



# Model Curriculum

**QP Name: Executive Housekeeper**

**QP Code: THC/Q0206**

**QP Version: 1.0**

**NSQF Level: 7**

**Model Curriculum Version: 1.0**

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# Training Parameters

|   |   |
|---|---|
| <b>Sector</b>   | Tourism and Hospitality   |
| <b>Sub-Sector</b>                                       | Hotels  |
| <b>Occupation</b>                                       | Housekeeping  |
| <b>Country</b>  | India   |
| <b>NSQF Level</b>                                       | 7   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                    | NCO-2015/5151.0101  |
| <b>Minimum Educational Qualification and Experience</b> | Graduate with 5 years of experience as a Housekeeping Manager<br>OR<br>3 Years Diploma (After class 12th) in relevant trade with 7 Years of relevant experience<br>OR<br>Certificate-NSQF (level - 6 Housekeeping Manager) with 4 years of experience as a Housekeeping Manager |
| <b>Pre-Requisite License or Training</b>                | NA  |
| <b>Minimum Job Entry Age</b>                            | 28 years  |
| <b>Last Reviewed On</b>                                 | 24/02/2022  |
| <b>Next Review Date</b>                                 | 24/02/2025  |
| <b>NSQC Approval Date</b>                               | 24/02/2022  |
| <b>QP Version</b>                                       | 1.0   |
| <b>Model Curriculum Creation Date</b>                   | 24/02/2022  |
| <b>Model Curriculum Valid Up to Date</b>                | 24/02/2025  |
| <b>Model Curriculum Version</b>                         | 1.0   |
| <b>Minimum Duration of the Course</b>                   | 2512 Hours, 0 Minutes   |
| <b>Maximum Duration of the Course</b>                   | 2512 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:

- Apply proper methods to establish standards and manage housekeeping operations
- Employ appropriate procedure to manage resources and prepare budget
- Prepare a sample budget for the housekeeping department in accordance with the higher management
- Explain the procedure of developing and managing a team effectively
- Describe the ways to promote effective communication in the organization and interpersonal skills
- Perform the activities to develop sensitization towards gender and persons with disability
- Employ appropriate professional expertise to maintain confidentiality of the organizational information and guests' privacy
- Apply proper practices to create and Implement health, hygiene, and safety practices at the workplace.
- Perform effective waste management

### 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 |
|---|-----------------|--------------------|--|--|----------------|
| <b>Bridge Module</b>  | <b>08:00</b>    | <b>00:00</b>       | <b>00:00</b>                             | <b>00:00</b>                               | <b>08:00</b>   |
| Module 1: Introduction to Hospitality Industry and Executive Housekeeper  | 08:00           | 00:00              | 00:00                                    | 00:00                                      | 08:00          |
| <b>THC/N0230: Establish Standards and Manage Housekeeping Operations<br/>NOS Version No. 1.0<br/>NSQF Level 7</b> | <b>160:00</b>   | <b>176:00</b>      | <b>800:00</b>                            | <b>00:00</b>                               | <b>1136:00</b> |
| Module 2: Establish Standards for Housekeeping Department   | 80:00           | 88:00              | 400:00                                   | 00:00                                      | 568:00         |
| Module 3: Ensure Housekeeping Operations and Customer Centricity  | 80:00           | 88:00              | 400:00                                   | 00:00                                      | 568:00         |
| <b>THC/N0231: Manage</b>  | <b>80:00</b>    | <b>88:00</b>       | <b>400:00</b>                            | <b>00:00</b>                               | <b>568:00</b>  |

