



# Model Curriculum

## Housekeeping Supervisor

**SECTOR: TOURISM AND HOSPITALITY**  
**SUB-SECTOR: HOTELS**  
**OCCUPATION: HOUSEKEEPING**  
**REF. ID: THC/Q0201 , VERSION 1.0**  
**NSQF LEVEL: 6**



**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: **'Housekeeping Supervisor'** QP No. **'THC/Qo2o1 Ver.1 NSQF Level 6'**

Date of Issuance: December 10<sup>th</sup>, 2015  
Valid up to: March 25<sup>th</sup>, 2016

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(Tourism and Hospitality Skill Council)

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

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# Housekeeping Supervisor

## CURRICULUM

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

<b>Program Name</b>	<b>Housekeeping Supervisor</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	Housekeeping Supervisor THC/Q0201 ,Version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	25-03-16
<b>Pre-requisites to Training</b>	Preferable Primary Education		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Plan and prepare for housekeeping services</li> <li>• Customer service skills</li> <li>• Supervise and monitor housekeeping services</li> <li>• Proper etiquette and conduct</li> <li>• Report, record and prepare documentation</li> <li>• Health, hygiene and safety</li> <li>• Effective communication</li> <li>• Working proficiency in English / local language</li> </ul>		

This course encompasses 10 out of 10 National Occupational Standards (NOS) of “Housekeeping Supervisor”, Qualification Pack issued by “Tourism and Hospitality”.

