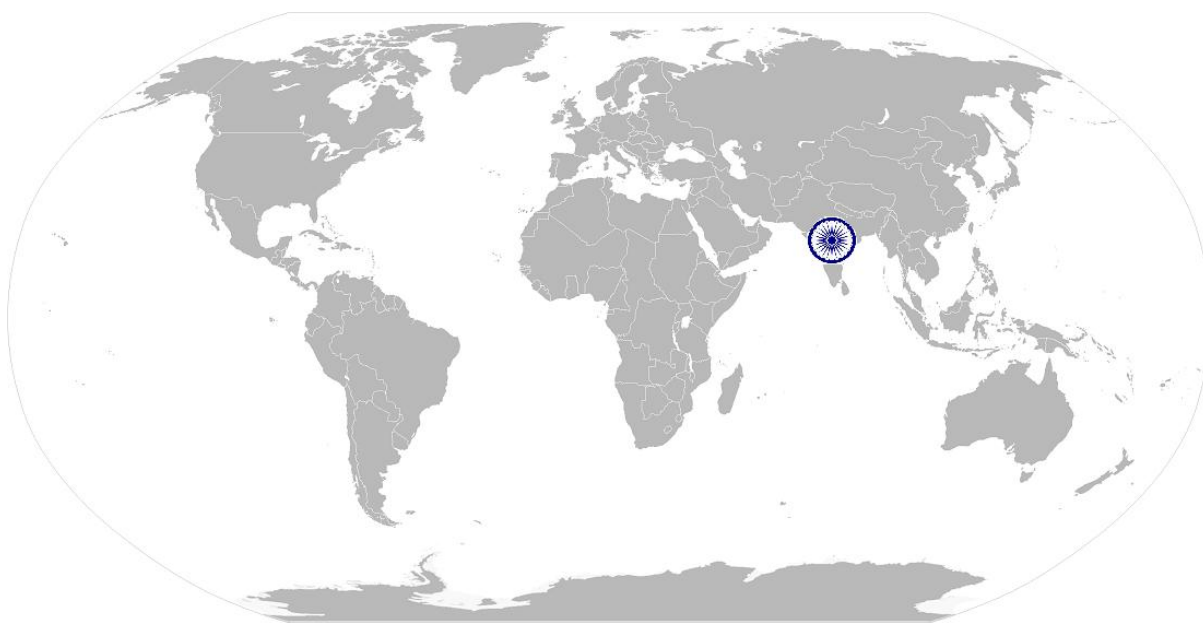
NOS Code	THC/N0226		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	Hotels	Last reviewed on	02/09/15
Occupation	Housekeeping	Next review date	02/09/16



THC/ N9901

Communicate with customer and colleagues

National Occupational Standard



Overview

This unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow.

THC/ N9901

Communicate with customer and colleagues

National Occupational Standard

Unit Code	THC/N9901
Unit Title (Task)	Communicate with customer and colleagues
Role Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with superior • Communicate with colleagues • Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
Communicating with colleagues	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues</p> <p>PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>

THC/ N9901

Communicate with customer and colleagues

<p>Communicating effectively with customers</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong knowledge on the product, services and market</p> <p>PC21. brief the customers clearly</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure the appropriate language and tone are used to the customers</p> <p>PC25. listen actively in a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address to their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.</p> <p>PC35. develop good rapport with the customers and promote suitable products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective team work at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p>

THC/ N9901

Communicate with customer and colleagues

	<p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents</p> <p>KB4. how to use computer or smart phone to communicate effectively and productively</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p> <p>KB7. how to practice effective listening</p> <p>KB8. communicate effectively with customers</p> <p>KB9. effective use of voice tone and pitch for communication</p> <p>KB10. how to demonstrate ethics and convey discipline to the customers</p> <p>KB11. how to build effective working relationship with mutual trust and respect within the team</p> <p>KB12. importance of dealing with grievances effectively and in time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to job requirement</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with superior to achieve smooth workflow</p> <p>SA6. communicate effectively with the customers to build a good rapport with them</p> <p>SA7. use language that the customer or colleague understands</p> <p>SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems</p> <p>SA9. E-mail and use Internet for communicating</p> <p>SA10. use of audio-visual aids to communicate complex issues</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. spot and communicate potential areas of disruptions to work process and report the same</p> <p>SB2. report to supervisor and deal with a colleague individually, depending on the type of concern</p>

THC/ N9901

Communicate with customer and colleagues

	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required SB6. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. improve work processes by interacting with others and adopting best practices SB8. resolve recurring inter-personal conflicts

THC/ N9901

Communicate with customer and colleagues

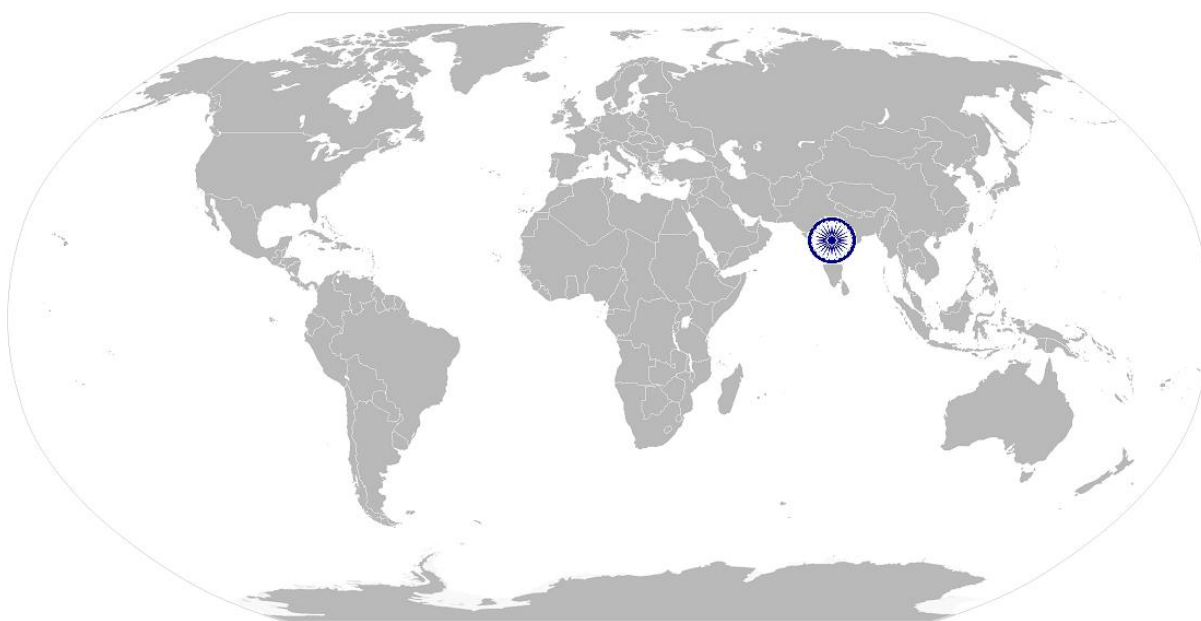
NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard



Overview

This unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction.

