



Model Curriculum

QP Name: Concierge Manager

QP Code: THC/Q0114

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

Table of Contents

Training Parameters	2
Program Overview	3
Training Outcomes	3
Compulsory Modules	3
Module 1: Introduction to Front Office Management and Concierge Manager	5
Module 2: Monitor Concierge Budget	6
Module 3: Perform Team Management for Concierge Department	7
Module 4: Manage the Vendors	8
Module 5: Manage Guest Service Activities	9
Module 6: Promote Effective Communication and Service Standard	10
Module 7: Organizational Confidentiality and Guest's Privacy	11
Module 8: Monitor Health and Safety Standard	12
Module 9: On-the-Job Training	13
Annexure	14
Trainer Requirements	14
Assessor Requirements	15
Assessment Strategy	16
References	18
Glossary	18
Acronyms and Abbreviations	19

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Front Office Management
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221.0400
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) with 2 Years of experience in Customer Service OR 12th Class/I.T.I. (one year after class 10th and with one year of experience) with 2 Years of experience in Customer Service OR Certificate-NSQF (level-5 Bell Captain) with 1 Years of experience in Customer Service
Pre-Requisite License or Training	
Minimum Job Entry Age	21years
Last Reviewed On	24/06/2021
Next Review Date	24/06/2024
NSQC Approval Date	24/06/2021
QP Version	2.0
Model Curriculum Creation Date	24/06/2021
Model Curriculum Valid Up to Date	24/06/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	328 Hours, 0 Minutes
Maximum Duration of the Course	568 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Explain the procedures of estimating, monitoring and managing the budget of the Concierge Department
- Perform the tasks to manage the Concierge team
- Describe the vendor management procedure
- Apply appropriate skills and knowledge to monitor guests' service activities
- Prepare sample reports and documents, like expenditure report, staff duty roster, staff performance report, guests' satisfaction report, etc.
- Apply appropriate practices to promote effective communications with guests, colleagues and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitivity while interacting with colleagues and guests
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene and safety standards at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Front Office Management and Concierge Manager	08:00	00:00	00:00	00:00	08:00
THC/N0140 – Manage Concierge Operations NOS Version No. 2.0 NSQF Level 6	72:00	108:00	00:00	192:00	180:00
Module 2: Monitor Concierge Budget	16:00	24:00	00:00	48:00	40:00
Module 3: Perform Team Management for Concierge Department	24:00	32:00	00:00	48:00	56:00
Module 4: Manage the Vendors	12:00	20:00	00:00	40:00	32:00
Module 5: Manage Guest Service Activities	20:00	32:00	00:00	56:00	52:00

THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	24:00	32:00	00:00	24:00	56:00
Module 6: Promote Effective Communication and Service Standard	24:00	32:00	00:00	24:00	56:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	00:00	08:00	20:00
Module 7: Organizational Confidentiality and Guest’s privacy	16:00	04:00	00:00	08:00	20:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	00:00	16:00	64:00
Module 8: Monitor Health and Safety Standard	24:00	40:00	00:00	16:00	64:00
Total Duration	144:00	184:00	00:00	240:00	328:00

Module Details

Module 1: Introduction to Concierge and Front Office Management Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Concierge Manager
- Explain the scope of work for a Concierge Manager

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Elaborate the basic terminology used in the hospitality parlance • Discuss various facilities and amenities in the Hotel Industry • Discuss various functions and organizational structure of Front Office and Concierge in the Hotel Industry • Explain the functions of the Concierge Department in the Hotel Industry • Elaborate the job role and job opportunity for Concierge Manager in the Tourism and Hospitality Industry • Explain the grooming standards and other guidelines for Concierge Department 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Monitor Concierge Budget

Mapped to THC/N0140 v 2.0

Terminal Outcomes:

- Perform the steps to estimate a budget for the Concierge Department
- Apply appropriate practices to monitor and control the expenditure of the Department
- Prepare a sample expenditure report for the Concierge Department

Duration: 16:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the types of expenses incurred by the Concierge Department • Explain the significance of adhering to the budget associated with the Concierge Department • Elaborate the significance and procedures of Budget Management • State the importance of maintaining the expenditure record 	<ul style="list-style-type: none"> • Apply appropriate practices while estimating the total expenses of the Concierge Department • Employ appropriate techniques to ensure that the departmental activities are carried out within the estimated budget • Employ appropriate practices to control costs while using available resources effectively for concierge operations • Prepare a sample expenditure report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample budget and Sample expenditure record	

Module 3: Perform Team Management for Concierge Department

Mapped to NOS/N0140 v 2.0

Terminal Outcomes:

- Prepare sample duty roster and work schedule for the Concierge Department
- Describe resource management procedures
- Employ suitable practices to monitor the performance and progress of Concierge staff

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the procedure of preparing the work plan and duty roster for the concierge staff • Discuss the importance of briefing the Concierge staff on assigned duties and ensuring that they follow the standard organizational procedures • Describe the procedures of resource management • Discuss the significance of consistently monitoring the quality of work, performance and progress of the concierge staff • Explain the procedure and techniques of giving constructive feedback to the staff • Describe the importance of being updated with the latest details of the local area 	<ul style="list-style-type: none"> • Create a sample duty roster for Concierge Department • Employ appropriate practices to handle concierge activities of guest-handling, staff absenteeism, duty-schedule change, etc. • Prepare a sample e-mail communication for the senior management regarding additional human resource requirement • Dramatize a situation on how to brief the staff on the assigned duties to ensure that they follow the standard Concierge procedures • Employ appropriate practices to monitor the quality of work and progress of staff • Role play a situation to give constructive feedback to staff and help them to improve their performance • Apply appropriate practices to ensure that the team members are updated with latest information about hotel products and services, pricing, policies and details of the local area
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample duty roster, Sample formats of staff performance report, Sample staff attendance record, Sample feedback forms, etc.	

