

Model Curriculum

Front Office Executive

SECTOR: TOURISM & HOSPITALITY
SUB-SECTOR: HOTELS
OCCUPATION: FRONT OFFICE MANAGEMENT
REF ID: THC/Q0109, V1.0
NSQF LEVEL: 5



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 EXECUTIVE'** QP No. **'THC/Q0109 NSQF Level 5'**

Date of Issuance: September 02nd, 2015

Valid up to: October 05th, 2019

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


Authorized Signatory
(Tourism and Hospitality Skill Council)

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Front Office Executive

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Front Office Executive”, in the “Tourism & Hospitality Skill Council” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Front Office Executive		
Qualification Pack Name & Reference ID. ID	THC/Q0109, v1.0		
Version No.	1.0	Version Update Date	09/04/2019
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"> • Explain the nature and evolution of hospitality industry and its various sub-sectors. • Elaborate the hierarchy of hotel and front office department. • Explain the duties and responsibilities of front office executive along with the attributes required such as assisting the guest during check-in and checkout process of the hotel. • Performing front desk operations including handling guest complaints, guiding housekeeping staff and promoting sales in the hotel. • Attending to guest requirement and queries including room related facilities, amenities, and request for consumables, etc. • Manage and complete cashiering activities such as handling the payments of guests at the front desk. • Attending to guest requirement and queries including room related facilities, amenities, and request for consumables, etc. • Achieving customer satisfaction by understanding the customer requirements, and as per the standards of the hotel • Maintain standard of etiquette and hospitable conduct. • Apply gender and age sensitive service practices while on duty and in routine life. • Comply with the health, hygiene and safety norms at workplace. • Securing intellectual property rights (IPR) of the company and respecting customer’s copyright • Learn a foreign / local language and apply it during communication. 		

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

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> • Explain general discipline in the class room (do’s and don’ts) • Explain the nature of hotel industry • Elaborate the hierarchy of hotel and front office department of different star category • Explain the role of front office executive • Explain attributes required for front office personnel • Practice basic skills of communication 	Laptop, white board, marker, projector
2	<p>Front Office Operations</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS Code THC/N0119</p>	<ul style="list-style-type: none"> • Greet guest as per sop • Perform role play to welcome and greet guest • Prepare layout of front office department • Explain different types of rooms available in hotel • Explain the services and facilities provided by different star categories of hotels • Explain different types of room rates and meal plans • Discuss discount policies of hotel • Explain rules and regulations of the hotels (for guests) • Practice basic communication skills and telephone phraseology while dealing with guests 	Laptop, white board, marker, projector, hotel brochure sample, telephone, front office management software
3	<p>Assist Guest in Check-in Process</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code THC/N0119</p>	<ul style="list-style-type: none"> • Discuss the process of taking reservation for walk-in guest, regular, corporate, group and crew • Explain different details to be taken from guest while taking reservation • Describe different forms and formats required for taking reservation and prepare their format • Explain different types of modes of payments and their acceptance procedure • Elaborate the concept of suggestive selling and up selling • Explain the procedure of room assignment as per guest preferences • List out different types of amenities provided in guest room • Practice the process of cancellation and amendment in reservation • Practice role play of taking reservation 	Laptop, white board, marker, projector, reservation form, cancellation and amendment form, guest registration card, room key card, amenities voucher, front office, room key card, front office software

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • State different forms and formats required for guest registration and prepare their format • List the details to be required for guest registration • Perform check-in of different types of guests- walk-in, guest with guaranteed reservation, guest with confirmed reservation, VIP, single lady traveller, group booking and crew booking • Analyse occupancy ratios • Practice reservation and guest registration on front office software 	
4	<p>Attend to Guest Queries</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS Code THC/N0107</p>	<ul style="list-style-type: none"> • Explain different services and facilities provided by the hotels along with their operational hours • Explain inter and intra departmental communication • Explain the tourist attractions near to the hotel • Express process to give directions to the guests • Describe the process of handling guest request and complaints • Practice role play for handling guest queries/complaints • Practice message handling • Practice the procedure to take and give wake-up calls to the inhouse guest • Prepare an itinerary for guests for nearby tourist attractions 	Laptop, white board, marker, projector, local map, wake-up call sheet, message slip
5	<p>Perform Cashiering Activities</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code THC/N0110</p>	<ul style="list-style-type: none"> • Describe different types of mode of payment • Explain different types of folio- guest folio, master folio, non-guest folio, employee folio and split folio • Explain different types of vouchers- cash voucher, correction voucher, paid-out voucher, transfer voucher, allowance voucher • Explain the procedure of receiving and settling guest charges with different types of mode of payment- local currency, foreign currency, credit card, debit card, traveller cheques, personal cheques, bill to company • Perform role play of guest check-out procedure with different types of mode of payment • Practice guest check-out on front office software • Describe the process of night auditing 	Laptop, white board, marker, projector, folio format, cash voucher, correction voucher, paid-out voucher, transfer voucher, allowance voucher, foreign currency encashment certificate, front office software