THC/N9902

Maintain customer-centric service orientation

National Occupational Standard

Unit Code	THC/N9902
Unit Title (Task)	Maintain customer-centric service orientation
Description	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Engage with customers to understand their service quality requirements Achieve customer satisfaction Fulfil customer requirement
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with customers for assessing service quality requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep in mind the profiles of expected customers</p> <p>PC2. understand the target customers and their needs as defined by the company</p> <p>PC3. organize regular customer events and feedback session frequently</p> <p>PC4. build a good rapport with the customers including the ones who complain</p> <p>PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures</p> <p>PC8. ingrain customer oriented behaviour in service at all level</p> <p>PC9. aim to gain their long lasting loyalty and satisfaction</p> <p>PC10. engage with customers on without intruding on privacy</p>
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. ensure clarity, honesty and transparency with the customers</p> <p>PC12. treat the customers fairly and with due respect</p> <p>PC13. focus on executing company's marketing strategies and product development</p> <p>PC14. focus on enhancing brand value of company through customer satisfaction</p>
Fulfilling customer requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. ensure that customer expectations are met</p> <p>PC16. learn to read customers' needs and wants</p> <p>PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC18. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC19. maintain close contact with the customers and focus groups</p> <p>PC20. offer promotions to improve product satisfaction level to the customers periodically</p>

THC/N9902

Maintain customer-centric service orientation

	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on customer centric orientation behaviour at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of treating the customers with respect and in a friendly and professional way</p> <p>KB2. importance of gaining customer satisfaction</p> <p>KB3. methods of engaging with the customers effectively and professionally</p> <p>KB4. ways to improve company's customer satisfaction rating</p> <p>KB5. company's and prevailing market standards of customer satisfaction</p> <p>KB6. standard operating procedure (SOP)</p> <p>KB7. the variety of common and unscheduled requests to expect</p> <p>KB8. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to one's role in customer satisfaction</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with customers</p> <p>SA6. engage with customer to understand their expectations</p> <p>SA7. company standards and effectiveness improvements pattern</p> <p>SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague</p> <p>SA9. use the communications systems of the company, e.g., telephone, fax, public announcement systems</p>

THC/N9902

Maintain customer-centric service orientation

	SA10. E-mail and use Internet for communicating SA11. use of audio-visual aids to communicate complex issues
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
	SB2. how to address the complaints and handle the dissatisfied the customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB3. coordinate with different departments in order to service the customer better
	SB4. contribute to quality of team work and achieve smooth workflow
	SB5. share work load as required
	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB6. improve work processes by interacting with customers and adopting best practices
	SB7. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service
	SB8. act upon constructively on any problems as pointed by customers
	SB9. handle personality clashes effectively

THC/N9902

Maintain customer-centric service orientation

NOS Version Control

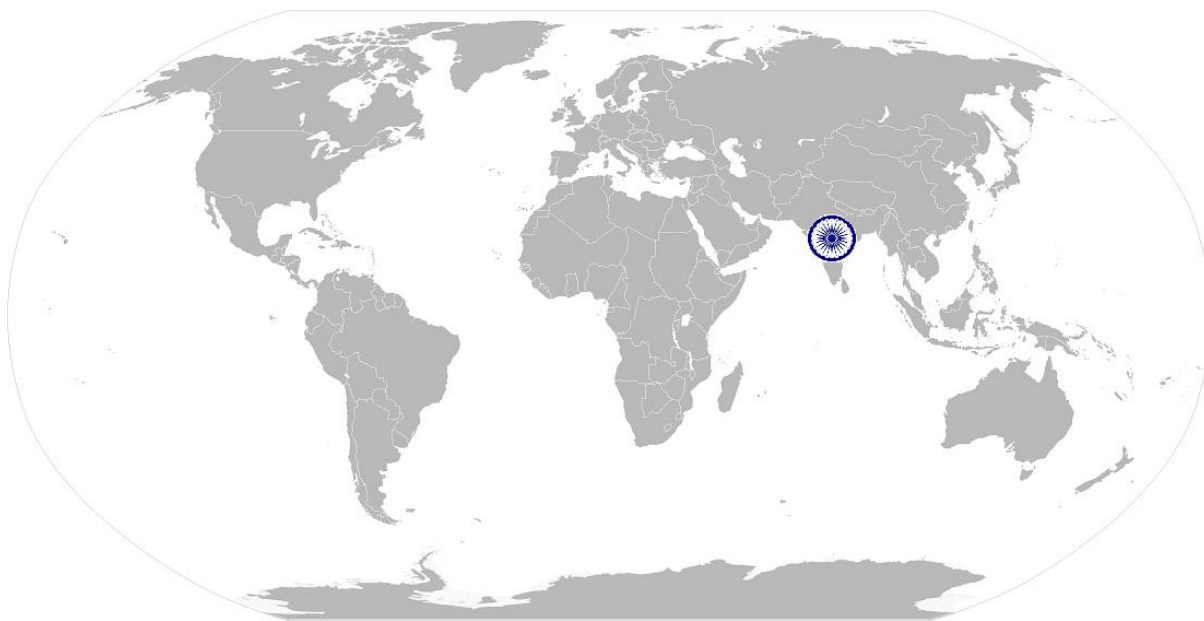
NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16



THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard



Overview

This unit is about maintaining standard etiquette at workplace and achieving customer satisfaction

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow behavioural, personal and telephone etiquettes Treat customers with high degree of respect and professionalism Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Following behavioural, personal and telephone etiquettes	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</p> <p>PC2. welcome the customers with a smile</p> <p>PC3. ensure to maintain eye contact</p> <p>PC4. address the customers in a respectable manner</p> <p>PC5. do not eat or chew while talking</p> <p>PC6. use their names as many times as possible during the conversation</p> <p>PC7. ensure not to be too loud while talking</p> <p>PC8. maintain fair and high standards of practice</p> <p>PC9. ensure to offer transparent prices</p> <p>PC10. maintain proper books of accounts for payment due and received</p> <p>PC11. answer the telephone quickly and respond back to mails faster</p> <p>PC12. ensure not to argue with the customer</p> <p>PC13. listen attentively and answer back politely</p> <p>PC14. maintain personal integrity and ethical behaviour</p> <p>PC15. dress professionally</p> <p>PC16. deliver positive attitude to work</p> <p>PC17. maintain well groomed personality</p> <p>PC18. achieve punctuality and body language</p> <p>PC19. maintain the social and telephonic etiquette</p> <p>PC20. provide small gifts as token of appreciation and thanks giving to the customer</p> <p>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC22. demonstrate responsible and disciplined behaviours at the workplace</p> <p>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
Treating customers with high degree of	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. use appropriate titles and terms of respect to the customers</p> <p>PC25. use polite language</p>