|   |               |               |                |              |                |
|---|---------------|---------------|----------------|--------------|----------------|
| <b>Resources and Prepare Budget<br/>NOS Version No. 1.0<br/>NSQF Level 7</b>  |               |               |                |              |                |
| Module 4: Manage Resources and Prepare Budget   | 80:00         | 88:00         | 400:00         | 00:00        | 568:00         |
| <b>THC/N0427: Build and Manage a Team<br/>NOS Version No. 1.0<br/>NSQF Level 7</b>  | <b>104:00</b> | <b>112:00</b> | <b>364:00</b>  | <b>00:00</b> | <b>580:00</b>  |
| Module 5: Develop and Manage a Team Effectively   | 104:00        | 112:00        | 364:00         | 00:00        | 580:00         |
| <b>THC/N9911– Promote Hospitable and Courteous Behavior<br/>NOS Version No. 1.0<br/>NSQF Level 7</b>                              | <b>32:00</b>  | <b>48:00</b>  | <b>32:00</b>   | <b>00:00</b> | <b>112:00</b>  |
| Module 6: Communication and Interpersonal Skills  | 32:00         | 48:00         | 32:00          | 00:00        | 112:00         |
| <b>THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy<br/>NOS Version No. 2.0<br/>NSQF Level 6</b> | <b>16:00</b>  | <b>04:00</b>  | <b>08:00</b>   | <b>00:00</b> | <b>28:00</b>   |
| Module 7: Organizational Confidentiality and Guest’s privacy  | 16:00         | 04:00         | 08:00          | 00:00        | 28:00          |
| <b>THC/N9912 Create and Maintain a Safe and Healthy Workplace<br/>NOS Version No. 1.0<br/>NSQF Level 7</b>                        | <b>24:00</b>  | <b>40:00</b>  | <b>16:00</b>   | <b>00:00</b> | <b>80:00</b>   |
| Module 8: Create and Maintain Health and Safety Standards   | 24:00         | 40:00         | 16:00          | 00:00        | 80:00          |
| <b>Total Duration</b>   | <b>424:00</b> | <b>468:00</b> | <b>1620:00</b> | <b>0.00</b>  | <b>2512:00</b> |

# Module Details

## Module 1: Introduction to Hospitality Industry and Executive Housekeeper Bridge Module

### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of an Executive Housekeeper
- Explain the scope of work for an Executive Housekeeper

| Duration: 08:00  | Duration: 00:00                   |
|--|-----------------------------------|
| Theory – Key Learning Outcomes   | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>• Elaborate the hierarchy of hotel of small, medium and large establishments</li> <li>• Elaborate the basic terminology used in the hospitality parlance</li> <li>• Discuss various facilities and amenities in the Hospitality Industry</li> <li>• Elaborate the job role and responsibilities for an Executive Housekeeper in the Tourism and Hospitality Industry</li> <li>• Explain the grooming standards for an Executive Housekeeper</li> </ul> | NA                                |
| <b>Classroom Aids</b>  |                                   |
| Whiteboard, Markers, Duster, Projector, Laptop, Presentation   |                                   |
| <b>Tools, Equipment and Other Requirements</b>   |                                   |
| NA   |                                   |

## Module 2: Establish Standards for Housekeeping Department

Mapped to THC/N0230 v 1.0

### Terminal Outcomes:

- Prepare sample plans, actions, and standard operating procedures for the operation and administration of housekeeping department
- List various types and applicable standards of the activities performed in housekeeping department
- Draft a sample- inspection program for all public areas and guestrooms to ensure proper maintenance and quality standards
- Explain the procedure to review and update departmental policies as per requirement

| <b>Duration: 80:00</b>  | <b>Duration: 88:00</b>  |
|---|---|
| <b>Theory – Key Learning Outcomes</b>   | <b>Practical – Key Learning Outcomes</b>  |
| <ul style="list-style-type: none"> <li>• Describe the methods to draft effective SOPs</li> <li>• List various types and standards of the activities performed in housekeeping department</li> <li>• Discuss the methods to establish and maintain housekeeping procedures, taking into consideration percent occupancy, time and use of facilities, and related public specialty areas and events</li> <li>• Explain the effective ways to develop departmental procedures and inspection programs for all public areas and guest rooms</li> <li>• Elaborate the methods to establish training programs for housekeeping staff</li> <li>• Discuss the impact of novel methods, techniques, material and equipment on departmental performance in housekeeping</li> <li>• Elaborate on the procedures to review and update departmental policies as per requirement</li> </ul> | <ul style="list-style-type: none"> <li>• Draft sample plans and standard operating procedures for the operation and administration of housekeeping department</li> <li>• Prepare a sample inspection program for all public areas and guestrooms to ensure proper maintenance and quality standards</li> <li>• Develop a sample training program for housekeeping department to enable positions of increased responsibility to be filled from within the department</li> </ul> |
| <b>Classroom Aids</b>   |   |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures   |   |
| <b>Tools, Equipment and Other Requirements</b>  |   |
| Sample plans, actions, and standard operating procedures for housekeeping operation, Sample   |   |



