

Model Curriculum

Front Office Associate

SECTOR: TOURISM AND HOSPITALITY
SUB-SECTOR: HOTELS
OCCUPATION: FRONT OFFICE MANAGEMENT
REF. ID: THC/Q0102 VERSION 1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TOURISM AND HOSPITALITY SKILL COUNCIL

for the

MODEL CURRICULUM

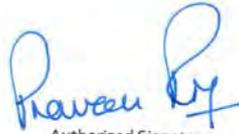
Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Front Office Associate'** QP No. **'THC/Qo1.02 NSQF Level 4'**

Date of Issuance: December 10th, 2015

Valid up to: March 25th, 2016

* Valid up to the next review date of the Qualification Pack



Authorized Signatory
(Tourism and Hospitality Skill Council)

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Front Office Associate

CURRICULUM

This program is aimed at training candidates for the job of a “Front Office Associate”, in the “Tourism and Hospitality” and aims at building the following key competencies amongst the learner

Program Name	Front Office Associate		
Qualification Pack Name & Reference ID.	Front Office Associate THC/Q0102,Version 1.0		
Version No.	1.0	Version Update Date	25-03-16
Pre-requisites to Training	Preferable 12th Standard Passed		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Customer service skills • Welcoming and greeting the guest • Effective communication-verbal/non-verbal • Check-in procedure and room allotment • Registration procedure • Knowledge of Hotel/ layout/ services/ facilities • Personal grooming/ hygiene • Working knowledge of English/ Other Language 		

This course encompasses 12 out of 12 National Occupational Standards (NOS) of “Front Office Associate”, Qualification Pack issued by “Tourism and Hospitality”.

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
1	<p>Welcoming the guest and checking for room availability / reservation status</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N0108</p>	<ul style="list-style-type: none"> Greet the guest as per SOP Know personal grooming standards Make eye contact and smile at guest Know difference between walk-in and reserved guest Know different types of rooms 	<p>Audio Visual White Board</p>
2	<p>Registration</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N0108</p>	<ul style="list-style-type: none"> Collect documents and cross-check against originals Complete registration details Complete all information on Hotel Management System Capture and record all mandatory guest details Ensure late night registrations are done faster 	<p>Audio Visual White Board Brochure Registration Card</p>
3	<p>Allotting room as per preference / reservation details</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0109</p>	<ul style="list-style-type: none"> Understand room preference of the guest Make note of special requests by guest Upsell Negotiate on rates and offer permissible discounts Confirm details of registration Check for room availability as per preference Allot of rooms to different types of guests eg. Reserved guest, groups, walk-in etc. Allot rooms as per company's guidelines Ensure guest is satisfied with the room 	<p>Audio Visual White Board Hotel Reservation System</p>
4	<p>Upgrade / downgrade</p> <p>Theory Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> Understand upgrade and downgrade Follow proper procedures of upgrade / downgrade Ensure transfer once the preferred room of the guest is available 	<p>Audio Visual White Board Hotel reservation System wq</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0109</p>		
5	<p>Productivity standards</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0109</p>	<ul style="list-style-type: none"> Convert enquiry into sales Convince walk-in guests to stay Take reservation with minimal discount Understand hotel's profit margin and achieve occupancy targets 	Audio Visual White Board
6	<p>Achieving guest satisfaction through satisfactorily meeting guest requirements</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code THC/N0107</p>	<ul style="list-style-type: none"> Ask for guest requirements during check-in Co-ordinate with various departments to get those requirements fulfilled or arrange for materials/ consumables Inform travel desk on guest requirements related to them Ensure that guests are always attended to Answer guest queries about Hotel/Local information Revert to guest request as per SOP for turn-around-time Ensure guest satisfaction at all times 	Audio Visual White Board
7	<p>Delivering message / materials to guest</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code THC/N0107</p>	<ul style="list-style-type: none"> Deliver messages timely to the guest Inform guest about visitors, if any Arrange and deliver front office consumables 	Audio Visual White Board