THC/N9903

Maintain standard of etiquette and hospitable conduct

respect and professionalism	<p>PC26. maintain professionalism and procedures to handle customer grievances and complaints</p> <p>PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility</p> <p>PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette</p> <p>PC29. provide special attention to the customer at all time</p>
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. achieve 100% customer satisfaction on a scale of standard</p> <p>PC31. gain customer loyalty</p> <p>PC32. enhance brand value of company</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on behavioural etiquette and professionalism</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of professional and polite etiquette and behaviour</p> <p>KB2. the need and reason for achieving customer satisfaction</p> <p>KB3. procedural behavioural patterns framed by the organisation</p> <p>KB4. methods for gaining customer satisfaction</p> <p>KB5. standard operating procedure and service quality standards</p> <p>KB6. measure of customer satisfaction</p> <p>KB7. significance of brand enhancement via word-of-mouth</p> <p>KB8. the hospitality and tourism environment</p> <p>KB9. company's growth strategy and productivity targets</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The individual on the job needs to know and understand:</p> <p>SA1. how to read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. how to read notes and comments from the supervisor or customer</p>
	Writing Skills
	<p>The individual on the job needs to know and understand:</p> <p>SA3. how to fill up documentation pertaining to job requirement</p>
	Oral Communication (Listening and Speaking skills)
	<p>The individual on the job needs to know and understand:</p> <p>SA4. how to interact with team members to work efficiently</p>

THC/N9903

Maintain standard of etiquette and hospitable conduct

	<p>SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette</p> <p>SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to spot and report potential areas of disruption to work process</p> <p>SB2. how to address the complaints and handle dissatisfied customers</p> <p>Plan and Organize</p> <p>NA</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to coordinate with different departments to achieve smooth workflow</p> <p>SB4. contribution to quality of customer satisfaction via team work</p> <p>SB5. how to share work load as required</p> <p>Analytical Thinking</p> <p>NA</p> <p>Critical Thinking</p> <p>The user/ individual on the job needs to know and understand:</p> <p>SB6. how to improve work processes by interacting with customers</p> <p>SB7. how to adopt suggested best practices</p> <p>SB8. how to resolve recurring inter-personal conflicts</p> <p>SB9. how to address or escalate recurring problems reported by customers</p> <p>SB10. measure performance against company's standards</p> <p>SB11. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management</p> <p>SB12. use the authority, power and politics issues to serve customer effectively</p>

THC/N9903

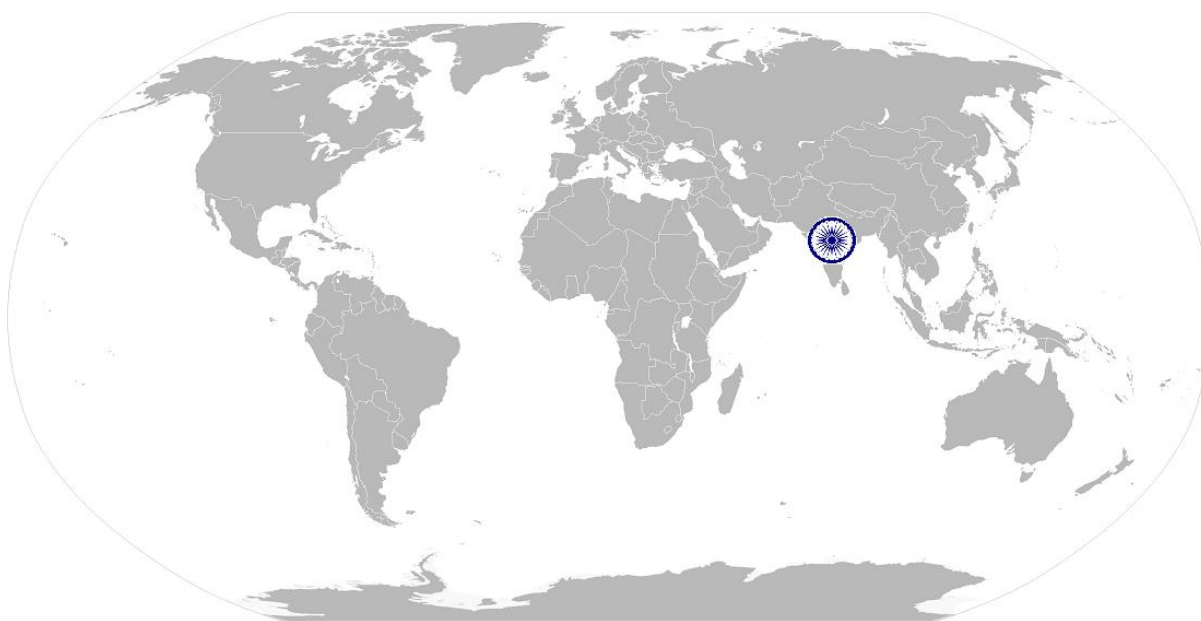
Maintain standard of etiquette and hospitable conduct

NOS Version Control

NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16



National Occupational Standard



Overview

This unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women, men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women with respect and ensuring personal and material security and at all times.

THC/N9904

Follow gender and age sensitive service practices

National Occupational Standard

Unit Code	THC/N9904
Unit Title (Task)	Follow gender and age sensitive service practices
Description	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Educate customer on specific facilities and services available for different categories of customers Provide gender and age specific services as per their unique and collective requirements Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Educating customer on specific facilities and services available	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</p> <p>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</p> <p>PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</p> <p>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</p> <p>PC6. maintain compliant behavioural etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.</p> <p>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</p> <p>PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties</p>
Providing different age and gender specific customer service	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged</p> <p>PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others</p> <p>PC11. coordinate with team to meet these unique needs, also keeping in mind their</p>

THC/N9904

Follow gender and age sensitive service practices

	<p>diverse cultural backgrounds</p> <p>PC12. provide entertainment programs and events suited for the children tourists</p> <p>PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies</p> <p>PC14. arrange for transport and equipment as required by senior citizens</p> <p>PC15. ensure availability of medical facilities and doctor</p>
Following standard etiquette with women at workplace	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace</p> <p>PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.</p> <p>PC18. involve women in the decision making processes and management professions</p> <p>PC19. avoid specific discrimination and give women their due respect</p> <p>PC20. motivate the women in the work place towards utilizing their skills</p> <p>PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues</p> <p>PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.</p> <p>PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.</p> <p>PC25. ensure safety and security of women at all levels</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on gender sensitive service practices at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. gender specific requirements of different types of customer</p> <p>KB2. specific requirements of different age-groups of customers</p> <p>KB3. safety measures and procedures available for female colleagues and customers</p> <p>KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure</p> <p>KB5. helpline numbers</p>

