

Qualification Pack



Laundry Associate

QP Code: THC/Q0204

Version: 2.0

NSQF Level: 4

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THC/Q0204: Laundry Associate

Brief Job Description

The individual at work collects in-house and guests' dirty laundry like clothes, bed linens, curtains, tablecloths, napkins, staff uniforms, etc. and washes, irons and delivers them.

Personal Attributes

The job requires the individual to be physically fit and have a service-oriented approach and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0219: Prepare for laundry duties](#)
2. [THC/N0221: Perform laundry operations](#)
3. [THC/N0222: Deliver laundered items](#)
4. [THC/N9901: Communicate effectively and maintain service standards](#)
5. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
6. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 9121.0200

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Minimum Educational Qualification & Experience	10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th and one year of experience)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	18/02/2021
Next Review Date	24/06/2024
NSQC Approval Date	24/06/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04304
NQR Version	1

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THC/N0219: Prepare for laundry duties

Description

This OS unit is about preparing for laundry duties like attending to laundry calls, collecting the items from uniform room, linen chutes and guest rooms for washing cycle/dry cleaning.

Scope

The scope covers the following :

- Collect and sort guest laundry
- Collect and sort in-house linen
- Collect and sort uniform

Elements and Performance Criteria

Collect and sort guest laundry

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

- PC1.** attend to a guest request for laundry
- PC2.** enter the call in the guest message register
- PC3.** inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.
- PC4.** pick up the laundry bag and filled laundry form from the guest room
- PC5.** note any special request such as removal of stains, alteration or button replacement, etc.
- PC6.** inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement
- PC7.** check and verify the clothes against the list and transfer them to the linen room
- PC8.** sort the garments for pressing/dry-cleaning/washing and place them in the respective bins
- PC9.** put the items that can color-bleed in hand wash bin
- PC10.** send the express laundry and pressing items to the respective sections immediately
- PC11.** segregate all clothes color-wise and fabric wise for machine wash
- PC12.** check the clothes for any repair or stray items left in the pocket
- PC13.** report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets
- PC14.** mark or tag the clothes as per organizational standards
- PC15.** record the details in the prescribed format
- PC16.** submit all the details and forms to the Laundry Manager

Collect and sort in-house linen

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

- PC17.** collect soiled linen from housekeeping
- PC18.** sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles

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- PC19.** sort the linen further by its type like towels, bedsheets, etc.
- PC20.** monogram the new linen before washing so that it can easily be identified and controlled for pilferage
- PC21.** separate the linen that requires repair and send to the tailor
- PC22.** separate the condemned or discarded linen before washing and send it to the tailor room for further use
- PC23.** remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc.

Collect and sort uniform

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

- PC24.** collect the soiled uniforms from the uniform department
- PC25.** count the uniform physically in front of the uniform attendant
- PC26.** enter all details in the uniform exchange register
- PC27.** sort uniform based on the nature of soiling or type of uniform like blazers, sarees, etc.
- PC28.** separate dark load from the light and white load

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** laundry workflow and departmental organization
- KU3.** types of in-house laundry items like bed linen, curtains, table cloths, etc.
- KU4.** different types of fabrics and their properties
- KU5.** standard guest and in-house laundry collection procedures
- KU6.** washing procedures for various fabrics
- KU7.** linen inspection and segregation process
- KU8.** sorting procedures for various items
- KU9.** standard tagging or marking process
- KU10.** various types of records to be maintained like laundry form, uniform, and linen registers, etc.

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** manage time effectively for prompt and improved guest services
- GS3.** fill up required forms
- GS4.** document all requirements and details
- GS5.** communicate effectively with co-workers and supervisors
- GS6.** coordinate with other departments for smooth functioning