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
8	<p>Invoice / billing</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N0110</p>	<ul style="list-style-type: none"> • Prepare advance receipt • Receive invoice from other POS • Ensure guest signature is there on all invoices • Attach invoices to primary account and keep bills updated in the PMS • Prepare master invoice for group check-in • Handle bill-to-company invoices • Prepare invoice as per agreed details 	Audio Visual White Board
9	<p>Modes of payment</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N0110</p>	<ul style="list-style-type: none"> • Various modes of payment like cash, credit / debit card, traveller's cheque, cheque, bill-to-company • Confirm payment details at time of check-in • Handle payment for different guests eg. Reserved guests, company guests, groups etc. • Receive payment • Check authenticity of currency notes • Use debit / credit cards • Handle foreign currency • Prepare and get settled final bill 	Audio Visual White Board
10	<p>Interacting with superiors and colleagues</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9901</p>	<ul style="list-style-type: none"> • Receive job order and instructions from reporting superior • Escalate unresolved problems or complaints to relevant superior • Understand work output requirements, targets, performance indicators and incentives • Deliver quality work and report anticipated delays with reason • Communicate maintenance and repair schedule to superior • Receive feedback on work standards • Document the completed work • Show trust, support and respect to all colleagues and assist them with information and knowledge • Try to achieve smooth overflow • Identify the potential and existing conflicts with colleagues and resolve them • Seek assistance from colleagues when required • Pass on essential information to colleagues in a timely manner • Behave responsibly and use polite language with colleagues • Interact with colleagues from different 	Audio Visual White Board

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
		<p>functions to understand their nature of work</p> <ul style="list-style-type: none"> To understand teamwork, multi tasking, co-operation, co-ordination and collaboration Lookout for any errors and help colleagues to rectify them 	
11	<p>Communicating with customers</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9901</p>	<ul style="list-style-type: none"> Identify customer needs by asking questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/ cultural and social differences Understand customer expectations and provide appropriate product/services Understand customer dissatisfaction and address their complaints Maintain proper body language and dress code Communicate clearly and effectively with the guest Inform the customers on any issues and developments involving them Respond back to the customer immediately Upselling/promoting suitable products and services Seek feedback from customers Explain terms and conditions clearly 	<p>Audio Visual White Board</p>
12	<p>Service quality requirements</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> Understand target customers, their profiles and needs Build good rapport with the customer Understand the market trends and customer expectations by discussing the same with frequent customers Seek feedback and rating from customer Use customer oriented behaviour to gain loyalty and satisfaction Be friendly but not familiar with guest 	<p>Audio Visual White Board</p>
13	<p>Achieving customer satisfaction through customer-centric service</p> <p>Theory Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> Ensure fair and honest treatments to customers Enhance company's brand value Read customer expectations and ensure they are met Readily accept and implement new ideas to improve customer satisfaction Communicate customer feedback to superior 	<p>Audio Visual White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> Offer promotions to improve product satisfaction Consult with senior on unscheduled customer requests 	
14	<p>Etiquettes</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Greet, welcome and address the customer appropriately Maintain pitch and tone of voice while speaking to customers Maintain high standards of practice and transparency in pricing Answer the telephone Communicate appropriately with the customer Dress professionally Maintain personal integrity and ethical behaviour Maintain personal grooming and positive body language Demonstrate responsible and disciplined behaviour Escalate grievances to appropriate authority 	Audio Visual White Board
15	<p>Achieving customer satisfaction by being professional</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Use appropriate titles and terms of respect Handle customer grievances professionally Offer friendly, courteous and hospitable service to the customers Provide assistance with sincere attitude Achieve 100% customer satisfaction Understand customer loyalty and brand value 	Audio Visual White Board
16	<p>Services and facilities specific to age / gender / special needs</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 04:00</p>	<ul style="list-style-type: none"> Ensure that the customer feels safe Understand procedures to be followed during terrorist attacks Know the facilities and services specific to gender and age Co-ordinate with team to meet these needs Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens Arrange for transport and equipment as required by senior citizens 	Audio Visual White Board

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
	<p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> Understand availability of medical facilities/doctor 	
17	<p>How to behave with women at workplace?</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> Understand women rights and company's policies regarding them Know special facilities available for women colleagues and customers Inform about methods to ensure safety and security of women Provide comfortable and safe environment for female customers Maintain compliant behaviour etiquette while dealing with women Treat women equally and avoid discrimination Ensure safety and security of female colleagues and customers at all levels 	Audio Visual White Board
18	<p>IPR and Copyright</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code THC/N9905</p>	<ul style="list-style-type: none"> Make sure new initiatives of Hotel are not leaked out Report IPR violations Read copyright clause Protect infringement upon customer's interests Know which aspect of customer information can be used Report any infringement 	Audio Visual White Board
19	<p>Cleanliness</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code THC/N9906</p>	<ul style="list-style-type: none"> Keep the workplace clean Identify waste and ensure its disposal Ensure waste bins are cleared everyday Point out requirements for pest control Ensure work place has fresh air supply and sufficient lighting Ensure maintenance check of air conditioners and other mechanical equipment in the department Know safe and clean handling of linen, laundry and work area Ensure adequate supply of cleaning consumables 	Audio Visual White Board
20	<p>Hygiene</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> Hand wash procedure Understand personal hygiene Understand dental hygiene Understand cross contamination and how to prevent it Report on personal health issues Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing 	Audio Visual White Board

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
	<p>Corresponding NOS Code THC/N9906</p>	<ul style="list-style-type: none"> Maintain availability of clean drinking water Get appropriate vaccinations regularly Undergo preventive health check up and treat all illnesses promptly 	
21	<p>Work Hazards</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code THC/N9907</p>	<ul style="list-style-type: none"> Understand various hazards in work areas and how to eliminate or minimize them Analyze the causes of accident at workplace and suggest measures to prevent them Take preventive measures and suggest methods to improve existing safety procedures 	<p>Audio Visual White Board</p>
22	<p>Safety standards and procedures</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9907</p>	<ul style="list-style-type: none"> Know correct emergency procedures Know the locations of fire extinguishers, fire emergency etc Stack items in an organized way to avoid accidents Handle materials, tools, chemicals etc safely Ensure safe techniques while moving furnitures and fixtures Understand guidelines to use electrical equipment Ensure floors are not slippery Practice ergonomic lifting, bending or moving equipment Understand first aid Know the use of personal protective equipment and safety gear Knowledge of safety signs Document first aid treatments and safety procedures Report to supervisor if any hazard is identified adhere to safety standards 	<p>Audio Visual White Board</p>
23	<p>Basic knowledge of a Foreign / State language</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 90:00</p> <p>Corresponding NOS Code THC/N9909</p>	<ul style="list-style-type: none"> Know the typical Foreign/State language queries Learn keywords Practise short oral conversations in the language Listen to recorded sentences as spoken typically to understand diction Speak without hesitation in complete sentences Learn basic range of vocabulary and expression Improve language proficiency to “working knowledge” level 	<p>Audio Visual White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipment Required
	<p>Total Duration</p> <p>Theory Duration 104.00</p> <p>Practical Duration 236.00</p>	<p>Unique Equipment Required: Errand Card, Luggage Tag Newspaper/ Magazine Stand (picture if actual not available) Visitors Paid Out, Petty Cash Voucher, Job Order Card Function Sheet, Sign Boards (fire exit, washroom, smoking, non-smoking, valet, DND), Uniform, Different kinds of luggage (sizes, materials etc) (pictures if actual items not available), Pictures of types of rooms, Fire Exit Map Front Office Consumables (Formats),</p> <ul style="list-style-type: none"> • City Ledger • Reservation form <p>Registration Card Maintenance work order Courier Form, Tourist Maps Tent Cards, Front Office Stationery, Cleaning dusters</p>	

Grand Total Course Duration: 340 Hours, 0 Minutes

Recommended OJT Hours: 30 days as a Front Office Associate in a Hotel/Facilities Management company covering the practical aspects of the job

(This syllabus/ curriculum has been approved by [Tourism and Hospitality Skill Council](#))

Trainer Prerequisites for Job role “Front Office Associate” mapped to Qualification Pack: “THC/Q0102 ,Version 1.0”

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q0102 ,Version 1.0”
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Certificate/Diploma/Degree in Travel and Tourism
4a	Domain Certification	Certified for training for Job Role: “Font Office Associate” mapped to QP: “THC/Q0102 ,Version 1.0” with minimum passing score 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC\Q1402”. Minimum accepted score is 70% .
5	Experience	At least 4 years’ experience in Hotels in Front Office Department including one year as supervisory capacity. Experience as Departmental Trainer/ On the Job Trainer would be essential

Annexure: Assessment Criteria

Assessment Criteria for Front Office Associate	
Job Role	Front Office Associate
Qualification Pack	THC/Q0102 ,Version 1.0
Sector Skill Council	Tourism and Hospitality Skill Council

Sr. No.	Guidelines for Assessment
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 proportion of marks for each PC.
2	Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0108 Record guest details for registration	PC1. greet the customer as per organization guideline on arrival at hotel	50	1.5	0.5	1.0
	PC2. make guest comfortable and feel good by offering a smile		3.0	0.5	2.5
	PC3. maintain eye contact while interacting with the guest		3.0	0.5	2.5
	PC4. look presentable and follow grooming standards		3.5	1.0	2.5
	PC5. interact with guest and identify if they are walk-in customer or reserved guest		3.5	1.0	2.5
	PC6. if they have walked in, check for availability of rooms as per guest requirement		3.5	1.0	2.5
	PC7. inform guest about different type of rooms and confirm on guest preference		3.5	1.0	2.5
	PC8. collect information and documents from new guest or recheck of repeat guest, the details required for guest registration as per organisation's standards and government rules		4.0	1.0	3.0
	PC9. cross check the identity document details of the guests against original		4.0	1.0	3.0
	PC10. complete the registration details after interacting with the guest on details including room type, room number, tariff details, meal plan and payment method		4.0	1.0	3.0
	PC11. receive guest signature on completed guest registration document		2.0	0.5	1.5
	PC12. record the information on all fields in the hotel management system		3.0	0.5	2.5
	PC13. return the original document immediately after scanning or copying		1.5	0.5	1.0
	PC14. ensure all mandatory guest details are captured as per regulatory requirement		3.0	1.0	2.0
	PC15. ensure guest details are recorded appropriately in the hotel system for future reference		3.5	1.0	2.5
	PC16. ensure that late night registrations are handled as per company's policy on customer facilitation, e.g., using handheld devices and without much delay to customer		3.5	1.0	2.5
	POINTS			50	13
TOTAL POINTS				50	