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Analyse various reports printed out during night auditing Analyse various occupancy ratios 	
6	<p>Handle guest complaints and guide front office staff</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS Code THC/N0120</p>	<ul style="list-style-type: none"> Describe different types of guest complaints Explain the procedure to handle various guest complaints- room not cleaned, maintenance problem, missed wake up call, lost and found, late check-out, lost luggage at airport, theft in room Describe the procedure to give discounts demanded by the guest Practice the process of handling guest complaints Analyse the situation when to upgrade and downgrade guests Analyse the guest complaint as when it is to be escalated to supervisor 	Laptop, white board, marker, projector, videos
7	<p>Communicate with Customer and Colleagues</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code THC/N9901</p>	<ul style="list-style-type: none"> Explain the importance of effective communication and team coordination Practice role play basic of phraseology used to interact with guests Practice on computer and smart phone to communicate with guests and colleagues Practice on dealing with different types of complaints 	Laptop, white board, marker, projector, smart phone, computer, front office software,
8	<p>Maintain customer-satisfaction</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> Explain the importance of guest satisfaction Discuss the importance of guest feedback Practice role play to interact with guest using professional and polite etiquette behaviour Practice on different situations to achieve guest satisfaction Assess innovative products and services to improve guest satisfaction Communicate guest feedback to seniors Describe the procedure to enhance brand value of company 	Laptop, white board, marker, projector, guest feedback form
9	<p>Maintain standard of etiquette and hospitable conduct</p>	<ul style="list-style-type: none"> Explain the significance of professional and polite etiquette and behaviour Describe methods for gaining customer satisfaction Welcome customers with a smile Practice handling telephone calls 	Laptop, white board, marker, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N9905</p>	<ul style="list-style-type: none"> Interact with team members to work efficiently Recall company's product, service or design patents Analyse any infringement in the company and interpret it to seniors 	
13	<p>Learn a Foreign or Local Language(s) including English</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code THC/N9909</p>	<ul style="list-style-type: none"> Explain the preferred languages of usual guests State the geographical variations of spoken languages Use common expressions used by guests to express their needs and queries Practice the common terms as appropriate to different types of situation 	Laptop, white board, marker, projector
	<p>Total Duration: 495:00</p> <p>Theory Duration 163:00</p> <p>Practical Duration 332:00</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, Courier Form, Tourist Maps, Tent Cards, Front Office Stationery, Cleaning dusters, Front Office Consumables (Formats):</p> <ul style="list-style-type: none"> City Ledger Reservation form Registration card Maintenance work order 	

Grand Total Course Duration: **495 Hours, 0 Minutes**

Recommended OJT Hours: 240 Hours as a Front Office Executive in hotels covering the practical aspects of the job

(This syllabus/ curriculum has been approved by Tourism & Hospitality Skill Council)

Trainer Prerequisites for Job role: “Front Office Executive” mapped to Qualification Pack: “THC/Q0109, v1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q0109” V1.0
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	Preferable 12 th standard passed
4a	Domain Certification	Certified for training for Job Role: “ <u>Front Office Executive</u> ” mapped to QP: “THC/Q0109” with minimum passing score 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “ <u>Trainer</u> ”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% aggregate.
5	Experience	At least 5 years’ experience in Hotel Industry including one year as supervisory capacity as a Duty Manager. Experience as Departmental Trainer/ On the Job Trainer would be essential.