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
1	<p><b>Identify housekeeping work and rostering and monitoring staff accordingly</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> THC/N0204</p>	<ul style="list-style-type: none"> <li>Identify workplace procedures for the allocated area</li> <li>Ensure that the data and information received is complete and correct</li> <li>Ensure specific requirements for housekeeping activities in the work area</li> <li>Prepare work plan and estimate of resources</li> <li>Identify correct personal protective equipment (PPE)</li> <li>Ensure availability of staff as per SOP</li> <li>Ensure staff have the skills, knowledge and resources for task assigned</li> <li>Roster staff according to workplace needs</li> <li>Allocate staff and brief them on duties</li> <li>Provide feedback on rostering and staffing issues</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
2	<p><b>Managing supplies and equipment</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> THC/N0204</p>	<ul style="list-style-type: none"> <li>Identify various cleaning chemicals, tools, equipment and machinery</li> <li>Prepare material indent sheet as per requirement</li> <li>Collect the material required from housekeeping store</li> <li>Ensure quality of cleaning supplies and consumables</li> <li>Ensure appropriate clean linen is transported</li> <li>Store and secure the excess reserve material and equipment as per SOP</li> <li>Ensure upkeep and maintenance of tools, equipment and machinery</li> <li>Ensure rotation of linen and other consumables</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
3	<p><b>Monitoring and supervising housekeeping work</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> THC/N0205</p>	<ul style="list-style-type: none"> <li>Ensure appropriate equipments are used as per requirement of the area</li> <li>Ensure cleaning of building floors by appropriate methods</li> <li>Ensure that the staff follows procedures for the use of chemical cleaners and power equipment</li> <li>Ensure quality of service and cleaning</li> <li>Monitor and review the service to ensure that the staff follow the correct SOP's</li> <li>Provide constructive feedback</li> <li>Identify and address performance</li> <li>Ensure that waste containers are taken safely to the right collection point</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
		<ul style="list-style-type: none"> <li>Anticipate delays and re-assign resources well in time to ensure timely completion of duties</li> </ul>	
4	<p><b>Monitor and maintain cleanliness, health and safety standards</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> THC/N0205</p>	<ul style="list-style-type: none"> <li>Monitor the cleanliness and tidiness of worksites</li> <li>Ensure that all furniture and displays are arranged neatly</li> <li>Ensure collection and disposal of waste</li> <li>Ensure segregation of waste</li> <li>Ensure waste bags are changed regularly and promptly to avoid foul smell</li> <li>Ensure cleaning the waste bins</li> <li>Ensure that the staff wear appropriate PPE for all cleaning tasks</li> <li>Ensure safe use of appropriate cleaning agent and tools</li> <li>Ensure the use of equipment and cleaning chemicals safely</li> <li>Store dangerous substances safely</li> <li>Carry out simple first aid procedures</li> <li>Take appropriate action on the discovery of a hazard</li> <li>Use appropriate security procedures with regard to equipment and materials</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
5	<p><b>Handle conflicts and escalations</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> THC/N0205</p>	<ul style="list-style-type: none"> <li>Handle day to day conflicts among the staff amicably</li> <li>Report to senior supervisor in case of escalation</li> <li>Exhibit amicable response in most conflicting situations</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
6	<p><b>Recognizing individual / team performance</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> THC/N0206</p>	<ul style="list-style-type: none"> <li>Monitor staffing levels to ensure adequate manpower availability</li> <li>Monitor and review the service to ensure that staffs follow the correct SOP's</li> <li>Housekeeping procedures and housekeeping service meets the needs of the customer</li> <li>Provide constructive feedback to individual staff and teams</li> <li>Identify and address performance issues</li> <li>Schedule housekeeping procedures to take place at intervals</li> <li>Inform staff and customers about any changes in the service that may affect them</li> <li>Handle any unprofessional activity as per</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
		escalation matrix	
7	<p><b>Training and Development</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> THC/N0206</p>	<ul style="list-style-type: none"> <li>Identify skill gaps in the team as well as individual housemen</li> <li>Train staff on the required skills to reduce skill gaps</li> <li>Recognize and record expertise of staff for reference when allocating tasks</li> <li>Assist staff to identify their own skills and knowledge</li> <li>Develop professional development options in consultation with staff</li> <li>Organize regular skill enhancement sessions</li> <li>Handle day to day conflicts</li> <li>Report to senior supervisor as per escalation matrix</li> <li>Exhibit amicable response in conflicting situations</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
8	<p><b>Fill up checklists and registers</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> THC/N0207</p>	<ul style="list-style-type: none"> <li>Fill up checklists for assigned work areas to record status as per procedure and timelines prescribed</li> <li>Fill up checklists for equipments and machines</li> <li>Fill up register or requisition for requirement of housekeeping supplies</li> <li>Fill up register to record attendance as per duty roster</li> <li>Fill up description of work carried out during the shift</li> <li>Record unfinished tasks in the log book</li> <li>Record deviations from the SOP if any</li> <li>Report any lost and found belongings</li> <li>Report any incidents and accidents</li> <li>Ensure that the report draws valid conclusions from the presented data</li> <li>Adopt the most suitable method of presentation</li> <li>Record job related problems to supervisor for support</li> <li>Monitor the problem and keep the supervisor informed</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
9	<p><b>Prepare reports and documents</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p>	<ul style="list-style-type: none"> <li>Prepare regular reports and documents as required by organization's procedures</li> <li>Prepare special reports as required from time to time by the management</li> <li>Ensure that the report includes all necessary information and is accurate, clear and concise</li> <li>Ensure the presentation of results conforms to relevant procedures</li> <li>Present the report to the relevant people</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
	<b>Corresponding NOS Code</b> THC/N0207	with agreed timescales using appropriate templates and formats	
10	<b>Interacting with superiors and colleagues</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 07:00  <b>Corresponding NOS Code</b> THC/N9901	<ul style="list-style-type: none"> <li>• Receive job order and instructions from reporting superior</li> <li>• Escalate unresolved problems or complaints to relevant superior</li> <li>• Understand work output requirements, targets, performance indicators and incentives</li> <li>• Deliver quality work and report anticipated delays with reason</li> <li>• Communicate maintenance and repair schedule to superior</li> <li>• Receive feedback on work standards</li> <li>• Document the completed work</li> <li>• Show trust, support and respect to all colleagues and assist them with information and knowledge</li> <li>• Try to achieve smooth overflow</li> <li>• Identify the potential and existing conflicts with colleagues and resolve them</li> <li>• Seek assistance from colleagues when required</li> <li>• Pass on essential information to colleagues in a timely manner</li> <li>• Behave responsibly and use polite language with colleagues</li> <li>• Interact with colleagues from different functions to understand their nature of work</li> <li>• To understand teamwork, multi tasking, co-operation, co-ordination and collaboration</li> <li>• Lookout for any errors and help colleagues to rectify them</li> </ul>	Audio-Visual  White Board
11	<b>Communicating with customers</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 07:00  <b>Corresponding NOS Code</b> THC/N9901	<ul style="list-style-type: none"> <li>• Identify customer needs by asking questions</li> <li>• Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner</li> <li>• Build friendly but impersonal relationship with the customers</li> <li>• Use appropriate language and tone and listen actively</li> <li>• Show sensitivity to gender/ cultural and social differences</li> <li>• Understand customer expectations and provide appropriate product/services</li> <li>• Understand customer dissatisfaction and address their complaints</li> </ul>	Audio-Visual  White Board