THC/N9904

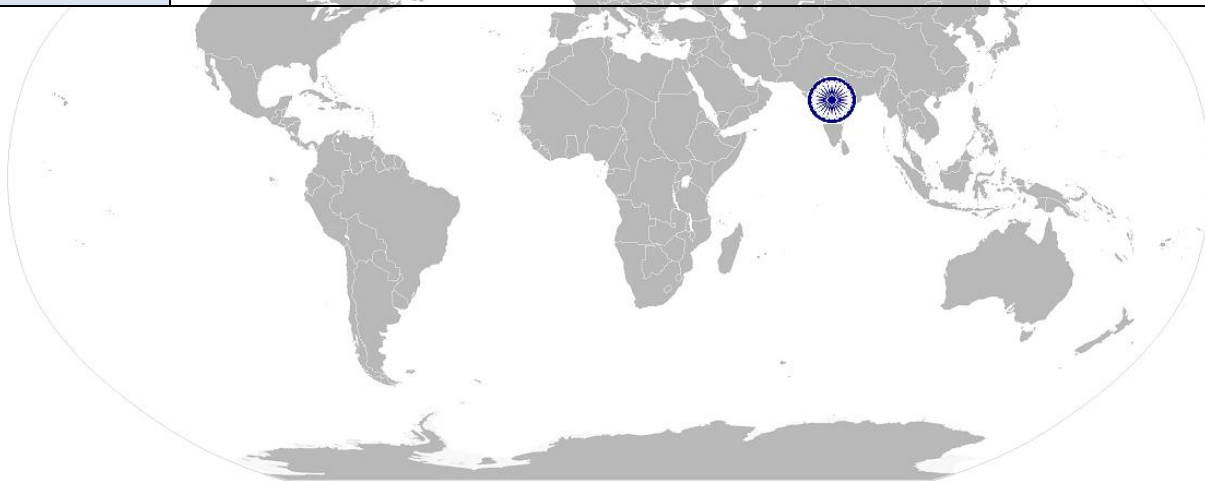
Follow gender and age sensitive service practices

	<p>KB6. process of handling and reporting abuse</p> <p>KB7. how to be vigilant for breach of safety at smallest level</p> <p>KB8. how to maintain customers' and colleagues' safety without making the environment threatening</p> <p>KB9. different types of potential security threats to domestic and international tourists</p> <p>KB10. standard procedures to be followed in the event of terrorist attack</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. fill up documentation pertaining to safety maintenance requirements
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette
	SA5. communicate with the women at workplace and the customers with respect
	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele
	SB2. address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB3. coordinate with different departments and work as team
	SB4. contribute to quality of team work and achieve smooth workflow
	SB5. share work load as required
	Analytical Thinking
	NA

THC/N9904

Follow gender and age sensitive service practices

	Critical Thinking
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring problems based on the complaints received from women customers and at the workplace SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment



THC/N9904

Follow gender and age sensitive service practices

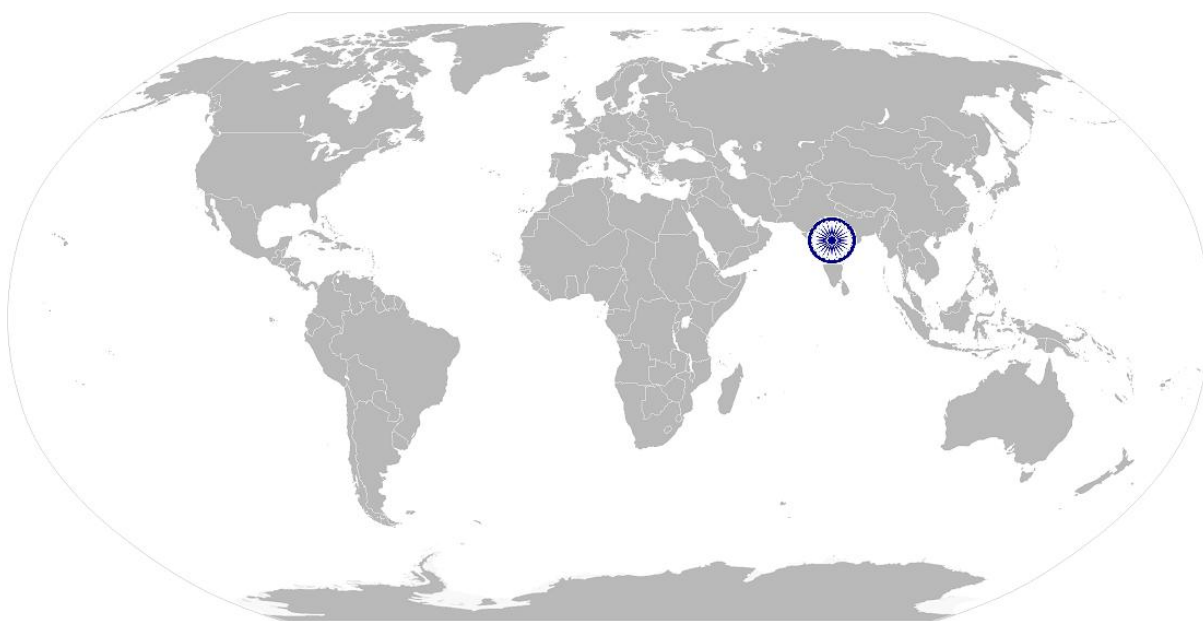
NOS Version Control

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

THC/N9905

Maintain IPR of organisation and customers

National Occupational Standard



Overview

This unit is about securing intellectual property rights (IPR) of the company and respecting customer's copyright.

