

Qualification Pack



Revenue Manager

QP Code: THC/Q0112

Version: 2.0

NSQF Level: 6

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THC/Q0112: Revenue Manager

Brief Job Description

The individual at work develops pricing strategies and forecasts the revenue for hotels and other lodging establishments while working closely with sales teams, reception desk employees and the hotel senior management in areas of promotion, business planning and reservation costs.

Personal Attributes

The job requires the individual to be a multi-tasker with communication, interpersonal, organizational, analytical and strategic skills and ability to work under pressure.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0134: Conduct research and formulate strategies](#)
2. [THC/N0135: Manage revenue and the team](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 1324.0500, 2412.0200

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Minimum Educational Qualification & Experience	Graduate with 6 Years of experience in relevant trade OR Diploma (3 Years (After class 12th) in relevant trade) with 7 Years of experience in relevant trade OR Certificate-NSQF (level - 5 Front Office Executive) with 4 Years of experience in relevant trade
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 Years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2025
Deactivation Date	24/02/2025
NSQC Approval Date	24/02/2022
Version	2.0
Reference code on NQR	2022/TH/THSC/05469
NQR Version	1.0

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THC/N0134: Conduct research and formulate strategies

Description

This OS unit is about conducting competitor and market research and analyzing the facts and figures to formulate and implement revenue generation strategies.

Scope

The scope covers the following :

- Analyze facts and figures to formulate strategies
- Conduct competitor analyses
- Create and implement pricing strategies

Elements and Performance Criteria

Analyze facts and figures to formulate strategies

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

- PC1.** coordinate with front desk personnel to track guest trends and reservations
- PC2.** conduct analysis of citywide and special events
- PC3.** analyze trends in group inventories & rates to include occupancy, goals, product line, and strategic sales goals
- PC4.** examine and monitor marketing channels, and other account production
- PC5.** analyze economic trends to determine the demand for hotel reservations based on tourism and business travel

Conduct competitor analysis

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

- PC6.** evaluate the prices of the competitor periodically to ensure increased reservations and more revenue
- PC7.** monitor competitors closely for the shift in demand and strategy
- PC8.** monitor and analyze the competition weekly through the internet, news reports, etc. to identify emerging trends
- PC9.** identify the business mix of the competitors to better understand which hotels are similar to their own business and also to identify where potential advantages may exist

Create and implement pricing strategies

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

- PC10.** identify new revenue opportunities through market analysis
- PC11.** forecast future demand and pricing trends
- PC12.** forecast monthly revenue and identify and communicate revenue opportunities to management
- PC13.** develop pricing strategies, including building rates for rooms and packages and determining discounts and special rates

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- PC14.** set room rates and other prices in order to keep the hotel pricing competitive and earn revenue
- PC15.** develop and enforce organizational financial policies and regulations
- PC16.** develop revenue recognition strategies to maximize the organization's revenue
- PC17.** implement revenue management operations, procedures, and best practices to maximize demand generators
- PC18.** review and recommend improvements to existing revenue management functions
- PC19.** develop internal control system to support revenue management activities
- PC20.** establish appropriate goals and benchmarks in order to effectively measure revenue performance
- PC21.** implement tools to automate and streamline consultations as well as document action plans
- PC22.** explore and provide variations in the market mix which would stimulate additional revenue without increasing costs
- PC23.** assist senior management in creating promotional campaigns in order to generate business
- PC24.** provide financial expertise to management for revenue improvements
- PC25.** foster a culture of revenue management throughout all departments of the hotel
- PC26.** develop and implement innovative marketing strategies focused on attracting guests from different key segments
- PC27.** provide critical analysis of strategies, room's statistics, and demand factors
- PC28.** develop targeted propositions across the hotel's website, distribution channels, e-marketing, and offline channels

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** statistical analysis techniques
- KU2.** trend analysis procedures
- KU3.** competition analysis techniques
- KU4.** revenue management principles
- KU5.** strategic and differential pricing strategies
- KU6.** importance of price in 4Ps of the marketing mix
- KU7.** role of supply & demand, cost, and value in pricing
- KU8.** revenue optimization process
- KU9.** legal and ethical aspects of revenue management
- KU10.** demand forecasting techniques
- KU11.** market segmentation and analysis
- KU12.** price management techniques
- KU13.** marketing channel management procedures
- KU14.** market analysis techniques and trends
- KU15.** how to measure revenue change
- KU16.** evaluation procedure for revenue-generating efficiency

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KU17. keys to building a better business

KU18. process to create promotional campaigns

KU19. critical analysis techniques of strategies and demand factors

Generic Skills (GS)