S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
		<ul style="list-style-type: none"> <li>Maintain proper body language and dress code</li> <li>Communicate clearly and effectively with the guest</li> <li>Inform the customers on any issues and developments involving them</li> <li>Respond back to the customer immediately</li> <li>Upselling/promoting suitable products and services</li> <li>Seek feedback from customers</li> <li>Explain terms and conditions clearly</li> </ul>	
12	<p><b>Etiquettes</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> THC/N9903</p>	<ul style="list-style-type: none"> <li>Greet, welcome and address the customer appropriately</li> <li>Maintain pitch and tone of voice while speaking to customers</li> <li>Maintain high standards of practice and transparency in pricing</li> <li>Answer the telephone</li> <li>Communicate appropriately with the customer</li> <li>Dress professionally</li> <li>Maintain personal integrity and ethical behaviour</li> <li>Maintain personal grooming and positive body language</li> <li>Demonstrate responsible and disciplined behaviour</li> <li>Escalate grievances to appropriate authority</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
13	<p><b>Achieving customer satisfaction by being professional</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> THC/N9903</p>	<ul style="list-style-type: none"> <li>Use appropriate titles and terms of respect</li> <li>Handle customer grievances professionally</li> <li>Offer friendly, courteous and hospitable service to the customers</li> <li>Provide assistance with sincere attitude</li> <li>Achieve 100% customer satisfaction</li> <li>Understand customer loyalty and brand value</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
14	<p><b>Services and facilities specific to age / gender / special needs</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p>	<ul style="list-style-type: none"> <li>Ensure that the customer feels safe</li> <li>Understand procedures to be followed during terrorist attacks</li> <li>Know the facilities and services specific to gender and age</li> <li>Co-ordinate with team to meet these needs</li> <li>Educate customers about entertainment</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
	<p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N9904</p>	<p>programs for children, basic safeguard procedures for senior citizens</p> <ul style="list-style-type: none"> <li>• Arrange for transport and equipment as required by senior citizens</li> <li>• Understand availability of medical facilities/doctor</li> </ul>	
15	<p><b>How to behave with women at workplace?</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N9904</p>	<ul style="list-style-type: none"> <li>• Understand women rights and company's policies regarding them</li> <li>• Know special facilities available for women colleagues and customers</li> <li>• Inform about methods to ensure safety and security of women</li> <li>• Provide comfortable and safe environment for female customers</li> <li>• Maintain compliant behaviour etiquette while dealing with women</li> <li>• Treat women equally and avoid discrimination</li> <li>• Ensure safety and security of female colleagues and customers at all levels</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
16	<p><b>IPR and Copyright</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> THC/N9905</p>	<ul style="list-style-type: none"> <li>• Make sure new initiatives of Hotel are not leaked out</li> <li>• Report IPR violations</li> <li>• Read copyright clause</li> <li>• Protect infringement upon customer's interests</li> <li>• Know which aspect of customer information can be used</li> <li>• Report any infringement</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
17	<p><b>Cleanliness</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N9906</p>	<ul style="list-style-type: none"> <li>• Keep the workplace clean</li> <li>• Identify waste and ensure its disposal</li> <li>• Ensure waste bins are cleared everyday</li> <li>• Point out requirements for pest control</li> <li>• Ensure work place has fresh air supply and sufficient lighting</li> <li>• Ensure maintenance check of air conditioners and other mechanical equipment in the department</li> <li>• Know safe and clean handling of linen, laundry and work area</li> <li>• Ensure adequate supply of cleaning consumables</li> </ul>	
18	<p><b>Hygiene</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p>	<ul style="list-style-type: none"> <li>• Hand wash procedure</li> <li>• Understand personal hygiene</li> <li>• Understand dental hygiene</li> <li>• Understand cross contamination and how to prevent it</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
	<p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N9906</p>	<ul style="list-style-type: none"> <li>Report on personal health issues</li> <li>Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing</li> <li>Maintain availability of clean drinking water</li> <li>Get appropriate vaccinations regularly</li> <li>Undergo preventive health check up and treat all illnesses promptly</li> </ul>	
19	<p><b>Work Hazards</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N9907</p>	<ul style="list-style-type: none"> <li>Understand various hazards in work areas and how to eliminate or minimize them</li> <li>Analyze the causes of accident at workplace and suggest measures to prevent them</li> <li>Take preventive measures and suggest methods to improve existing safety procedures</li> </ul>	
20	<p><b>Safety standards and procedures</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N9907</p>	<ul style="list-style-type: none"> <li>Know correct emergency procedures</li> <li>Know the locations of fire extinguishers, fire emergency etc</li> <li>Stack items in an organized way to avoid accidents</li> <li>Handle materials, tools, chemicals etc safely</li> <li>Ensure safe techniques while moving furnitures and fixtures</li> <li>Understand guidelines to use electrical equipment</li> <li>Ensure floors are not slippery</li> <li>Practice ergonomic lifting, bending or moving equipment</li> <li>Understand first aid</li> <li>Know the use of personal protective equipment and safety gear</li> <li>Knowledge of safety signs</li> <li>Document first aid treatments and safety procedures</li> <li>Report to supervisor if any hazard is identified adhere to safety standards</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> <b>70:00</b></p> <p><b>Practical Duration</b> <b>150:00</b></p>	<p>Queen-size bed and seating area (preferably) a roll away bed aswell Mattresses, , Pillows, Cushions, Flat screen TV , Mini , refrigerator, Coffee brewer, Tea tray with Coasters, Stirrers, , coffee, tea and amenities ,Iron and Ironing board, Study table and chairs, Coffee table, Glass windows, Curtain and sheers</p> <p>Sofa set, Rug. Carpet, Telephone, Ashtray, Matches, Standing and bed side lamps, Closet with hangers, Safe, Door with safety , chain, Door Knob Breakfast menu, Slippers, DND and Clean my room Card, Stationery, Tent</p>	