THC/N9905

Maintain IPR of organisation and customers

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customers
Description	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Secure company's IPR Respect customers copyright
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Securing company's IPR	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. prevent leak of new plans and designs to competitors by reporting on time</p> <p>PC2. be aware of any of company's product, service or design patents</p> <p>PC3. report IPR violations observed in the market, to supervisor or company head</p>
Respecting customer's copyright	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. read copyright clause of the material published on the internet and any other printed material</p> <p>PC5. protect infringement upon customer's business or design plans</p> <p>PC6. consult supervisor or senior management when in doubt about using information available from customer</p> <p>PC7. report any infringement observed by anyone in the company</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on intellectual property rights</p> <p>KA2. company's IPR infringement reporting policy</p> <p>KA3. company's Human Resource policies</p> <p>KA4. company's reporting structure</p> <p>KA5. company's documentation policy</p> <p>KA6. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p> <p>KB3. significance of damages resulting from IPR infringement</p> <p>KB4. industrial and political espionages</p>

THC/N9905

Maintain IPR of organisation and customers

Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor SA3. fill up documentation pertaining to one's role in protecting IPR infringement
	Writing Skills
	The user/ individual on the job needs to know and understand: SA4. fill up documentation pertaining to one's role in protecting IPR infringement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. interact with team members to work efficiently SA6. communicate effectively with the customers about IPR protection and building trust
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues SB2. prevent information leakages SB3. avoid being caught up in copyright issues
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand: SB4. basics of what constitutes IPR violations under WTO agreement SB5. penalties to company or individual on evidence of IPR violations SB6. likely effect of IPR violation on customer
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. improve work IPR related safety and adopting best practices SB8. resolve conflicts related to IPR by reporting in time

THC/N9905

Maintain IPR of organisation and customers

NOS Version Control

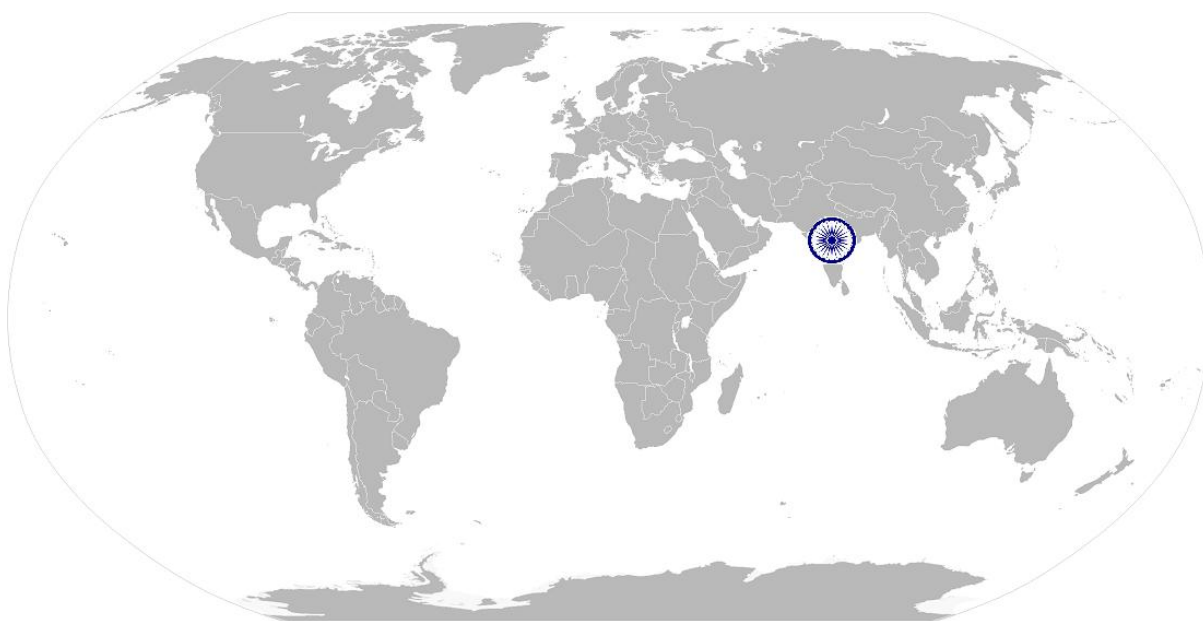
NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16



THC/N9906

Maintain health and hygiene

National Occupational Standard



Overview

This unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres.

THC/N9906

Maintain health and hygiene

National Occupational Standard

Unit Code	THC/N9906
Unit Title (Task)	Maintain health and hygiene
Description	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure cleanliness around workplace in hospitality and tourist areas • Follow personal hygiene practices • Take precautionary health measures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Ensuring cleanliness around workplace	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep the workplace regularly clean and cleared-off of food waste or other litter</p> <p>PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal</p> <p>PC3. ensure that the trash cans or waste collection points are cleared everyday</p> <p>PC4. arrange for regular pest control activities at the workplace</p> <p>PC5. to maintain records for cleanliness and maintenance schedule</p> <p>PC6. ensure the workplace is well ventilated with fresh air supply</p> <p>PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well</p> <p>PC8. ensure the workplace is provided with sufficient lighting</p> <p>PC9. ensure clean work environment where food is stored, prepared, displayed and served</p> <p>PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.</p> <p>PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning</p> <p>PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids</p> <p>PC13. ensure to clean the store areas with appropriate materials and procedures</p> <p>PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal</p>
Following personal hygiene practices	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.</p>

THC/N9906

Maintain health and hygiene

	<p>PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc.</p> <p>PC17. wash the cups, glasses or other cutlery clean before and after using them</p> <p>PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc.</p> <p>PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc.</p> <p>PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc. occurs in the workplace</p>
Taking precautionary health measures	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. report on personal health issues related to injury, food, air and infectious diseases</p> <p>PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people</p> <p>PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes</p> <p>PC25. ensure to use single use tissue and dispose these tissues immediately</p> <p>PC26. coordinate for the provision of adequate clean drinking water</p> <p>PC27. ensure to get appropriate vaccines regularly</p> <p>PC28. avoid serving adulterated or contaminated food</p> <p>PC29. undergo preventive health check-ups at regular intervals</p> <p>PC30. take prompt treatment from the doctor in case of illness</p> <p>PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on health and hygiene at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000</p> <p>KB2. health risks to the worker or customer</p> <p>KB3. healthy work practices</p> <p>KB4. equipment and hand swab tests</p> <p>KB5. internal hygiene-audit tests</p> <p>KB6. personal protective equipment to be worn and care</p>