inspection program for guestrooms and public area



## Module 3: Ensure Housekeeping Operations and Customer Centricity

### Mapped to THC/N0230 v 1.0

#### Terminal Outcomes:

- Employ appropriate procedures to ensure proper scheduling of the department as per staff availability and daily occupancy forecast
- Apply proper auditing techniques to conduct internal audits to ensure proper operation of the department
- Draft sample action plans for the day-to-day functioning of the housekeeping department
- Role play on how to attend the complaints and queries from other departments, regarding the housekeeping functions and take necessary action
- Explain the effective ways to analyse customer feedback and service reports

| <b>Duration: 80:00</b>  | <b>Duration: 88:00</b>   |
|---|--|
| <b>Theory – Key Learning Outcomes</b>   | <b>Practical – Key Learning Outcomes</b>   |
| <ul style="list-style-type: none"> <li>• Explain the standard procedure for staff scheduling -and -housekeeping operations</li> <li>• Discuss the process to ensure proper scheduling of the department as per staff availability and daily occupancy forecast</li> <li>• State the significance of setting-up public areas tastefully and aesthetically as well as ensuring special decorations during occasions or festivities as per interior design standards and aesthetic principles</li> <li>• Describe methods to schedule various types of cleaning and polishing activities, such as on-going deep cleaning, spring cleaning, floor and vertical surface polishing, façade cleaning schedule, etc.</li> <li>• Discuss the concept and schedule of preventive and corrective maintenance for housekeeping department</li> <li>• State the importance of ensuring that standard cleaning policies and procedures are properly followed in the department</li> <li>• Discuss the importance of ensuring all lost &amp; found articles are stored and distributed as per the standard policies</li> <li>• Explain effective ways of delivering superior customer service and maintaining professional impression on customers and significance of the same</li> </ul> | <ul style="list-style-type: none"> <li>• Role play a situation to coordinate operations of -housekeeping department to ensure minimum disruption in the overall operation of the hotel</li> <li>• Show how to conduct quality check to ensure cleanliness, maintenance and upkeep of all areas under the purview of housekeeping department on routine as well as surprise basis</li> <li>• Employ proper auditing techniques to conduct internal audits to ensure proper operation of the department as per the standards and ways to take effective corrective actions on non-conformities found in audits</li> <li>• Draft sample action plans for the day-to-day functioning of the housekeeping department</li> <li>• Apply appropriate approach to conduct root cause analysis to identify the root cause of the problems in the department and take appropriate action</li> <li>• Dramatize a situation on how to coordinate with other departments to ensure delivery of quality service</li> <li>• Role play on how to attend the complaints and queries from other departments, regarding the housekeeping functions and take necessary action</li> <li>• Show how to review and act on</li> </ul> |

|  |   |
|--|---|
| <p>Describe the effective ways to analyse customer feedback and service reports</p>  | <p>customer feedback to include customer complaints and compliments as well as to analyse customer service reports to achieve positive and consistent results</p> |
| <p><b>Classroom Aids</b></p>   |   |
| <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook</p>                         |   |
| <p><b>Tools, Equipment and Other Requirements</b></p>  |   |
| <p>Sample action plans for the day-to-day functioning, Sample list of complaints and queries of department and feedback of customers</p> |   |

## Module 4: Manage Resources and Prepare Budget

Mapped to THC/N0231 v 1.0

### Terminal Outcomes:

- Explain resource management procedures and inventory management process
- Employ proper practices to assist purchase department in selecting suppliers for items related to housekeeping
- Prepare a sample budget for the housekeeping department in accordance with the higher management
- Apply proper practices to present relevant reports and employee records to higher management and apprise them about the departmental performance