S. No.	Topic / Module	Key Learning Outcomes	Equipments Required
		<p>cards, Services Directory, Dustbin and liners, Slippers, Shoe tuck, Laundry bags; Shower area with shower head, Water faucets, Bath tub (optional), Wash basin , with faucets, Water Closet with bidet and/or health faucet Mirror, Hair dryer, Shaving mirror (optional), Bucket and mug Bathroom amenities, LoofahMit, Toilet tissue/roll, Facial Tissue Glass covers, Coasters, Glasses, Shower liners, Shower curtains Shower caps, Shampoo, Foam bath, Conditioner, Shower gel Face wash, Face soaps, Body soaps, Lotions, Vanity kits Sewing kits, Shaving kit, Dental kit, Disposal bags Cotton buds, Ear bud, Comb, Dustbin and liners, Double sheets Blanket, Duvet with cover, Bed cover/spread, Pillow cases, Bath towels, Hand towels, Face towels, Wash cloths, Dusters, Bath mats, Bath rugs, Bath robes, Nail cutter, Shoe shine, Shoe polish ,hand brush, Dental floss, Mouth freshener, Deodorant Window/glass cleaner, All-purpose disinfectant, Room deodoriser, Furniture polish, Toilet bowl cleaner and disinfectant (non-corrosive),Mold/mildew remover Chrome polish, Mops, Vacuum cleaner, Broom, Dust pan Dusting brush, Scrub brush, Grout brush,Scrub pad Bucket, Pair of rubber gloves, Clean rags, Trash liners, Housekeeping Trolley/Cart</p>	

**Grand Total Course Duration: 220 Hours, 0 Minutes**

**Recommended OJT Hours: 30 days as a Housekeeping Supervisor in a Hotel/Restaurant/ Facilities 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 “Housekeeping Supervisor” mapped to Qualification Pack: “THC/Q0201 , Version 1.0 ”

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q0201 ,Version 1.0”
2	<b>Personal Attributes</b>	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	<b>Minimum Educational Qualifications</b>	Certificate/Diploma/Degree in Hotel Management
4a	<b>Domain Certification</b>	Certified for training for Job Role: “Housekeeping Supervisor” mapped to QP: “THC/Q0201 ,Version 1.0” with minimum passing score 70%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC\Q1402”. Minimum accepted score is 70% .
5	<b>Experience</b>	At least 4 years’ experience in Housekeeping including one year as managerial capacity in a classified Hotel or Facility Management Company. Experience as Departmental Trainer/ On the Job Trainer would be essential