THC/N9906

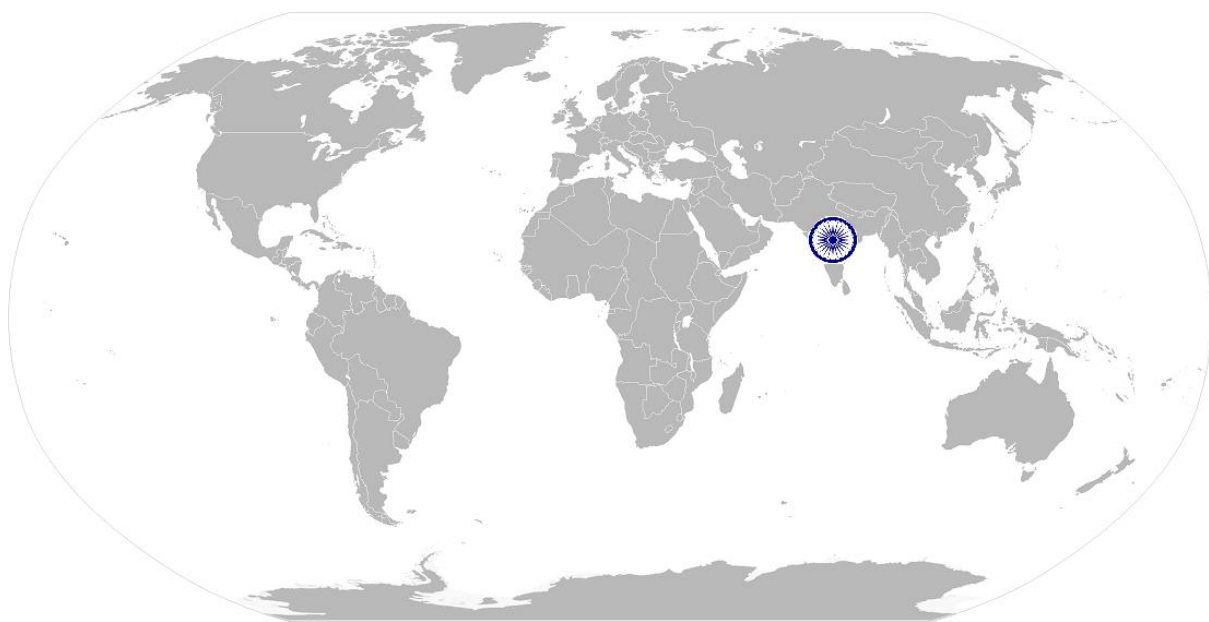
Maintain health and hygiene

	<p>KB7. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB8. acceptable ventilation standards</p> <p>KB9. technical layout standards and placements of equipment</p> <p>KB10. safe disposal methods for waste</p> <p>KB11. compliance norms for established health and hygiene procedures at workplace</p> <p>KB12. safe handling of chemicals</p> <p>KB13. standard material handling procedure</p> <p>KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists</p> <p>KB15. precautionary rules to follow for maintaining health and hygiene</p> <p>KB16. municipal or community rules for handling and disposing-off waste</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices</p> <p>SA2. understand internationally or nationally accepted signage related to hygiene and health</p> <p>SA3. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA4. read notes or comments from the supervisor or customer</p> <p>SA5. fill up any documentation required to maintain health and hygiene</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. fill up any documentation required to maintain health and hygiene</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA7. receive instructions from doctor and supervisor on medical care</p> <p>SA8. verbally report hygiene hazards and poor organisational practice</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to select appropriate hand tools and personal protection equipment</p> <p>SB2. how to select the cleaning procedures and effective hygiene practices as required</p>
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA

THC/N9906

Maintain health and hygiene

	Analytical Thinking
	NA
	Critical Thinking
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to use the acids, detergents, lubricants, etc., for cleaning</p> <p>SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others</p>



THC/N9906

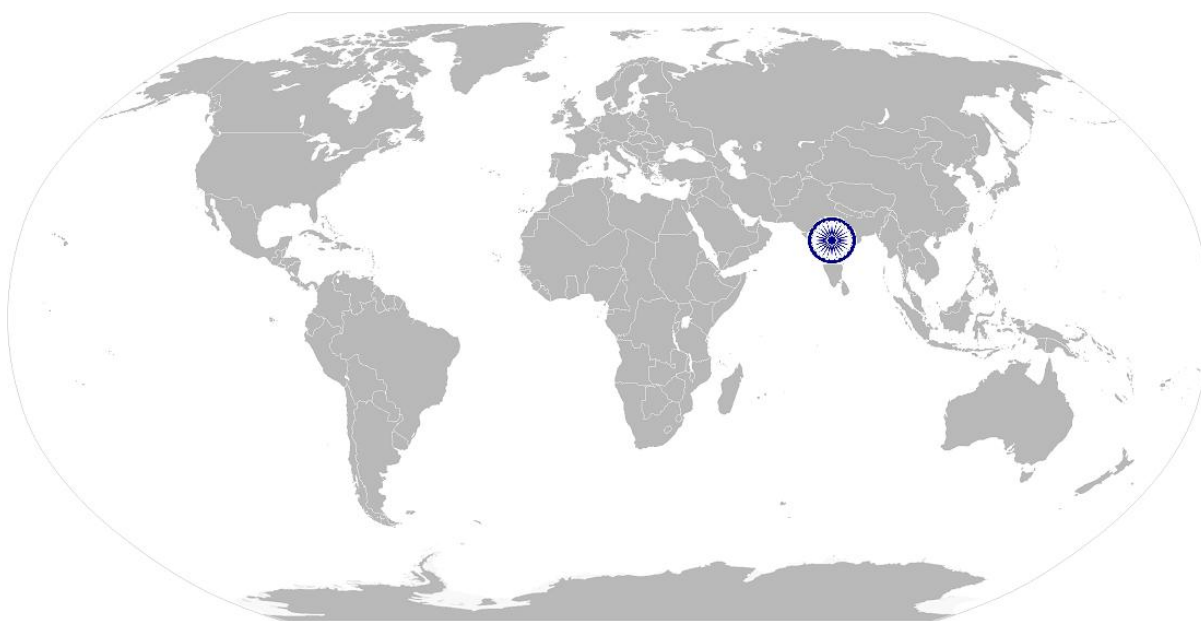
Maintain health and hygiene

NOS Version Control

NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16



National Occupational Standard



Overview

This unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures.

THC/N9907

Maintain safety at workplace

National Occupational Standard

Unit Code	THC/N9907
Unit Title (Task)	Maintain safety at workplace
Description	This OS unit is about following workplace safety standards to have a hazard-free work environment and avoid downtime because of disruption from personal injuries and hazardous system failures
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment • Achieve safety standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid work hazards	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various hazards in the work areas</p> <p>PC2. take necessary steps to eliminate or minimize them</p> <p>PC3. analyse the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p>
Following standard safety procedure	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. be aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC8. practice correct emergency procedures</p> <p>PC9. check and review the storage areas frequently</p> <p>PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC11. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc.</p> <p>PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed</p> <p>PC13. ensure safe techniques while moving furniture and fixtures</p> <p>PC14. ensure to reduce risk of injury from use of electrical tools</p> <p>PC15. read the manufacturer's manual carefully before use of any equipment</p> <p>PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries</p> <p>PC17. keep the floors free from water and grease to avoid slippery surface</p> <p>PC18. ensure to use non slip liquids and waxes to polish and treat floors, if required</p> <p>PC19. use rubber mats to the places where floors are constantly wet</p>