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect and sort guest laundry</i>	15	15	-	8
PC1. attend to a guest request for laundry	-	-	-	-
PC2. enter the call in the guest message register	-	-	-	-
PC3. inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.	-	-	-	-
PC4. pick up the laundry bag and filled laundry form from the guest room	-	-	-	-
PC5. note any special request such as removal of stains, alteration or button replacement, etc.	-	-	-	-
PC6. inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement	-	-	-	-
PC7. check and verify the clothes against the list and transfer them to the linen room	-	-	-	-
PC8. sort the garments for pressing/dry-cleaning/washing and place them in the respective bins	-	-	-	-
PC9. put the items that can color-bleed in hand wash bin	-	-	-	-
PC10. send the express laundry and pressing items to the respective sections immediately	-	-	-	-
PC11. segregate all clothes color-wise and fabric wise for machine wash	-	-	-	-
PC12. check the clothes for any repair or stray items left in the pocket	-	-	-	-
PC13. report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets	-	-	-	-
PC14. mark or tag the clothes as per organizational standards	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. record the details in the prescribed format	-	-	-	-
PC16. submit all the details and forms to the Laundry Manager	-	-	-	-
<i>Collect and sort in-house linen</i>	15	15	-	8
PC17. collect soiled linen from housekeeping	-	-	-	-
PC18. sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles	-	-	-	-
PC19. sort the linen further by its type like towels, bedsheets, etc.	-	-	-	-
PC20. monogram the new linen before washing so that it can easily be identified and controlled for pilferage	-	-	-	-
PC21. separate the linen that requires repair and send to the tailor	-	-	-	-
PC22. separate the condemned or discarded linen before washing and send it to the tailor room for further use	-	-	-	-
PC23. remove all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc.	-	-	-	-
<i>Collect and sort uniform</i>	10	10	-	4
PC24. collect the soiled uniforms from the uniform department	-	-	-	-
PC25. count the uniform physically in front of the uniform attendant	-	-	-	-
PC26. enter all details in the uniform exchange register	-	-	-	-
PC27. sort uniform based on the nature of soiling or type of uniform like blazers, sarees, etc.	-	-	-	-
PC28. separate dark load from the light and white load	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0219
NOS Name	Prepare for laundry duties
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	18/02/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

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THC/N0221: Perform laundry operations

Description

This OS unit is about laundering all guest items and in-house linen and uniforms using appropriate methods.

Scope

The scope covers the following :

- Remove the stains through spotting
- Hand wash the garments
- Perform machine washing and drying
- Dry clean the garments
- Iron the garments
- Perform additional laundry services

Elements and Performance Criteria

Remove the stains through spotting

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

- PC1.** identify the type of stain
- PC2.** clean the table and the steam gun nozzle
- PC3.** arrange the chemicals required for spotting
- PC4.** place stain right side up on the perforated plate
- PC5.** steam the stain using a spray gun and steam pedal
- PC6.** apply appropriate chemical on the stain
- PC7.** rub the stain and reapply steam
- PC8.** dry the fabric after the stain is removed

Hand wash the garments

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

- PC9.** prepare the required solution or cleaning agent
- PC10.** segregate the hand wash clothes into light and dark color
- PC11.** separate the items in which the color bleeds
- PC12.** soak each lot separately
- PC13.** rub lightly with hands or brush, as appropriate
- PC14.** rinse the washed clothes
- PC15.** dry the clothes by hanging them
- PC16.** send the linen or garments for processing to the steam or cotton press unit according to fabric

Perform machine washing and drying

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

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- PC17.** load the machine as per its optimum capacity
- PC18.** measure required chemicals into the appropriate suspenders
- PC19.** set the program in the machine as per the fabric and wash load type
- PC20.** monitor the washer for correct water levels, water temperature, proper draining, and for any leakage, etc.
- PC21.** unload the machine at the end of the wash cycle
- PC22.** hang the items that require steam press for air drying
- PC23.** dry the other items in the dryer
- PC24.** monitor the dryer for correct load, right program settings, etc.
- PC25.** send the machine dried items to be pressed to the respective pressing units

Dry clean the garments

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

- PC26.** place the small and delicate items in a net bag before loading in the machine
- PC27.** load the dry-cleaning machine as per capacity
- PC28.** measure and add required chemicals as per the fabric
- PC29.** operate the dry-cleaning machine as per specifications
- PC30.** send the items to respective pressing units after dry-cleaning

Iron the garments

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

- PC31.** clean and feather brush the pressing unit
- PC32.** ensure there are no previous day's clothes on the shelf or rack
- PC33.** arrange sufficient number of hangers
- PC34.** fill up spray bottles with fresh water for dampening the clothes
- PC35.** iron the clothes manually or using the press unit, as applicable

Perform additional laundry services

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

- PC36.** assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals
- PC37.** clean the laundry machines as per specifications
- PC38.** keep storage areas and carts well-stocked, clean, and tidy
- PC39.** track maintenance and repairs of laundering equipment as directed by the Laundry Manager
- PC40.** keep the facility clean at all times
- PC41.** report any technical problems in the machinery or deficit in the inventory to laundry Manager

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** laundry workflow and departmental organization
- KU3.** procedure to wash the clothes