	PC16. receive details from the guest for registration		3	3	3
	PC17. cross check the identity document details of the guests		2	1	1
	PC18. complete the registration details after interacting with the guest on details including <ul style="list-style-type: none"> • Room number • Tariff details (mention of any discount) • Meal plan • Payment method 		3	1.5	1.5
	PC19. receive guest signature on completed guest registration document		1.5	1	0.5
	PC20. return the guest identify / proof document after scanning / copying on time		2	1	1
	PC21. ensure all mandatory guest details are captured as per company policy and regulatory requirement		1.5	0.5	1
	PC22. identify the check-out time of the guest		1.5	0.5	1
	PC23. ensure that the bell boy arranges for luggage transfer		2	1	1
	PC24. ensure their stay is recorded in the membership program and points / rewards are credited to their member account		2	1	1
	PC25. arrange for transfer with travel desk department based on requirement		2	1	1
	PC26. interact and receive feedback from the guest on their experience with the hotel		2	1	1
	PC27. get information on their next visit to the hotel		2	1	1
	PC28. give a fond farewell to the guest during checkout		2	1	1
		Total	50	25	25
THC/N0107 Attend to guest queries	PC1. ask for any requirement form guest during check in	50	2	1	1
	PC2. arrange for materials / consumables as required		2.5	1	1.5
	PC3. coordinate with different department (such as housekeeping, food & beverage) to fulfill guest requirement		2.5	1	1.5
	PC4. inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc.		2.5	1	1.5
	PC5. ensure the guest are attended anytime on their request		3.5	1.5	2
	PC6. answer to guest queries regarding any offerings within the hotel, nearby location, etc.		3.5	1.5	2
	PC7. assist guests on their query regarding ideal transportation, restaurants in the city, shopping area, etc.		3.5	1.5	2

	PC8. attend and respond to the clarification requested on operation of any equipment / controls inside the room			4	4
	PC9. deliver message (if any) to the guest on time			4	4
	PC10. inform guest if there on any visitors		3.5	1.5	2
	PC11. arrange and deliver any materials / consumables requested in the front office		3.5	1.5	2
	PC12. ensure that the guest is not left unattended at any point of time		5	1.5	3.5
	PC13. revert to guest on any request on time (turn-around time as per organization guideline)		5	1.5	3.5
	PC14. ensure the guest are satisfied all the time		5	1.5	3.5
		Total	50	20	30
THC/N0110 Perform cashiering activities	PC1.get details of mode of payment (cash, cheque, credit card, etc.)		1.5	1	0.5
	PC2. get details of the organization if the payment would be made directly by the company		1.5	1	0.5
	PC3. inform and get confirmation from front office manager on guest from registered of affiliated organizations		1.5	1	0.5
	PC4. inform guests about any offers (bank card tie ups ensuring discount for guests)		1.5	1	0.5
	PC5. get details of payment for a group check in		2	1	1
	PC6. check for details if room payment is already made through online during reservation		2	1	1
	PC7. prepare advance receipt on advance payment by the guest		2	1	1
	PC8. receive invoice pertaining to the guest from various facilities such as restaurants, cafeteria, bar / pub, spa, salon, etc. from different departments		2	1	1
	PC9. ensure guest signature is present in all invoices		1	0.5	0.5
	PC10. attach all invoices to guest primary account		1.5	0.5	1
	PC11. ensure all bills are current and updated in the hotel system		2	1	1
	PC12. prepare a master invoice for a group check in		2	1	1
	PC13. prepare the bill under company name and mention details if the payment is directly done by the company		2	1	1
	PC14. prepare the invoice as per agreed tariff, applicable discount, applicable taxes, details of customer and other mandatory requirements		3.5	1.5	2
	PC15. inform guest on the invoices prepared		1.5	1	0.5
	PC16. confirm and get a clearance from the guest on details of billing		1.5	1	0.5
	PC17. receive the payment from guest			1	1
	PC18. check the authenticity of currency notes (during cash payment)		2	1	1