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N0109 Follow check-in procedure and allot room	PC1. interact with guest and identify the room preference based on type of room, room rate, days of stay, number of guests, gender of the guest, room view	50	1.5	0.5	1.0
	PC2. make note of any special request from guest, e.g., related to disability, non-smoking		1.0	0.5	0.5
	PC3. cross check the reservation details with the guest		1.5	0.5	1.0
	PC4. suggest related-product sale that may revenue to the company		2.0	0.5	1.5
	PC5. negotiate with guest when on discount requests		2.0	0.5	1.5
	PC6. offer discounts within the limit advised by management, to retain the guest		2.0	0.5	1.5
	PC7. decide on discount offers after considering the seasonal occupancy or as per instructions of Reservation Revenue Manager		2.0	0.5	1.5
	PC8. confirm the type of room, tariff and other agreed details to the guest before allotting the room		2.0	0.5	1.5
	PC9. check for availability of room as per guest preference in the system / log in register		2.0	0.5	1.5
	PC10. inform walk-in guest about any non-availability of room and inform next time and date of room availability		2.0	0.5	1.5
	PC11. allot the room if it is already blocked for the guest as per reservation status and instructions		2.0	0.5	1.5
	PC12. check and allot guests in a group in adjacent rooms on same floor		2.0	0.5	1.5
	PC13. for the regular guest, check availability and allot room as per preference of the guest		2.0	0.5	1.5
	PC14. allot the room as per company guidelines, e.g., preference to reserved guests		2.0	0.5	1.5
	PC15. ensure guests are satisfied with room allocation as per their preference		2.0	0.5	1.5
	PC16. inform guest about non availability of the preferred type of room, e.g., because of late check out by the guest		2.0	0.5	1.5
	PC17. allot alternate room on non-availability of preferred rooms and ensure transfer to the preferred room at the earliest		2.0	0.5	1.5
	PC18. upgrade the guest to a superior room type if the requested room is not available		2.0	0.5	1.5
	PC19. inform guest on upgrade, reason, facilities in the upgraded room, tariff details		2.0	0.5	1.5
	PC20. inform guest on any downgrade, reason, tariff and facilities in the room		2.0	0.5	1.5
	PC21. allot the room on guest confirmation and transfer when superior room becomes availability		2.0	0.5	1.5
	PC22. handle upgrade and downgrade as per directions of Front Office Manager		2.0	0.5	1.5
	PC23. convert enquiry to sales		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC24. convince walk in guest to stay in the hotel		2.0	0.5	1.5
	PC25. book guest reservation / confirmation with minimal discount		2.0	0.5	1.5
	PC26. contribute in achieving the hotel's profit margin and guest occupancy targets		2.0	0.5	1.5
	POINTS		50	13	37
	TOTAL POINTS			50	
THC/N0107 Attend to guest queries	PC1. ask for any requirement form guest during check in	50	3.5	0.5	3.0
	PC2. arrange for materials / consumables as required		3.5	0.5	3.0
	PC3. coordinate with different department such as housekeeping, food & beverage, to fulfil guest requirement		3.5	0.5	3.0
	PC4. inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc.		3.5	0.5	3.0
	PC5. ensure the guest are attended at every instance of their request and not ignored		3.5	0.5	3.0
	PC6. answer to guest queries regarding any offerings within the hotel, nearby tourist or office locations, etc.		3.5	0.5	3.0
	PC7. assist guests on their query regarding ideal transportation, restaurants in the city, shopping area, etc.		3.5	0.5	3.0
	PC8. attend and respond to the clarification requested on operation of any equipment / controls inside the room		3.5	0.5	3.0
	PC9. deliver message (if any) to the guest on time		3.5	0.5	3.0
	PC10. inform guest if there are any visitors		3.5	0.5	3.0
	PC11. arrange and deliver any materials / consumables requested in the front office		3.5	0.5	3.0
	PC12. ensure that the guest is not left unattended at any point of time		3.5	0.5	3.0
	PC13. revert to guest on any request on time (turn-around time as per organization guideline)		4.0	1.0	3.0
	PC14. ensure the guest are satisfied all the time		4.0	1.0	3.0
	POINTS		50	8	42
TOTAL POINTS			50		
THC/N0110 Perform cashiering activities	PC1. seek details of mode of payment (cash, cheque, credit card, etc.)	50	1.0	0.5	0.5
	PC2. seek details of the organization if the payment would be made directly by a corporate entity		1.0	0.5	0.5
	PC3. inform Front Office Manager about guest from registered or affiliated organizations and seek confirmation		1.0	0.5	0.5
	PC4. inform guests about any offers (bank card tie ups ensuring discount for guests)		1.0	0.5	0.5
	PC5. seek details of payment for a group check-in		2.0	0.5	1.5
	PC6. check if room payment has already been made via online reservation		1.0	0.5	0.5
	PC7. prepare advance receipt on advance payment by the guest		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC8. receive invoice pertaining to the guest from various facilities or departments such as restaurants, cafeteria, bar / pub, spa, salon, etc.		2.0	0.5	1.5
	PC9. ensure guest signature is present on all invoices		2.0	0.5	1.5