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

GS1. read and interpret financial information

GS2. analyze revenue management policies

GS3. communicate effectively with the sales team and senior management

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyze facts and figures to formulate strategies</i>	10	10	-	5
PC1. coordinate with front desk personnel to track guest trends and reservations	-	-	-	-
PC2. conduct analysis of citywide and special events	-	-	-	-
PC3. analyze trends in group inventories & rates to include occupancy, goals, product line, and strategic sales goals	-	-	-	-
PC4. examine and monitor marketing channels, and other account production	-	-	-	-
PC5. analyze economic trends to determine the demand for hotel reservations based on tourism and business travel	-	-	-	-
<i>Conduct competitor analysis</i>	10	10	-	5
PC6. evaluate the prices of the competitor periodically to ensure increased reservations and more revenue	-	-	-	-
PC7. monitor competitors closely for the shift in demand and strategy	-	-	-	-
PC8. monitor and analyze the competition weekly through the internet, news reports, etc. to identify emerging trends	-	-	-	-
PC9. identify the business mix of the competitors to better understand which hotels are similar to their own business and also to identify where potential advantages may exist	-	-	-	-
<i>Create and implement pricing strategies</i>	20	20	-	10
PC10. identify new revenue opportunities through market analysis	-	-	-	-
PC11. forecast future demand and pricing trends	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. forecast monthly revenue and identify and communicate revenue opportunities to management	-	-	-	-
PC13. develop pricing strategies, including building rates for rooms and packages and determining discounts and special rates	-	-	-	-
PC14. set room rates and other prices in order to keep the hotel pricing competitive and earn revenue	-	-	-	-
PC15. develop and enforce organizational financial policies and regulations	-	-	-	-
PC16. develop revenue recognition strategies to maximize the organization's revenue	-	-	-	-
PC17. implement revenue management operations, procedures, and best practices to maximize demand generators	-	-	-	-
PC18. review and recommend improvements to existing revenue management functions	-	-	-	-
PC19. develop internal control system to support revenue management activities	-	-	-	-
PC20. establish appropriate goals and benchmarks in order to effectively measure revenue performance	-	-	-	-
PC21. implement tools to automate and streamline consultations as well as document action plans	-	-	-	-
PC22. explore and provide variations in the market mix which would stimulate additional revenue without increasing costs	-	-	-	-
PC23. assist senior management in creating promotional campaigns in order to generate business	-	-	-	-
PC24. provide financial expertise to management for revenue improvements	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. foster a culture of revenue management throughout all departments of the hotel	-	-	-	-
PC26. develop and implement innovative marketing strategies focused on attracting guests from different key segments	-	-	-	-
PC27. provide critical analysis of strategies, room's statistics, and demand factors	-	-	-	-
PC28. develop targeted propositions across the hotel's website, distribution channels, e-marketing, and offline channels	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0134
NOS Name	Conduct research and formulate strategies
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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THC/N0135: Manage revenue and the team

Description

This OS unit is about managing the hotel's revenue and handling the revenue management team to ensure maximum revenue.

Scope

The scope covers the following :

- Manage hotel revenue
- Handle revenue management team

Elements and Performance Criteria

Manage hotel revenue

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

- PC1.** assist senior management in budget preparation and expense control activities
- PC2.** determine the hotel's revenue after expenditures using the accounting processes
- PC3.** generate revenue reports and financial statements
- PC4.** analyze financial statements and determine monthly revenues and expenses
- PC5.** report financial information to general managers periodically
- PC6.** make suggestions for increasing revenue through changes in pricing and efforts in generating more business
- PC7.** assist the management in revenue accounting and closing processes on a monthly, quarterly, and annual basis
- PC8.** identify and resolve revenue-related issues promptly
- PC9.** ensure the maintenance of revenue management standards
- PC10.** review and measure hotel revenue performance against established goals
- PC11.** ensure overall development and implementation of rate and occupancy
- PC12.** coordinate with each department to develop property-specific strategies to ensure positive growth
- PC13.** ensure that all major channels of distribution like the Internet, GDS, CRO, Wholesale effectively support the hotel and maintain rate parity
- PC14.** provide management with qualified analysis of how each booking will impact occupancy, average rate, and rooms profit over the dates in question
- PC15.** work on all revenue management projects as requested e.g., implementing formal end of the month reporting process, providing roll-up reporting for corporate users and the brand team, etc.
- PC16.** manage the digital presence of the hotel
- PC17.** analyze and determine whether the hotel is effectively marketing itself across electronic distribution channels

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PC18. ensure that all room statistics reports, including the financial statement, and any other related reports are accurate and consistent

PC19. ensure that all revenue management related systems are maintained like Opera/Fidelio/Protel, etc.