Module 4: Manage the Vendors

Mapped to NOS/N0140 v 2.0

Terminal Outcomes:

- Describe the vendor management procedures

Duration: 12:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining effective relationship with various vendors such as rail and air ticket booking agents, car rental agents, event planners, organizers, etc. • Elaborate the procedure of managing the vendors associated with Concierge Department • Describe conflict management procedures with vendors 	<ul style="list-style-type: none"> • Role play on how to maintain effective relationship with air and rail ticket booking agents, event planners, organizers, etc. • Perform the steps to create new tie-ups with car renting agencies or travel agents • Dramatize a situation on how to interact with event planners and organizers • Role play a situation on how to brief managers of local tourist attractions, recreational activities, etc.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample car rental record and receipt, Sample ticket booking record and receipt, Sample transaction record, etc.	

Module 5: Manage Guest Service Activities

Mapped to NOS/N0140 v 2.0

Terminal Outcomes:

- Perform the steps to enhance guest satisfaction
- Prepare Guest Satisfaction Report

Duration: 20:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of attending the guests as per standard protocol while ensuring that all the arrangements for guest travel are as per the selected package • Explain various ways to enhance guest experience during their stay in the Hotel • Discuss the importance of providing alternatives to take care of guest request, in case there is unavailability of requested services (like suggesting some other tourist attraction, etc.) • Describe the significance of sharing various details like itinerary, vehicle and driver details, facilities and activities available at the property, etc. • Explain the ways to cater to various guest requirements like travel booking and arrangements, event planning and booking, sightseeing, shopping, etc. • Discuss significance and ways to manage pick-up or running errands for the guests • Elaborate the procedure of handling guest complaint 	<ul style="list-style-type: none"> • Apply appropriate practices to ensure guests are attended cordially and proactively • Employ appropriate practices to monitor arrangement for the guest travel as per the selected package • Apply appropriate practices to check the availability and arranging the vehicle as per guest requirements • Dramatize a situation on how to share information like itinerary, vehicle, hotel facilities, local shopping, dining, recreational destination, etc. • Role play a situation on how to ensure fulfilling guest requests like travel arrangements for sightseeing, transport reservation, ticket arrangement, arranging for translator, planning and organizing special events, etc. • Apply appropriate practices to ensure meeting various quality services for the guests like sending or receiving fax, package, etc. • Show how to monitor guest satisfaction reports and implement actions to improve results
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample guests' satisfaction report, Sample hotel car checklist, Sample airport pick-up or drop checklist, Sample excursion request form, Sample transport request form, Sample guest feedback form	

Module 6: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports</p>	

Module 9: On-the-Job Training

Mapped to Concierge Manager

Mandatory Duration: 00:00	Recommended Duration: 240:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Apply appropriate practices while estimating the total expenses of the Concierge Department for a particular period of time • Employ appropriate techniques to ensure that the departmental activities are carried out within the estimated budget • Show how to control costs and use available resources effectively for the concierge operations • Employ appropriate practices to manage and monitor the Concierge staff and their work performance • Dramatize a situation on how to brief the staff on the assigned duties as well as to ensure that they follow the standard Concierge Procedures • Employ appropriate practices to monitor the quality of work and progress of the staff in regards with the plans • Role play on how to give constructive feedback to staff and help them to improve their performance, if needed • Apply appropriate practices to ensure that the team members are updated with latest information about hotel products and services, pricing, policies and details of the local area • Employ appropriate practices to maintain an effective relationship with air and rail ticket booking agents • Perform the steps to create new tie-ups with the car renting agencies or travel agents • Dramatize a situation on how to interact with event planners and organizers • Role play a situation on how to brief the managers of local tourist attractions, recreational activities, etc. • Employ appropriate practices to handle complaints about services and implement any special guests' requests • Demonstrate expertise to enhance guests' satisfaction • Prepare various related reports and documents, like staff duty roster, staff performance report, guests' satisfaction report, etc. • Demonstrate positive body language when dealing with guests and colleagues • Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors • Role play on how to segregate and dispose of the waste as per the standards • Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow • Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy • Employ appropriate practices to maintain personal and team hygiene and grooming at workplace • Dramatize a situation on how to identify hazards at workplace and report to the higher authority • Perform basic activities to ensure gender and age-sensitive service practices 	

- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. Or Certificate/ Diploma/ Degree	Front Office Management/Hosp itality Management/ Hotel Management	5	Front Office Management /Hospitality Management / Hotel Management	1	Front Office Management/ Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Concierge Manager”, “THC/Q0114, V2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. Or Certificate/ Diploma/ Degree	Front Office Management/Hospitality Management/ Hotel Management	5	Front Office Management/ Hospitality Management/ Hotel Management	1	Front Office Management/ Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
"Concierge Manager", "THC/Q0114, V2.0", Minimum accepted score is 80%	"Assessor", "MEP/Q2601, V1.0" with a scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization