

# Model Curriculum

## Room Attendant

**SECTOR: TOURISM & HOSPITALITY**  
**SUB-SECTOR: HOTELS**  
**OCCUPATION: HOUSEKEEPING**  
**REF ID: THC/Q0202, V1.0**  
**NSQF LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**TOURISM AND HOSPITALITY SKILL COUNCIL**

for the

**MODEL CURRICULUM**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Room Attendant'** QP No. **'THC/Qo2o2 Ver.1 NSQF Level 4'**

Date of issuance: December 10<sup>th</sup>, 2015

Valid up to: March 25<sup>th</sup>, 2016

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

  
Authorized Signatory  
(Tourism and Hospitality Skill Council)

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# Room Attendant

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>Room Attendant</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	THC/Q0202, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	15/01/2018
<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>• Perform housekeeping operations</li> <li>• Demonstrate the cleaning of washrooms and bathrooms</li> <li>• Perform cleaning furniture, fittings and vertical surfaces</li> <li>• Perform periodic deep cleaning</li> <li>• Maintain area neat and tidy</li> <li>• Explain waste disposal techniques</li> <li>• Describe different forms and formats required for documentation</li> <li>• Demonstrate how to communicate with customer and colleagues</li> <li>• Maintain customer- centric service orientation</li> <li>• Practice standard of etiquette and hospitable conduct</li> <li>• Apply gender and age sensitive service practices while on duty and in routine life</li> <li>• Manage health and apply hygiene practices at workplace</li> <li>• Manage safety at workplace</li> </ul>		

This course encompasses 14 out of 14 Compulsory NOS (National Occupational Standards) of “Room Attendant”, Qualification Pack issued by “Tourism and Hospitality”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Identifying housekeeping requirements and resources</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/N0208</p>	<ul style="list-style-type: none"> <li>Check assigned area as per duty roster for different types of things to be cleaned</li> <li>Check the occupancy rate for the areas assigned</li> <li>Inspect the area for cleaning</li> <li>Identify the types of surfaces to be cleaned</li> <li>Assess requirement for housekeeping equipment and consumables</li> <li>Ensure that data and information received is complete and correct</li> <li>Identify workplace procedures for housekeeping</li> <li>Choose the equipment and materials</li> <li>Prepare work area using PPE</li> </ul>	Roster
2	<p><b>Preparing for housekeeping activities</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/N0208</p>	<ul style="list-style-type: none"> <li>Obtain the PPE required</li> <li>Obtain the appropriate equipment and materials and consumables as per organization’s standards</li> <li>Collect the personal protective equipment required for the cleaning method</li> <li>Follow the instructions and procedures for entering and leaving the workplace</li> <li>Plan the sequence for cleaning the area to avoid re-soiling</li> <li>Ensure that all surfaces to be cleaned are accessible</li> <li>Ensure that there is adequate ventilation</li> <li>Identify and follow specific requirements for housekeeping activities</li> <li>Follow the manufacturer’s instructions for using any tools and equipment</li> <li>Ensure levels of personal hygiene</li> <li>Follow the correct procedures to deal with any lost property or unattended items</li> <li>Prepare work area and equipment so that the job can be done efficiently</li> <li>Explain SOPs of waste removal</li> <li>Prepare checklists and records required for housekeeping duties</li> </ul>	



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Ensure floor cleaning duties are conducted following SOP</li> <li>Notify maintenance requirements of any damaged items</li> <li>Complete and ensure checklists and records</li> <li>Check work areas to ensure required workplace standards are met</li> </ul>	
6	<p><b>Cleaning furniture and upholstery</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/N0212</p>	<ul style="list-style-type: none"> <li>Remove loose dust and debris</li> <li>Examine the upholstered material</li> <li>Identify whether the material is colour-fast and shrink-resistant for furnishings</li> <li>Identify and report damaged surfaces</li> <li>Apply the treatment safely, according to the manufacturer's instructions</li> <li>Examine the treated area</li> <li>Use appropriate cleaning agent and equipment for the marks, surface and type of dirt</li> <li>Apply the cleaning agent smoothly</li> <li>Practice cleaning the surface</li> <li>Put everything back in the right place</li> <li>Report any marks that cannot be reached, or spot cleaned</li> <li>Deal with cleaning equipment correctly after use</li> <li>Make sure that waste containers are taken safely to the right place</li> </ul>	
7	<p><b>Cleaning vertical spaces, fittings, internal glass spaces</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/N0212</p>	<ul style="list-style-type: none"> <li>Loosen dirt that is stuck on to the glass surface without causing damage</li> <li>Remove loose dust and debris first</li> <li>Clean walls so they are free from dust, cobwebs, dirt, grease spots and stains</li> <li>Choose a cleaning agent and equipment that are right for the surface</li> <li>Apply cleaning agents to fixtures and lights and ensure they are clean and workable</li> <li>Check that heating, lighting and ventilation systems are set correctly</li> <li>Rub off the dirt thoroughly from the glass surface and remove it without damaging the surface</li> <li>Put everything back in the right place when one has finished the work</li> <li>Collect and segregate waste</li> </ul>	Broom, wiper etc. Head gear, eyewear, boots, gloves

Sr. No.	Module	Key Learning Outcomes	Equipment Required
8	<p><b>Obtain linen and covers and change bathroom linen</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/N0214</p>	<ul style="list-style-type: none"> <li>Choose and collect clean, laundered and correct type and quantity of linen</li> <li>Check that the linen collected meets the required standard</li> <li>Deal with any linen or bed coverings</li> <li>Transport bed linen and bed coverings safely and correctly</li> <li>Handle and move the linen and bed coverings securely</li> </ul>	Bed and Linen, White board and Visual Aids
9	<p><b>Making bed, checking and changing linen</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Code</b> THC/N0214</p>	<ul style="list-style-type: none"> <li>Remove all linen and bed covering from the beds</li> <li>Handle and store soiled linen and bed coverings correctly</li> <li>Inspect the bed and mattress before bed making</li> <li>Make sure the bed base, bed head, linen and bed coverings are clean and not damaged</li> <li>Make the bed with the right linen and bed coverings</li> <li>Leave the bed neat, smooth and ready for use</li> <li>Deal with customers personal property according to SOP's</li> <li>Remove soiled bathroom linen including bath rugs</li> <li>Fold the towels, napkins and place them at appropriate place</li> <li>Change the bath rug and mats</li> <li>Remove use bath robe and replace with a fresh one</li> <li>Ensure that the bed linen, rugs and mats are clean, soft and free from damage</li> <li>Leave the bathroom neat and tidy and ready for use</li> <li>Complete and check complete checklists and records</li> <li>Report any lost and found property to the authorized person as per SOP</li> <li>Check work areas to ensure required workplace standards are met</li> </ul>	Bed and Linen, White board and Visual Aids