| Duration: 80:00  | Duration: 88:00   |
|--|---|
| Theory – Key Learning Outcomes   | Practical – Key Learning Outcomes   |
| <ul style="list-style-type: none"> <li>• Describe the process and procedures for resource and inventory management</li> <li>• State the significance of ensuring efficient store procedure, and maintaining adequate and par levels of cleaning materials and guest suppliers are at all times</li> <li>• Explain the standard procedure to raise purchase requisition and standard formats for purchase and issue records and significance of proper documentation of the purchase and issue records</li> <li>• Describe budget preparation process and basics of financial management</li> <li>• Discuss the methods to keep track of budgeted and actual departmental financial targets including revenue, stock levels, average spends and departmental profits</li> <li>• State the importance of ensuring adherence to departmental budget by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management</li> <li>• Explain efficient methods to control departmental operating costs in line with forecasted business levels while providing maximum service</li> <li>• State the significance of adhering to</li> </ul> | <ul style="list-style-type: none"> <li>• Apply appropriate procedures to maintain strict inventory and purchase control over all controllable items</li> <li>• Role play on how to coordinate with purchase department to order supplies, material, and equipment to ensure round-the-clock availability</li> <li>• Dramatize how to assist purchase department in selecting suppliers for items related to housekeeping</li> <li>• Employ appropriate method to estimate the resource requirement of the housekeeping department</li> <li>• Draft a sample budget for the housekeeping department</li> <li>• Employ appropriate procedure to analyse financial status reports</li> <li>• Role-play a situation to instruct and advise staff on changes in policies, procedures or working standards</li> <li>• Dramatize a situation to review and co-ordinate action on hygiene audits in order to enhance the environment and achieve positive consistent result</li> <li>• Role play a situation to present relevant reports and employee records to higher management and apprise them about the departmental performance</li> </ul> |

|   |  |
|---|--|
| <p>employment legislation and complying with statutory and organizational requirements for health and safety, and risk assessment</p> <ul style="list-style-type: none"> <li>• Discuss safety, security, and standard procedures for housekeeping department</li> </ul> |  |
| <p><b>Classroom Aids</b></p>  |  |
| <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook</p>  |  |
| <p><b>Tools, Equipment and Other Requirements</b></p>   |  |
| <p>Sample budget, Sample housekeeping department relevant reports and employee records etc.</p>   |  |

## Module 5: Develop and Manage a Team Effectively

Mapped to THC/N0427 v 1.0

### Terminal Outcomes:

- Develop supervisory and operational teams
- Perform effective team management activities

| <b>Duration: 104:00</b>   | <b>Duration: 112:00</b>   |
|---|---|
| <b>Theory – Key Learning Outcomes</b>   | <b>Practical – Key Learning Outcomes</b>  |
| <ul style="list-style-type: none"> <li>• Discuss the significance and procedure of writing appropriate job description for vacancy advertisements</li> <li>• Discuss significance of and various activities related to recruitment, induction, and training of the staff</li> <li>• List various performance management techniques</li> <li>• Discuss ways to devise performance parameters for different job roles like KRA, KPI etc.</li> <li>• Discuss various ways to increase team productivity and efficiency</li> <li>• Explain the importance and benefits of delegation of responsibilities</li> <li>• Discuss different ways to give directions/instructions to the team effectively</li> <li>• Discuss effective team management strategies</li> <li>• Describe effective leadership practices.</li> <li>• Elaborate the motivational approaches to ensure a positive work environment</li> <li>• Discuss effective ways of giving constructive feedback</li> <li>• Explain the importance of maintaining personal integrity &amp; ethical behaviour at the workplace</li> </ul> | <ul style="list-style-type: none"> <li>• Create sample job descriptions for different job roles in a restaurant</li> <li>• Role play how to conduct the procedures to recruit, induct, and train the employees</li> <li>• Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant</li> <li>• Role play how to provide instructions to team</li> <li>• Dramatize the ways of motivating the employees and establishing positive work environment</li> <li>• Role play a situation to create healthy, positive, and emotional work culture</li> <li>• Employ appropriate ways to convey feedback to the team members</li> <li>• Apply professional techniques to manage the team effectively</li> </ul> |
| <b>Classroom Aids</b>   |   |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures   |   |
| <b>Tools, Equipment and Other Requirements</b>  |   |
| Standard Operating Procedures, Participant Handbook, Sample report, Business correspondence, Related SOPs, Sample of escalation matrix, Organisation structure, sample guest feedback form  |   |