	PC19. handle credit / debit cards in front of the guest and return the card after the transaction		2	1	1
	PC20. inform guest about any failed transaction and get confirmation for further swiping of the card		2	1	1
	PC21. receive guest signature on the payment advice document (customer and merchant copy)		1	0	1
	PC22. follow company guidelines on mode of payment (accept foreign currency if approved by hotel / direct guest for forex desk)		2	1	1
	PC23. ensure the entire payment is settled after deduction of advance and discount		2	1	1
	PC24. receive guest signature on the invoice (customer and merchant copy) on payment		0.5	0	0.5
	PC25. give the guest a copy of the invoice in the hotel envelope		0.5	0	0.5
	PC26. document the payment details in the hotel system as per procedure		2	1	1
	PC27. close the guest account on payment of dues		2	1	1
	PC28. record all transaction in the front desk office		2	1	1
	PC29. do daily accounts of cash at vault and reconcile		2	1	1
		Total	50	25	25
THC/N0120 Handle guest complaints and front office staff	PC1. ensure that they are always available at the front office as customers generally reach front office in case of any issue	50	2	0.5	1.5
	PC2. listen patiently to the complaint / concerns of the guests		2	0.5	1.5
	PC3. inform the guest that the problem will be resolved at the earliest		2.5	1	1.5
	PC4. ensure that careful attention is paid to the complaints of the customer		2.5	1	1.5
	PC5. identify the appropriate person/department to handle the given customer complaint		2.5	1	1.5
	PC6. inform the person/department to handle the customer complaint		2.5	1	1.5
	PC7. escalate and inform the guest relation manager / duty manager about the complaint of the customer		2	1	1
	PC8. ensure that the customer is updated regarding the actions that are being taken		2.5	1	1.5
	PC9. ensure that the customer feels good and satisfied about the service offered		2	1	1
	PC10. take decisions in the best interests of the organization at important situations		2.5	1	1.5
	PC11. upgrade guest bookings for repeat/high profile customers if needed & required		2	1	1
	PC12. suggest on the spot discount & offers to guests for retention / booking		2.5	1	1.5
	PC13. decide on the spot whether discount demanded by the customer is affordable		2.5	1	1.5

	PC14. downgrade guest booking if rooms are unavailable without dissatisfying the customer		2.5	1	1.5
	PC15. suggest improvements to superiors that can improve the services offered		2.5	1	1.5
	PC16. suggest changing of vendors if items procured are not of satisfactory quality		2.5	1	1.5
	PC17. ensure that all front office associates are qualified for the job		2.5	1	1.5
	PC18. suggest to guest relations manager for any training that is required		2.5	1	1.5
	PC19. provide assistance to front office associates if necessary		2.5	1	1.5
	PC20. mentor and guide front office trainees in performing their work skillfully		2.5	1	1.5
	PC21. ensure that all front office associates accomplish their tasks and maintain a high standard of service		2.5	1	1.5
		Total	50	20	30
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0
	PC4. escalate unresolved problems or complaints to the relevant senior		1	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0
	PC6. receive feedback on work standards		1	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1
	PC9. aim to achieve smooth workflow		1.5	0.5	1
	PC10. help and assist colleagues with information and knowledge		1	0.5	0.5
	PC11. seek assistance from the colleagues when required		1	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues		1.5	0.5	1
	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

	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0
	PC21. brief the customers clearly		0.5	0.5	0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1
	PC25. listen actively in a two-way communication		1.5	0.5	1
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2	0.5	1.5
	PC37. explain the terms and conditions clearly		3	0.5	2.5
		Total	50	18.5	31.5
THC/N9902 Maintain customer- centric	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1

service orientation	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2
	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
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2
	PC8. ingrain customer-oriented behavior in service at all level		2.5	0.5	2
	PC9. aim to gain their long-lasting loyalty and satisfaction		2.5	0.5	2
	PC10. engage with customers without intruding on privacy		2	0	2
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2
	PC12. treat the customers fairly and with due respect		2.5	0.5	2
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2
	PC15. ensure that customer expectations are met		2.5	0.5	2
	PC16. learn to read customers' needs and wants		2.5	0.5	2
	PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2
	PC19. maintain close contact with the customers and focus groups		2	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2	0.5	1.5
		Total	50	10	40
	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
PC2. welcome the customers with a smile		0.5		0	0.5
PC3. ensure to maintain eye contact		0.5		0	0.5
PC4. address the customers in a respectable manner		1		0.5	0.5
PC5. do not eat or chew while talking		0.5		0	0.5