## Annexure: Assessment Criteria

<b>Assessment Criteria for Housekeeping Supervisor</b>	
<b>Job Role</b>	<b>Housekeeping Supervisor</b>
<b>Qualification Pack</b>	<b>THC/Q0201 ,Version 1.0</b>
<b>Sector Skill Council</b>	<b>Tourism and Hospitality Skill Council</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
<b>1</b>	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.
<b>2</b>	Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
<b>3</b>	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
<b>4</b>	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
<b>THC/N0204 Plan and prepare for housekeeping service in assigned area</b>	PC1. Identify workplace procedures for housekeeping for the allocated area	50	2.0	1.0	1.0
	PC2. Ensure that the data and information received is complete and correct		1.5	0.5	1.0
	PC3. Ensure specific requirements for housekeeping activities in different parts of the work area are identified and understood		2.5	1.5	1.0
	PC4. Prepare work-plan and estimate of resources required including personnel, equipment and consumables e.g. Cleaning agents in accordance with work area requirements		2.5	1.0	1.5
	PC5. Identify correct personal protective equipment (ppe)		1.5	0.5	1.0
	PC6. Ensure availability of staff as per standard operating procedure		2.5	1.0	1.5
	PC7. Ensure staff have the skills, knowledge and resources for the task assigned		2.5	1.0	1.5
	PC8. Ensure staff are aware of the standard of behaviour acceptable to the		2.5	1.0	1.5
	PC9. Roster staff according to workplace needs, anticipated peaks and relevant legislation		2.5	1.0	1.5
	PC10. Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines		2.5	1.0	1.5
	PC11. Monitor staff workload and assist staff to prioritize workloads according to work requirements		2.5	0.5	2.0
	PC12. Take corrective action according to staff availability and workplace policies and procedures		2.0	1.0	1.0
	PC13. Maintain staffing levels and rosters according to budget requirements		1.5	0.5	1.0
	PC14. Provide feedback on rostering and staffing issues to appropriate personnel as required		2.0	1.0	1.0
	PC15. Identify various cleaning chemicals, tools, equipment and machinery required for the housekeeping activities		2.0	1.0	1.0
	PC16. Prepare material indent sheet as per requirement of the area to be cleaned and pre-determined quantity levels		2.0	1.0	1.0

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC17. Collect the material required from housekeeping store or the site supervisor as per the material indent sheet		1.5	0.5	1.0
	PC18. Ensure quality of cleaning supplies, consumables to be replenished and functionality of tools and equipment as per workplace procedures		2.0	0.5	1.5
	PC19. Distribute cleaning supplies, consumables to be replenished and tools and equipment required for the job to the cleaning staff under supervision		2.0	1.0	1.0
	PC20. Ensure appropriate clean linen is transported to user locations using appropriate equipment and safe handling techniques		2.0	1.0	1.0
	PC21. Store and secure the excess or reserve material and equipment as per workplace procedures		1.5	0.5	1.0
	PC22. Maintain and store housekeeping equipment and supplies		2.0	0.5	1.5
	PC23. Ensure upkeep and maintenance of tools, equipment, or machinery provided for housekeeping duties		1.5	0.5	1.0
	PC24. Ensure rotation of linen and other consumable stock and return of old stock for reprocessing		1.5	0.5	1.0
	PC25. Ensure all machines and equipments are kept at safe place after use		1.5	0.5	1.0
	<b>POINTS</b>		50	20	30
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N0205 Supervise and monitor housekeeping services</b>	PC1. Ensure appropriate equipments are used as per requirement of the area to be cleaned	50	1.0	0.5	0.5
	PC2. Ensure cleaning of building floors by appropriate methods e.g. Sweeping, mopping, scrubbing, wiping or vacuuming		1.0	0.5	0.5
	PC3. Ensure that the staff follows procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures		1.0	0.5	0.5
	PC4. Ensure quality of services, cleaning, or supply to restrooms as per the standard operating procedures		1.0	0.5	0.5



NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC5. Ensure quality of cleaning w.r.t. Ceilings and walls using appropriate methods and materials		1.0	0.5	0.5
	PC6. Ensure quality of cleaning w.r.t. Sanitary fittings using appropriate methods and materials		1.0	0.5	0.5
	PC7. Ensure quality of cleaning w.r.t. Furniture and soft furnishings using appropriate methods and materials		1.0	0.5	0.5
	PC8. Ensure quality of cleaning w.r.t. Desktops and other instruments using appropriate methods and materials		1.0	0.5	0.5
	PC9. Ensure quality of cleaning w.r.t. Public areas using appropriate methods and materials		1.0	0.5	0.5
	PC10. Monitor and review the service to ensure that staff follow the correct housekeeping procedures and the housekeeping service meets the needs of customers		2.0	0.5	1.5
	PC11. Provide constructive feedback to individual staff and teams		2.0	0.5	1.5
	PC12. Identify and address performance issues		2.0	0.5	1.5
	PC13. Schedule housekeeping procedures to take place at intervals which are suitable for maintaining the standards of the housekeeping service		2.0	0.5	1.5
	PC14. Inform staff and customers about any changes to the service that may affect them		2.0	0.5	1.5
	PC15. Ensure that waste is handled safely and according to instructions		1.0	0.5	0.5
	PC16. Make sure that waste containers are taken safely to the right collection point and secured if necessary		1.0	0.5	0.5
	PC17. Ensure that the housekeeping services are completed as per laid down procedures and timelines		1.5	0.5	1.0
	PC18. Anticipate delays and re-assign resources well in time to ensure timely completion of duties		2.0	0.5	1.5
	PC19. Monitor the cleanliness and tidiness of the worksites		2.0	0.5	1.5
	PC20. Ensure that all furniture and displays are arranged neatly as per the defined guidelines and designs		1.5	0.5	1.0

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC21. Ensure collection and disposal of waste according to instruction without causing any spillage or clutter		1.0	0.5	0.5
	PC22. Ensure segregation of waste as per the establishment standard		1.0	0.5	0.5
	PC23. Ensure waste bags are changed regularly and promptly when full and to avoid foul smell		1.0	0.5	0.5
	PC24. Ensure cleaning the waste bins		1.0	0.5	0.5
	PC25. Ensure that the staff including self wear appropriate ppe for all cleaning tasks		1.5	0.5	1.0
	PC26. Ensure the safe use of appropriate cleaning agent and tools for cleaning glass and windows		1.5	0.5	1.0
	PC27. Ensure the use of equipment and cleaning chemicals safely		1.5	0.5	1.0
	PC28. Complete a basic safety hazard analysis including identifying any suspicious items		1.0	0.5	0.5
	PC29. Store dangerous substances safely		2.0	0.5	1.5
	PC30. Carry out simple first aid procedures		1.5	0.0	1.5
	PC31. Take appropriate action on the discovery of a hazard e.g. Fire		2.0	0.5	1.5
	PC32. Use appropriate security procedures with regard to equipment and materials		1.5	0.5	1.0
	PC33. Report incidents in accordance with establishment procedures and follow emergency procedures in accordance with establishment guidelines		1.0	0.5	0.5
	PC34. Handle day to day conflicts among the staff amicably		2.0	0.5	1.5
	PC35. Report to senior supervisor as per escalation matrix in case of tough situations and irreconcilable issues		1.5	0.5	1.0
	PC36. Exhibits amicable response in most conflicting situations without using any abusive gesture		1.0	0.5	0.5
	<b>POINTS</b>		50	17.5	32.5
	<b>TOTAL POINTS</b>			<b>50</b>	

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
<b>THC/N0206 Support individual and team performances</b>	PC1. Monitor staffing levels to ensure adequate manpower availability for housekeeping work	50	3.0	1.0	2.0
	PC2. Monitor and review the service to ensure that staff follow the correct housekeeping procedures and the housekeeping service meets the needs of customers		3.0	1.5	1.5
	PC3. Provide constructive feedback to individual staff and teams		3.5	1.0	2.5
	PC4. Identify and address performance issues		3.5	1.0	2.5
	PC5. Schedule housekeeping procedures to take place at intervals which are suitable for maintaining the standards of the housekeeping service		3.0	1.0	2.0
	PC6. Inform staff and customers about any changes to the service that may affect them		3.5	1.0	2.5
	PC7. Handle any unprofessional activity, staff absenteeism or negligence as per escalation matrix		2.5	1.0	1.5
	PC8. Identify skill gaps in the team as well as individual housemen which hinder productivity enhancement		3.0	1.0	2.0
	PC9. Train staff on the required skills to remove/reduce skill gaps		3.0	1.5	1.5
	PC10. Recognize and record expertise of staff for reference when allocating tasks		3.0	1.0	2.0
	PC11. Assist staff to identify their own skills and knowledge in relation to current job roles and career development		3.5	1.0	2.5
	PC12. Develop professional development options in consultation with staff		3.0	1.5	1.5
	PC13. Organize regular skill enhancement sessions to keep the staff up-to-date on latest technology and processes		2.5	1.0	1.5
	PC14. Handle day to day conflicts among the staff amicably		3.5	1.0	2.5
	PC15. Report to senior supervisor as per escalation matrix in case of tough situations and irreconcilable issues		3.0	1.0	2.0
	PC16. Exhibits amicable response in most conflicting situations without using any abusive gesture		3.5	1.0	2.5
	<b>POINTS</b>			50	17.5
<b>TOTAL POINTS</b>				<b>50</b>	

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
<b>THC/N0207 Report, record and prepare documentation</b>	PC1. Fill up checklists for assigned work areas to record status of work as per procedure and timelines prescribed	50	2.5	1.0	1.5
	PC2. Fill up checklists for equipment and machines provided for serviceability and maintenance		2.5	1.0	1.5
	PC3. Fill up register or requisition for requirement of housekeeping supplies		2.5	1.0	1.5
	PC4. Fill up register to record attendance as per duty roster		2.0	0.5	1.5
	PC5. Fill up description of work carried out during the shift		3.0	1.0	2.0
	PC6. Record unfinished tasks in the log book		3.0	1.0	2.0
	PC7. Record deviations from the sop, if any, in the log book		3.0	1.0	2.0
	PC8. Report any lost and found belongings		2.5	0.5	2.0
	PC9. Report any incidents and accidents which need to be brought to the notice of superiors		2.5	0.5	2.0
	PC10. Ensure that the report draws valid conclusions from the presented data		2.0	0.5	1.5
	PC11. Adopt the most suitable method of presentation		2.0	0.5	1.5
	PC12. Record unresolved issues and other escalations in the log book		2.5	0.5	2.0
	PC13. Record jobs related problems to supervisor for support		3.0	1.0	2.0
	PC14. Monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem		2.0	0.5	1.5
	PC15. Refer the problem to a competent internal specialist if it cannot be resolved		3.0	1.0	2.0
	PC16. Prepare regular reports and documents as required by organization's procedures e.g. Occupancy report, duty roster etc		2.5	0.5	2.0
	PC17. Prepare special reports as required from time to time by the management, e.g. Monthly consumption report of amenities etc.		2.5	0.5	2.0
	PC18. Ensure that the report includes all necessary information and is accurate, clear and concise		2.5	1.0	1.5
	PC19. Ensure the presentation of results conforms to relevant procedures carried out		2.5	1.0	1.5

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC20. Present the report to the relevant people within agreed timescales, using appropriate templates and formats		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/9901 Communicate with customer and colleagues</b>	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
	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

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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
	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
	<b>POINTS</b>		50	18.5	31.5
	<b>TOTAL POINTS</b>				<b>50</b>

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
<b>THC/N9903</b> <b>Maintain standard of etiquette and hospitable conduct</b>	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
	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

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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
	<b>POINTS</b>			50	14
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9904 Follow gender and age sensitive service practices</b>	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	0.0
	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
	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



NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9905 Maintain IPR of organisation and customers</b>	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	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
	<b>POINTS</b>		50	27.5	22.5
	<b>TOTAL POINTS</b>				<b>50</b>
	<b>THC/N9906 Maintain health and hygiene</b>		PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5
PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5		1.2
PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5		1.2
PC4. arrange for regular pest control activities at the workplace		1.5	0.5		1.2
PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5		1.2
PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5		1.2
PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5		1.2
PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5		1.2
PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5		1.2

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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	1.2
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.2
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.2
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.2
	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	1.2
	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	1.2
	PC17. wash the cups		1.5	0.5	1.2
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.2
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.2
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.2
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.2
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.2
	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		1.5	0.5	1.2
	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	1.2

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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	1.2
	<b>POINTS</b>		50	15.5	34.5
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9907 Maintain safety at workplace</b>	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

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

NOS Element	Performance criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
	<b>GRAND TOTAL</b>	<b>500</b>			



## **Tourism and Hospitality Sector Skill Council**

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