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- KU4.** types and operating procedure of laundry machines
- KU5.** steps of laundering and washing mechanism
- KU6.** types of fabrics and washing requirements
- KU7.** types of stain and their removal procedures
- KU8.** types of detergents and cleaning agents used for washing
- KU9.** methods of sorting the fabrics
- KU10.** washing, drying and ironing procedures
- KU11.** stain identification techniques
- KU12.** dry cleaning process
- KU13.** types of care symbols on the garments
- KU14.** cleaning and maintenance procedures for different washing machines and dryers

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively with co-workers and supervisors
- GS3.** manage time effectively for prompt and improved services
- GS4.** coordinate with different departments for smooth workflow

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Remove the stains through spotting</i>	15	15	-	5
PC1. identify the type of stain	-	-	-	-
PC2. clean the table and the steam gun nozzle	-	-	-	-
PC3. arrange the chemicals required for spotting	-	-	-	-
PC4. place stain right side up on the perforated plate	-	-	-	-
PC5. steam the stain using a spray gun and steam pedal	-	-	-	-
PC6. apply appropriate chemical on the stain	-	-	-	-
PC7. rub the stain and reapply steam	-	-	-	-
PC8. dry the fabric after the stain is removed	-	-	-	-
<i>Hand wash the garments</i>	15	15	-	10
PC9. prepare the required solution or cleaning agent	-	-	-	-
PC10. segregate the hand wash clothes into light and dark color	-	-	-	-
PC11. separate the items in which the color bleeds	-	-	-	-
PC12. soak each lot separately	-	-	-	-
PC13. rub lightly with hands or brush, as appropriate	-	-	-	-
PC14. rinse the washed clothes	-	-	-	-
PC15. dry the clothes by hanging them	-	-	-	-
PC16. send the linen or garments for processing to the steam or cotton press unit according to fabric	-	-	-	-
<i>Perform machine washing and drying</i>	10	10	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC17. load the machine as per its optimum capacity	-	-	-	-
PC18. measure required chemicals into the appropriate suspenders	-	-	-	-
PC19. set the program in the machine as per the fabric and wash load type	-	-	-	-
PC20. monitor the washer for correct water levels, water temperature, proper draining, and for any leakage, etc.	-	-	-	-
PC21. unload the machine at the end of the wash cycle	-	-	-	-
PC22. hang the items that require steam press for air drying	-	-	-	-
PC23. dry the other items in the dryer	-	-	-	-
PC24. monitor the dryer for correct load, right program settings, etc.	-	-	-	-
PC25. send the machine dried items to be pressed to the respective pressing units	-	-	-	-
<i>Dry clean the garments</i>	20	20	-	10
PC26. place the small and delicate items in a net bag before loading in the machine	-	-	-	-
PC27. load the dry-cleaning machine as per capacity	-	-	-	-
PC28. measure and add required chemicals as per the fabric	-	-	-	-
PC29. operate the dry-cleaning machine as per specifications	-	-	-	-
PC30. send the items to respective pressing units after dry-cleaning	-	-	-	-
<i>Iron the garments</i>	10	10	-	5
PC31. clean and feather brush the pressing unit	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. ensure there are no previous day's clothes on the shelf or rack	-	-	-	-
PC33. arrange sufficient number of hangers	-	-	-	-
PC34. fill up spray bottles with fresh water for dampening the clothes	-	-	-	-
PC35. iron the clothes manually or using the press unit, as applicable	-	-	-	-
<i>Perform additional laundry services</i>	10	10	-	5
PC36. assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals	-	-	-	-
PC37. clean the laundry machines as per specifications	-	-	-	-
PC38. keep storage areas and carts well-stocked, clean, and tidy	-	-	-	-
PC39. track maintenance and repairs of laundering equipment as directed by the Laundry Manager	-	-	-	-
PC40. keep the facility clean at all times	-	-	-	-
PC41. report any technical problems in the machinery or deficit in the inventory to laundry Manager	-	-	-	-
NOS Total	80	80	-	40

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0221
NOS Name	Perform laundry operations
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	18/02/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

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THC/N0222: Deliver laundered items

Description

This OS unit is about checking the guest and in-house laundered items for proper finishing and quality, and delivering them to appropriate places.