	PC6. use their names as many times as possible during the conversation		0.5	0	0.5
	PC7. ensure not to be too loud while talking		0.5	0	0.5
	PC8. maintain fair and high standards of practice		2.5	1	1.5
	PC9. ensure to offer transparent prices		2	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2	0.5	1.5
	PC12. ensure not to argue with the customer		2	0.5	1.5
	PC13. listen attentively and answer back politely		2	0.5	1.5
	PC14. maintain personal integrity and ethical behavior		2.5	1	1.5
	PC15. dress professionally		2	0.5	1.5
	PC16. deliver positive attitude to work		2	0.5	1.5
	PC17. maintain well-groomed personality		2	0.5	1.5
	PC18. achieve punctuality and body language		2	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviors at the workplace		2	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2	0.5	1.5
	PC25. use polite language		1	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1
	PC31. gain customer loyalty		1.5	0.5	1
	PC32. enhance brand value of company		2	0.5	1.5
		Total	50	14	36
THC/N9904	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
Follow gender and					

age sensitive service practices	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	1	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	0.5	1.5
	PC5. provide the necessary comfort to the female traveler customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.	2	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	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	2	0.5	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	0.5	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	0.5	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	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	3	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists	2	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	2	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens	2	0.5	1.5
	PC15. ensure availability of medical facilities and doctor	2	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	2	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	0.5	1.5

	PC18. involve women in the decision-making processes and management professions		2	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2	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	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2	0.5	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	0.5	1.5
	PC25. ensure safety and security of women at all levels		2	0.5	1.5
		Total	50	15	35
THC/N9905 Maintain IPR of organization and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4
	PC2. be aware of any of company's product, service or design patents		7	7	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4
	PC4. read copyright clause of the material published on the internet and any other printed material		7	3	4
	PC5. protect infringement upon customer's business or design plans		7	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7	3.5	3.5
		Total	50	27.5	22.5
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
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1

PC6. ensure the workplace is well ventilated with fresh air supply	1.5	0.5	1
PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	1.5	0.5	1
PC8. ensure the workplace is provided with sufficient lighting	1.5	0.5	1
PC9. ensure clean work environment where food is stored, prepared, displayed and served	1.5	0.5	1
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
PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	1.5	0.5	1
PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids	1.5	0.5	1
PC13. ensure to clean the store areas with appropriate materials and procedures	1.5	0.5	1
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
PC15. wash hands on a regular basis	2	0.5	1.5
PC16. ensure to wash hands using suggested material such as soap	1.5	0.5	1
PC17. wash the cups	1.5	0.5	1
PC18. ensure to maintain personal hygiene of daily bath	1.5	0.5	1
PC19. ensure to maintain dental hygiene in terms of brushing teeth every day	1.5	0.5	1
PC20. ensure no cross contaminations of items such as linen	1.5	0.5	1
PC21. report on personal health issues related to injury, food, air and infectious diseases	1.5	0.5	1
PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people	1.5	0.5	1
PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing	2	0.5	1.5
PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes	2	0.5	1.5
PC25. ensure to use single use tissue and dispose these tissues immediately	2	0.5	1.5
PC26. coordinate for the provision of adequate clean drinking water	2	0.5	1.5
PC27. ensure to get appropriate vaccines regularly	2	0.5	1.5
PC28. avoid serving adulterated or contaminated food	2	0.5	1.5
PC29. undergo preventive health check-ups at regular intervals	2	0.5	1.5

	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1
	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
		Total	50	15.5	34.5
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1	1	0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1
	PC4. analyze the causes of accidents at the workplace		1.5	0.5	1
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1
	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
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1
	PC8. practice correct emergency procedures		1.5	0.5	1
	PC9. check and review the storage areas frequently		1.5	0.5	1
	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	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1
	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
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2	0.5	1.5
	PC18. ensure to use non-slip liquids and waxes to polish and treat floors		1.5	0.5	1
	PC19. use rubber mats to the places where floors are constantly wet		2	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	0.5	1.5

	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1	0	1
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1
	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
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1	0	1
	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
	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
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1
	PC31. comply with the established safety procedures of the workplace		1	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0	0.5
	PC33. ensure zero accident at workplace		0.5	0	0.5
	PC34. adhere to safety standards and ensure no material damage		1	0.5	0.5
		Total	50	15	35
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
	PC2. learn keywords that may be used to pose those queries		7	2	5
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		7.5	1	5.5
	PC4. listen to focused or recorded sentences as spoken typically in the language		7.5	1	5.5
	PC5. speak without hesitation and fear of being incorrect		7.5	1	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		7.5	1	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5	1	4

	PC8. seek to improve language proficiency to 'working knowledge' level		7.5	1	5.5
		Total	50	10.5	39.5