THC/N9907

Maintain safety at workplace

	<p>PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.</p> <p>PC21. use flat surfaces, secure holding and protective wear while using such sharp tools</p> <p>PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC23. practice ergonomic lifting, bending, or moving equipment and supplies</p>
Using safety tools or Personal Protective Equipment	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. ensure the workers have access to first aid kit when needed</p> <p>PC25. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC26. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC27. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC28. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc., are available</p>
Achieving safety standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC31. comply with the established safety procedures of the workplace</p> <p>PC32. report to the supervisor on any problems and hazards identified</p> <p>PC33. ensure zero accident at workplace</p> <p>PC34. adhere to safety standards and ensure no material damage</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on safety procedures at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. personal protective equipment should be worn and how it is cared for</p> <p>KB2. purpose and usage of protective gears such as gloves, protective goggles, masks, etc. while working</p> <p>KB3. how to provide the first aid treatment at workplace</p> <p>KB4. significance of accidental risks to the worker and productivity loss</p>

THC/N9907

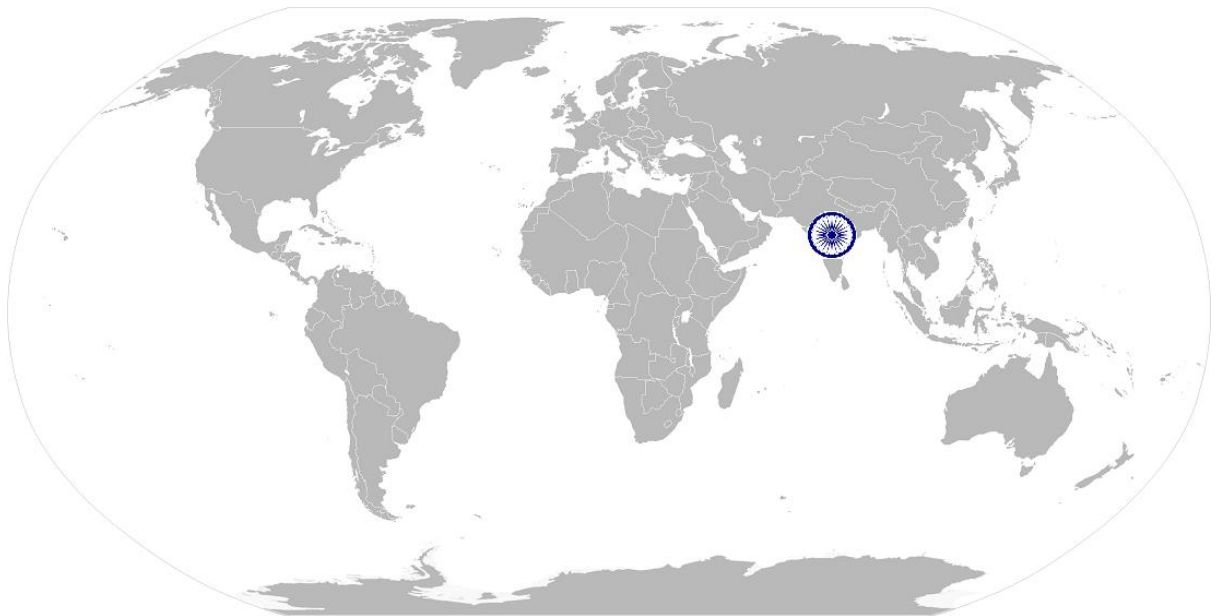
Maintain safety at workplace

	<p>KB5. reporting procedure or hierarchy for signs of damage and potential hazards</p> <p>KB6. methods to minimize accidental risks</p> <p>KB7. safe handling chemicals, acids, etc. for cleaning</p> <p>KB8. material handling procedure</p> <p>KB9. standard operating procedure for safety drills and equipment maintenance</p> <p>KB10. precautionary activities to be followed for work place safety</p> <p>KB11. optimal operation of tools and electrical equipment</p> <p>KB12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices.
	SA2. read job sheets, company policy documents and information displayed at the workplace
	SA3. read notes/comments from the supervisor
	Writing Skills
B. Professional Skills	The user/ individual on the job needs to know and understand how to:
	SA4. fill up documentation to one's role
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA5. verbally report safety hazards and poor organisation practice
	SA6. communicate supervisor about the work safety issues
B. Professional Skills	SA7. receive instructions from supervisor on minimizing the accidental risks
	SA8. communicate co-workers about the precautions to be taken for accident free work
	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. select appropriate hand tools and personal protection equipment
	SB2. identify first aid needs in case and of an injury
B. Professional Skills	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
B. Professional Skills	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
B. Professional Skills	SB3. use safety equipment such as fire extinguisher during fire accidents

THC/N9907

Maintain safety at workplace

	SB4. store chemicals and tools in a safe way
	SB5. use tools and equipment without causing any injury to fellow workers
	Critical Thinking
	NA



THC/N9907

Maintain safety at workplace

NOS Version Control

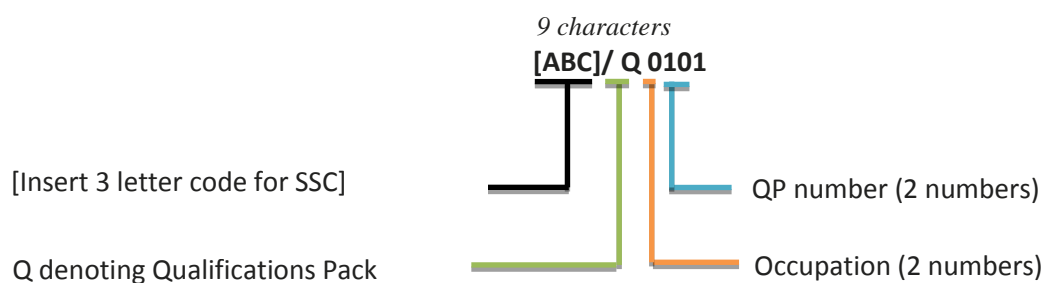
NOS Code	THC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	10/03/15
Industry Sub-sector	<ol style="list-style-type: none"> Hotels Travel and Tours Restaurants Facility Management Cruise Liners 	Last reviewed on	02/09/15
Occupation	House Keeping	Next review date	02/09/16

Qualifications Pack For Housekeeping Manager

Annexure

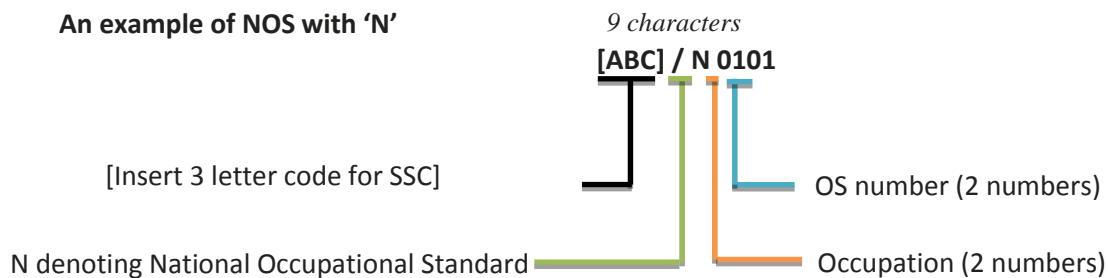
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Housekeeping Manager