	PC10. attach all invoices to guest primary account		2.0	0.5	1.5
	PC11. ensure all bills are current and updated in the hotel system		2.0	0.5	1.5
	PC12. prepare a master invoice for a group check in		2.0	0.5	1.5
	PC13. prepare the bill under company name and mention details if the payment is directly done by the corporate entity		2.0	0.5	1.5
	PC14. prepare the invoice as per agreed tariff, applicable discount, applicable taxes, details of customer and other mandatory requirements		2.0	0.5	1.5
	PC15. inform guest on the invoices prepared		1.0	0.5	0.5
	PC16. confirm and get a clearance from the guest on details of billing		1.5	0.5	1.0
	PC17. receive the payment from guest		2.0	0.5	1.5
	PC18. check the authenticity of currency notes (during cash payment)		2.0	0.5	1.5
	PC19. handle credit / debit cards in front of the guest and return the card after the transaction		2.0	0.5	1.5
	PC20. inform guest about any failed transaction and get confirmation for further swiping of the card		2.0	0.5	1.5
	PC21. receive guest signature on the payment advice document (customer and merchant copy)		2.0	0.5	1.5
	PC22. follow company guidelines on mode of payment (accept foreign currency if approved by hotel / direct guest for foreign exchange desk)		2.0	0.5	1.5
	PC23. ensure the entire payment is settled after deduction of advance and discount		2.0	0.5	1.5
	PC24. receive guest signature on the invoice (customer and merchant copy) on payment		2.0	0.5	1.5
	PC25. give the guest a copy of the invoice in the hotel envelope		1.5	0.5	1.0
	PC26. document the payment details in the hotel system as per procedure		2.0	0.5	1.5
	PC27. close the guest account on payment of dues		2.0	0.5	1.5
	PC28. record all transaction of the front desk office		1.5	0.5	1.0
	PC29. do daily accounts tally of cash at vault and reconcile		1.5	0.5	1.0
	POINTS		50	14.5	35.5
	TOTAL POINTS			50	
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
	PC25. listen actively in a two way communication		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical	
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5	
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0	
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5	
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5	
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5	
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5	
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5	
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5	
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5	
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5	
	POINTS			50	18.5	31.5
	TOTAL POINTS				50	
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0	
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0	
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0	
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0	
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0	
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0	
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0	
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0	
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0	
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0	
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0	
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0	
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0	

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	POINTS		50	10	40
	TOTAL POINTS			50	
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1.0
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	POINTS			50	14
TOTAL POINTS				50	
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS			50	
THC/N9905	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0

NOS Element	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
Maintain IPR of organisation and customers	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			50	
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5

	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1.0
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0

PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5

	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS			50	
THC/N9909 Learn a foreign or local language(s) including English	PC1. understand from the company, the typical foreign or vernacular language queries	50	5.5	2.5	3.0
	PC2. learn keywords that may be used to pose those queries		7.0	2.0	5.0
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		7.5	1.0	5.5
	PC4. listen to focussed or recorded sentences as spoken typically in the language		7.5	1.0	5.5
	PC5. speak without hesitation and fear of being incorrect		7.5	1.0	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		7.5	1.0	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5.0	1.0	4.0
	PC8. seek to improve language proficiency to 'working knowledge' level		7.5	1.0	5.5
	POINTS		50	10.5	39.5
	TOTAL POINTS			50	
	GRAND TOTAL	600			



Tourism and Hospitality Sector Skill Council

405/6, 4th Floor DLF City Court, Near Sikanderpur Metro Station, Gurgaon - 122002, Haryana, India