## Module 6: Communication and Interpersonal Skills

Mapped to THC/N9911 v 1.0

### Terminal Outcomes:

- Promote effective communication in the organization
- Describe the ways of developing interpersonal skills
- Practice and promote sensitization towards different age groups, gender, and persons with disability

| <b>Duration: 32:00</b>   | <b>Duration: 48:00</b>  |
|--|---|
| <b>Theory – Key Learning Outcomes</b>  | <b>Practical – Key Learning Outcomes</b>  |
| <ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette, and ethical behaviour at the workplace</li> <li>• Discuss the importance of effective communication</li> <li>• Explain the importance of guest satisfaction and guest feedback</li> <li>• Outline the procedure of receiving feedback and complaints</li> <li>• Describe various ways to handle guest complaints</li> <li>• Discuss different ways to improve the guest experience</li> <li>• Explain the importance of gender and age sensitivity</li> <li>• Explain the importance of implementing standards, guidelines and practices pertaining to gender sensitivity, work ethics and workplace etiquette</li> <li>• Describe the specific needs of People with Disabilities</li> <li>• Explain the ways to handle sexual harassment at workplace and ways of reporting it</li> <li>• Elaborate the POSH (Prevention of Sexual harassment) policy guidelines</li> <li>• Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors</li> <li>• Discuss effective ways of handling problems and issues reported by the subordinates</li> </ul> | <ul style="list-style-type: none"> <li>• Dramatize a situation to promote respectful behaviour in the organization</li> <li>• Role play a situation on how to assist team members with information and knowledge</li> <li>• Role play a situation on how to handle guest complaints effectively</li> <li>• Employ professional techniques to establish service standards specific to different age, gender, and differently abled people at the workplace</li> <li>• Employ appropriate policies to promote equal treatment and prevent sexual harassment at the workplace</li> <li>• Employ practices to promote inclusive work environment for all age-groups, gender and people with disability</li> </ul> |
| <b>Classroom Aids</b>  |   |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures  |   |
| <b>Tools, Equipment and Other Requirements</b>   |   |



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

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



## Module 8: Create and Maintain Health and Safety Standards

Mapped to THC/N9912 v 1.0

### Terminal Outcomes:

- Employ proper expertise while developing health, hygiene, and safety standards at workplace
- Apply precautionary health measures
- Employ effective waste management

| <b>Duration: 24:00</b>   | <b>Duration: 40:00</b>   |
|--|--|
| <b>Theory – Key Learning Outcomes</b>  | <b>Practical – Key Learning Outcomes</b>   |
| <ul style="list-style-type: none"> <li>• Discuss the process and importance of developing safety procedures in the workplace</li> <li>• Outline the framework of HACCP (Hazard Analysis and Critical Control Points), ISO 22000 (International Organization for Standardization), and FASSI (Food Safety and Standard Authority of India)</li> <li>• Discuss the concept and importance of personal and workplace hygiene</li> <li>• Discuss best practices to maintain personal hygiene</li> <li>• Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>• Explain the ways to ensure that the workplace and related equipment are clean and sanitized</li> <li>• Explain the concept of cross contamination and the ways to prevent it.</li> <li>• Explain the importance of preventive health check-up organized by the company</li> <li>• Describe the causes of risks and potential hazards at the workplace and ways to prevent them</li> <li>• Explain the process and importance of optimum utilization of resources</li> <li>• Describe different types of wastes</li> <li>• Describe the concept of waste management and methods of waste disposal</li> <li>• Explain the procedure to report accident and other health related issues as per SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Employ proper practices to develop</li> <li>• Safety Procedures to be followed by the team members while handling different tools and materials</li> <li>• Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>• Employ different ways to comply with all safety procedures in the workplace</li> <li>• Perform basic first-aid procedures</li> <li>• Prepare regular plans of mock safety drills for emergency situations, sensitization training and health check ups</li> <li>• Demonstrate how to ensure personal and workplace hygiene</li> <li>• Employ ways for efficient utilization of material and energy</li> <li>• Perform waste disposal procedures at the workplace depending on the types of waste</li> <li>• Role play a situation on reporting safety and security breaches to the supervisor</li> </ul> |
| <b>Classroom Aids</b>  |  |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation,   |  |