Scope

The scope covers the following :

- Check quality of laundered items
- Deliver guest laundry
- Deliver in-house laundry and uniform

Elements and Performance Criteria

Check quality of laundered items

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

- PC1.** check the garments for missing buttons, stains, zippers, tears, etc.
- PC2.** inspect the linen for wear and tear and stubborn stains
- PC3.** check for any discoloration of items
- PC4.** verify the quality of washing and dry cleaning for all items
- PC5.** check if all items are properly pressed and folded as per the standards

Deliver guest laundry

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

- PC6.** verify the items with the laundry slip
- PC7.** remove the tag from guest laundry
- PC8.** ensure guest requirements for all items are met
- PC9.** pack the garment in a proper laundry bag as per the procedure
- PC10.** deliver the guest items on time
- PC11.** make sure the right items are returned to their correct owners
- PC12.** request guest to count or check the items and confirm
- PC13.** present the invoice for guest signature, as per standards
- PC14.** submit the signed invoice to supervisor for further processing as per SOP

Deliver in-house laundry and uniform

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

- PC15.** fold the laundry items manually or using automatic folding and stacking machines, as applicable
- PC16.** transport the ready laundered linen to the designated area such as linen room
- PC17.** deliver the laundered uniform to the designated department
- PC18.** organize and store the stock at designated locations

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational code of conduct, business etiquette, service guidelines and policies
- KU2.** inspection methods for quality of laundered items
- KU3.** ironing techniques for different items
- KU4.** packing and folding techniques of different type of laundry items
- KU5.** standard procedure to present the invoice to the guest
- KU6.** delivery procedures for laundered items

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** communicate effectively with co-workers
- GS3.** manage time effectively for prompt and improved services
- GS4.** document all requirements and details

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check quality of laundered items</i>	10	10	-	5
PC1. check the garments for missing buttons, stains, zippers, tears, etc.	-	-	-	-
PC2. inspect the linen for wear and tear and stubborn stains	-	-	-	-
PC3. check for any discoloration of items	-	-	-	-
PC4. verify the quality of washing and dry cleaning for all items	-	-	-	-
PC5. check if all items are properly pressed and folded as per the standards	-	-	-	-
<i>Deliver guest laundry</i>	15	15	-	10
PC6. verify the items with the laundry slip	-	-	-	-
PC7. remove the tag from guest laundry	-	-	-	-
PC8. ensure guest requirements for all items are met	-	-	-	-
PC9. pack the garment in a proper laundry bag as per the procedure	-	-	-	-
PC10. deliver the guest items on time	-	-	-	-
PC11. make sure the right items are returned to their correct owners	-	-	-	-
PC12. request guest to count or check the items and confirm	-	-	-	-
PC13. present the invoice for guest signature, as per standards	-	-	-	-
PC14. submit the signed invoice to supervisor for further processing as per SOP	-	-	-	-
<i>Deliver in-house laundry and uniform</i>	15	15	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. fold the laundry items manually or using automatic folding and stacking machines, as applicable	-	-	-	-
PC16. transport the ready laundered linen to the designated area such as linen room	-	-	-	-
PC17. deliver the laundered uniform to the designated department	-	-	-	-
PC18. organize and store the stock at designated locations	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0222
NOS Name	Deliver laundered items
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	18/02/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

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THC/N9901: Communicate effectively and maintain service standards

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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

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

Maintain professional etiquette

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

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

Provide specific services as per the guests' requirements

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policies on behavioural etiquette and professionalism

KU2. organizational policies on gender sensitive service practices at workplace

KU3. organizational hierarchy and reporting structure

KU4. documentation policy and procedures of the organization

KU5. service quality standards as per organizational policies

KU6. complaint handling policy and procedures

KU7. SOP on personal hygiene

KU8. procedure of giving and receiving feedback positively

KU9. gender specific requirements of different types of guest

KU10. specific requirements of different age-groups of guests

KU11. age and gender specific etiquette

KU12. key helpline numbers

KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

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

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

GS2. interact with coworkers to work efficiently

GS3. communicate effectively with the guests

GS4. solve problem when required

GS5. improve work processes by incorporating guests' feedback

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Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Respect guest's privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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



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

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Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

THC/N9906: Follow Health, Hygiene and Safety practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

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

Take precautionary health measures

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

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

Follow standard safety procedure

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

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

Follow effective waste management

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 50% of % aggregate marks to successfully clear the assessment.

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

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0219.Prepare for laundry duties	40	40	-	20	100	20
THC/N0221.Perform laundry operations	80	80	-	40	200	20
THC/N0222.Deliver laundered items	40	40	-	30	100	20
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	15
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
Total	235	245	-	130	600	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
HACCP	Hazard Analysis and Critical Control Point
PPE	Personal Protective Equipment
ISO	International Organization for Standardization

Qualification Pack

Glossary

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

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