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Housekeeping Manager

ASSESSMENT CRITERIA

Job Role : Housekeeping Manager Qualification Pack : THC/Q0207 Sector Skill Council : Tourism and Hospitality
<ol style="list-style-type: none"> 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 proportion of marks for each PC. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0224 Plan effectively housekeeping activities	PC1. estimate the quantity of items required for housekeeping department of the entire hotel	50	4.5	1.5	3
	PC2. ensure that the level of inventory never falls below the threshold level		3.0	1.5	1.5
	PC3. ensure that the ordered quantities are received on time		2.5	1.0	1.5
	PC4. set the frequency of housekeeping processes in the hotel		2.5	1.0	1.5
	PC5. prepare the list of various housecleaning activities that must be carried out		2.5	1.0	1.5
	PC6. estimate the amount of time it should take a housekeeping staff to carry out a given activity based on the performance standards		2.5	1.0	1.5
	PC7. identify the appropriate vendor to procure necessary items		2.5	1.0	1.5
	PC8. estimate the quantity and amount of recyclable and non-recyclable items required by the department for a given period of time.		2.5	1.0	1.5
	PC9. Select appropriate vendors to get best rates and good quality materials		2.5	1.0	1.5
	PC10. prepare a budget for the entire department based on the quantity of products, amount of staffs in the department		2.5	1.0	1.5
	PC11. ensure that the budget is correctly maintained for the various activities carried out		2.5	1.0	1.5

Qualifications Pack For Housekeeping Manager

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC12. maintain a file of receipts of all the expense incurred for the department		2.5	1.0	1.5
	PC13. ensure the budget is align with the organisational objective and target		2.5	1.0	1.5
	PC14. set the performance standards for measuring effectiveness of other housekeeping staffs		2.5	1.0	1.5
	PC15. cooperate and coordinate with all housekeeping employees		2.5	1.0	1.5
	PC16. interact with employees and get their planned absence from the office for the week		2.5	1.0	1.5
	PC17. prepare a weekly work schedule based on employees availability		2.5	1.0	1.5
	PC18. intimate the employees about the schedule and ensure that it is accepted by all		2.5	1.0	1.5
	PC19. coordinate with banquet department and fulfill housekeeping requirement for events		2.5	1.0	1.5
	POINTS		50	20.0	30.0
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0225 Perform staffing and organizing of housekeeping department	PC1. identify the skills required for various roles in the housekeeping department	50	3.5	1.5	2.0
	PC2. attract applications from qualified candidates for any vacant roles in the department		3.5	1.0	2.5
	PC3. recruit and select job applicants based on the qualification		3.5	1.0	2.5
	PC4. provide orientation to new employees for accustoming to the organization culture		3.5	1.5	2.0
	PC5. provide adequate training facilities to the new recruits so that they are able to fulfill the work requirements		3.5	1.5	2.0
	PC6. provide adequate upskilling training facilities to existing employees so		4.0	1.0	3.0

Qualifications Pack For Housekeeping Manager

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	that the organization keeps in pace with the evolving trends in housekeeping department				
	PC7. identify and allocate tasks of appropriate level to housekeeping staffs		4.0	1.0	3.0
	PC8. ensure that the employees belonging to same role are assigned similar tasks		4.0	1.0	3.0
	PC9. ensure fair pay of employees so that no employee is dissatisfied		3.5	1.0	2.5
	PC10. recognize and reward employees who exceed the performance standards		3.0	1.0	2.0
	PC11. address the grievances of employees		3.5	1.0	2.5
	PC12. treat all employees in a fair and equal way		3.5	1.0	2.5
	PC13. resolve conflicts among employees in a fair manner so that it doesn't affects the activities of the department		3.5	1.0	2.5
	PC14. ensure that the employee morale is always high in the housekeeping department		3.5	1.0	2.5
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N0226 Control the activities of housekeeping department	PC1. ensure that employees are punctual	50	2.5	1.0	1.5
	PC2. ensure that all employees clock the required number of work-hours everyday		2.5	1.0	1.5
	PC3. follow the various activities performed by employees and ensure that they do it with expected standards		2.5	1.0	1.5
	PC4. follow up with employees for uninformed absence from office		2.5	1.0	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC5. ensure that no employee is over burdened with work		2.5	1.0	1.5
	PC6. identify the areas that come under housekeeping department		2.5	1.0	1.5
	PC7. estimate the quality and standards with which all activities in the department needs to be carried out		2.5	1.0	1.5
	PC8. ensure that all the areas under housekeeping department are maintained in such a manner that guests are always satisfied		2.5	1.0	1.5
	PC9. perform random inspection checks in rooms and public area and ensure they are well maintained		2.5	1.0	1.5
	PC10. inspect rooms allocated for VIPs or regular customers before they check in		2.5	1.0	1.5
	PC11. ensure that all the housekeeping equipment are working properly		2.5	1.0	1.5
	PC12. provide adequate training to all employees regarding handling of equipments		2.5	1.0	1.5
	PC13. ensure that the equipments undergo routine service		2.5	1.0	1.5
	PC14. ensure that faulty equipments are repaired on time		2.5	1.0	1.5
	PC15. listen to the requirements of laundry manager and address them		2.5	1.0	1.5
	PC16. listen to grievances of guests and address them		3.0	1.5	1.5
	PC17. ensure that guests are always satisfied		3.0	1.5	1.5
	PC18. escalate guest complaints beyond scope of manager's role to executive housekeeper		2.5	1.0	1.5
	PC19. receive feedback from guests and evaluate quality of service provided		2.5	1.0	1.5
	POINTS		50	20.0	30.0
	TOTAL POINTS			50	

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
	PC25. listen actively in a two way communication		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS		50	18.5	31.5
	TOTAL POINTS				50

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.5	2.0
	POINTS		50	10	40
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness,		2.0	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	care and professionalism				
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1.0
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	POINTS		50	14	36
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC19. avoid specific discrimination and give women their due respect	50	2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			50	

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC21. report on personal health issues related to injury, food, air and infectious diseases	50	1.5	0.5	1.0
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.0	0.5	0.5
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
PC8. practice correct emergency procedures		1.5	0.5	1.0
PC9. check and review the storage areas frequently		1.5	0.5	1.0
PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	
	GRAND TOTAL	500		171	329