Participant Handbook and Related Standard Operating Procedures

**Tools, Equipment and Other Requirements**

Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, and Sample reports

## Module 9: On-the-Job Training

### Mapped to Executive Housekeeper

**Mandatory Duration:** 1620:00

**Recommended Duration:** 00:00

**Location:** On Site

#### Terminal Outcomes

- Draft sample plans and standard operating procedures for the operation and administration of housekeeping department
- Prepare a sample inspection program for all public areas and guestrooms to ensure proper maintenance and quality standards
- Develop a sample training program for housekeeping department to enable positions of increased responsibility to be filled from within the department
- Role play a situation to coordinate operations of housekeeping department to ensure minimum disruption in the overall operation of the hotel
- Show how to conduct quality check to ensure cleanliness, maintenance and upkeep of all areas under the purview of housekeeping department on routine as well as surprise basis
- Employ proper auditing techniques to conduct internal audits to ensure proper operation of the department as per the standards and ways to take effective corrective actions on non-conformities found in audits
- Draft sample action plans for the day-to-day functioning of the housekeeping department
- Apply appropriate approach to conduct root cause analysis to identify the root cause of the problems in the department and take appropriate action
- Dramatize a situation on how to coordinate with other departments to ensure delivery of quality service
- Role play on how to attend the complaints and queries from other departments, regarding the housekeeping functions and take necessary action
- Show how to review and act on customer feedback to include customer complaints and compliments as well as to analyse customer service reports to achieve positive and consistent results
- Apply appropriate procedures to maintain strict inventory and purchase control over all controllable items
- Role play on how to coordinate with purchase department to order supplies, material, and equipment to ensure round-the-clock availability
- Dramatize how to assist purchase department in selecting suppliers for items related to housekeeping
- Employ appropriate method to estimate the resource requirement of the housekeeping department
- Draft a sample budget for the housekeeping department
- Employ appropriate procedure to analyse financial status reports
- Role-play a situation to instruct and advise staff on changes in policies, procedures or working standards
- Dramatize a situation to review and co-ordinate action on hygiene audits in order to enhance the environment and achieve positive consistent result
- Role play a situation to present relevant reports and employee records to higher management and apprise them about the departmental performance
- Create sample job descriptions for
- different job roles in a restaurant

- Role play how to conduct the procedures to recruit, induct, and train the employees
- Prepare sample performance parameters (KRA/KPI) for various job roles in a restaurant
- Role play how to provide instructions to team
- Dramatize the ways of motivating the employees and establishing positive work environment
- Role play a situation to create healthy, positive, and emotional work culture
- Employ appropriate ways to convey feedback to the team members
- Apply professional techniques to manage the team effectively
- 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 <sup>th</sup> Class/I.T.I.<br>OR<br>Certificate/<br>Diploma/<br>Degree | Housekeeping /<br>Hospitality<br>Management/<br>Hotel management | 5                            | Housekeepin<br>g /<br>Hospitality<br>Management<br>/<br>Hotel<br>management | 1                   | Housekeeping<br>/<br>Hospitality<br>Management/<br>Hotel<br>management |         |

| Trainer Certification  |   |
|--|---|
| Domain Certification   | Platform Certification  |
| “Executive Housekeeper”, “THC/Q0206, V1.0”,<br>Minimum accepted score is 80% | “Trainer”, “MEP/Q2601, V1.0” with a scoring of<br>minimum 80% |

## Assessor Requirements

| Assessor Prerequisites  |  |                              |   |                     |   |         |
|---|--|------------------------------|---|---------------------|---|---------|
| Minimum Educational Qualification   | Specialization   | Relevant Industry Experience |   | Training Experience |   | Remarks |
|   |  | Years                        | Specialization  | Years               | Specialization  |         |
| 12 <sup>th</sup> Class/I.T.I.<br>OR<br>Certificate/<br>Diploma/<br>Degree | Housekeeping /<br>Hospitality<br>Management/<br>Hotel management | 5                            | Housekeeping<br>/ Hospitality<br>Management/<br>Hotel<br>management | 1                   | Housekeeping<br>/ Hospitality<br>Management/<br>Hotel<br>management |         |

| Assessor Certification   |  |
|--|--|
| Domain Certification   | Platform Certification   |
| “Executive Housekeeper”, “THC/Q0206, V1.0”,<br>Minimum accepted score is 80% | “Assessor”, “MEP/Q2701. V1.0” with the scoring of<br>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



## References

## Glossary

| Term                         | Description   |
|------------------------------|---|
| <b>Declarative Knowledge</b> | Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.   |
| <b>Key Learning Outcome</b>  | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application). |
| <b>OJT (M)</b>               | On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site  |
| <b>OJT (R)</b>               | On-the-job training (Recommended); trainees are recommended the specified hours of training on site   |
| <b>Procedural Knowledge</b>  | Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.  |
| <b>Training Outcome</b>      | Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.  |
| <b>Terminal Outcome</b>      | Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.   |

## 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    |
| QSR   | Quick Service Restaurants                          |
| 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 |