Handle revenue management team

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

PC20. assess the resource requirement for the revenue management team

PC21. set clear team goals and targets

PC22. delegate tasks to the team members and set deadlines

PC23. organize regular meeting with the team to get feedback, update, and maintaining a good relationship with the team members

PC24. manage orientation for new hires and training programs for the existing employees to train them on the revenue management of the organization

PC25. prepare training materials training schedules for the team members

PC26. complete and administer employee performance appraisals

PC27. analyze and resolve conflicts in the team, in a timely and accurate manner

PC28. implement new initiatives to improve the performance of the team

PC29. ensure that team members follow standard procedures at all times

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. budget preparation process

KU2. principles of financial management and accounting

KU3. ways to increase revenue

KU4. revenue and expenditure analysis techniques

KU5. revenue maintenance standards

KU6. maintenance procedures of distribution channels

KU7. impact analysis techniques

KU8. maintenance procedures of revenue management systems

KU9. ways to delegate tasks to the team members

KU10. effective ways to debrief the team

KU11. procedure to conduct team meetings, orientations, and training

KU12. employee performance parameters

KU13. ways to give constructive feedback

KU14. team management techniques

KU15. conflict management strategies

Generic Skills (GS)

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



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- GS1.** read and interpret financial information
- GS2.** analyze revenue management policies
- GS3.** communicate effectively with the revenue management team and senior management
- GS4.** resolve staff conflicts

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage hotel revenue</i>	20	20	-	10
PC1. assist senior management in budget preparation and expense control activities	-	-	-	-
PC2. determine the hotel's revenue after expenditures using the accounting processes	-	-	-	-
PC3. generate revenue reports and financial statements	-	-	-	-
PC4. analyze financial statements and determine monthly revenues and expenses	-	-	-	-
PC5. report financial information to general managers periodically	-	-	-	-
PC6. make suggestions for increasing revenue through changes in pricing and efforts in generating more business	-	-	-	-
PC7. assist the management in revenue accounting and closing processes on a monthly, quarterly, and annual basis	-	-	-	-
PC8. identify and resolve revenue-related issues promptly	-	-	-	-
PC9. ensure the maintenance of revenue management standards	-	-	-	-
PC10. review and measure hotel revenue performance against established goals	-	-	-	-
PC11. ensure overall development and implementation of rate and occupancy	-	-	-	-
PC12. coordinate with each department to develop property-specific strategies to ensure positive growth	-	-	-	-
PC13. ensure that all major channels of distribution like the Internet, GDS, CRO, Wholesale effectively support the hotel and maintain rate parity	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. provide management with qualified analysis of how each booking will impact occupancy, average rate, and rooms profit over the dates in question	-	-	-	-
PC15. work on all revenue management projects as requested e.g., implementing formal end of the month reporting process, providing roll-up reporting for corporate users and the brand team, etc.	-	-	-	-
PC16. manage the digital presence of the hotel	-	-	-	-
PC17. analyze and determine whether the hotel is effectively marketing itself across electronic distribution channels	-	-	-	-
PC18. ensure that all room statistics reports, including the financial statement, and any other related reports are accurate and consistent	-	-	-	-
PC19. ensure that all revenue management related systems are maintained like Opera/Fidelio/Protel, etc.	-	-	-	-
<i>Handle revenue management team</i>	20	20	-	10
PC20. assess the resource requirement for the revenue management team	-	-	-	-
PC21. set clear team goals and targets	-	-	-	-
PC22. delegate tasks to the team members and set deadlines	-	-	-	-
PC23. organize regular meeting with the team to get feedback, update, and maintaining a good relationship with the team members	-	-	-	-
PC24. manage orientation for new hires and training programs for the existing employees to train them on the revenue management of the organization	-	-	-	-
PC25. prepare training materials training schedules for the team members	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. complete and administer employee performance appraisals	-	-	-	-
PC27. analyze and resolve conflicts in the team, in a timely and accurate manner	-	-	-	-
PC28. implement new initiatives to improve the performance of the team	-	-	-	-
PC29. ensure that team members follow standard procedures at all times	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N0135
NOS Name	Manage revenue and the team
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Promote effective communication

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

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

Maintain professional etiquette

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

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

Ensure rendering of specific services as per the guests' requirements

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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

Description

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

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Maintain guests' privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

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

GS1. read and follow IPR and related information documents

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

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

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

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Ensure personal and workplace hygiene

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

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

Maintain safe and secure working environment

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

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

Follow effective waste management and recycling practices at workplace

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0134. Conduct research and formulate strategies	40	40	0	20	100	25
THC/N0135. Manage revenue and the team	40	40	0	20	100	25
THC/N9902. Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910. Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	15
THC/N9907. Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
Total	160	160	-	80	400	100

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Acronyms

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

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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.