Sr. No.	Module	Key Learning Outcomes	Equipment Required
10	<p><b>Periodic room servicing</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/N0215</p>	<ul style="list-style-type: none"> <li>Ensure availability of necessary information about the schedule and requirements for periodic room servicing</li> <li>Obtain the necessary stock to replace items in the room</li> <li>Carry out the required periodic room servicing as required</li> <li>Leave the room in the required condition as per SOP</li> <li>Follow the correct procedures for items placed</li> <li>Identify and report anything that needs specialist maintenance</li> </ul>	Broom, wiper etc. Head gear, eyewear, boots, gloves
11	<p><b>Deep cleaning requirements</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/N0215</p>	<ul style="list-style-type: none"> <li>Make sure one has the necessary information about the schedule</li> <li>Check requirements for periodic deep cleaning</li> <li>Prepare areas for periodic deep cleaning</li> <li>Choose correct cleaning equipment and materials</li> <li>Leave the room in the required condition as per SOP</li> <li>Identify and report any items that need specialist maintenance</li> </ul>	Broom, wiper etc. Head gear, eyewear, boots, gloves
12	<p><b>Reporting</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/N0215</p>	<ul style="list-style-type: none"> <li>Conduct assigned cleaning duties following workplace procedures and ensure removal of waste</li> <li>Notify maintenance requirements any damaged items to appropriate personnel</li> <li>Complete checklists and records for housekeeping duties</li> <li>Report any lost and found property to the authorized person</li> <li>Check work areas to ensure required workplace standards are met</li> </ul>	White board and Visual Aids
13	<p><b>Keeping areas neat, tidy and in good order</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 09:00</p> <p><b>Corresponding NOS Code</b> THC/N0216</p>	<ul style="list-style-type: none"> <li>Dispose off waste correctly</li> <li>Report maintenance jobs</li> <li>Keep displays clean</li> <li>Inspect areas in accordance to company safety and security policies</li> <li>Report unclaimed items</li> </ul>	White board and Visual Aids

Sr. No.	Module	Key Learning Outcomes	Equipment Required
14	<p><b>Maintain upkeep</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/N0216</p>	<ul style="list-style-type: none"> <li>Choose appropriate cleaning equipment and materials</li> <li>Use hazard warning signs and PPE</li> <li>Clean surfaces</li> <li>Store cleaning equipment correctly</li> <li>Notify maintenance requirements of damaged items</li> </ul>	White board and Visual Aids
15	<p><b>Waste disposal</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Code</b> THC/N0217</p>	<ul style="list-style-type: none"> <li>Use PPE as per waste involved</li> <li>Remove and collect waste as per regulations</li> <li>Sort and segregate waste as per type</li> <li>Reduce the volume by breaking down, compressing, shredding etc</li> <li>Pack and store in appropriate and clean waste containers</li> <li>Change waste bags regularly</li> <li>Keep waste areas clean and tidy</li> <li>Ensure waste containers are taken to collection point</li> <li>Complete records to maintain waste audit trail</li> <li>Identify and report problems related to collection, storage or disposal of waste</li> <li>Follow legal and regulatory requirement related to waste disposal</li> </ul>	Whiteboard and visual aids
16	<p><b>Checklists and registers Theory Duration</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</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 of work as per the procedure</li> <li>Fill up checklists for equipment, machines provided and serviceability</li> <li>Fill up requisition for requirement of housekeeping supplies</li> <li>Fill up register to record attendance</li> <li>Fill up description of work carried out during the shift</li> <li>Record unfinished task in the log book</li> <li>Record deviations and lost and found belongings</li> <li>Report any incidents and accidents that take place</li> <li>Ensure that the report draws valid conclusions</li> <li>Adopt the most suitable mode of presentation</li> </ul>	White board and Visual Aids

Sr. No.	Module	Key Learning Outcomes	Equipment Required
17	<p><b>Escalation matrix</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> THC/N0207</p>	<ul style="list-style-type: none"> <li>Record unresolved issues and escalations in the log book</li> <li>Record job related problems to the supervisor and monitor them</li> <li>Refer the problem to an internal specialist if not resolved</li> </ul>	White board and Visual Aids
18	<p><b>Reporting and documentation</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/N0207</p>	<ul style="list-style-type: none"> <li>Prepare regular reports and documents as required by organization's procedures</li> <li>Prepare special reports from time to time</li> <li>Ensure that the report includes all necessary information and is accurate, clear and concise</li> <li>Present the report to the relevant people within agreed timescales</li> <li>Use appropriate templates and formats</li> </ul>	White board and Visual Aids
19	<p><b>Interacting with superiors and colleagues</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> THC/N9901</p>	<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> </ul>	White board and Visual Aids

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <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>	
20	<p><b>Communicating with customers</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> THC/N9901</p>	<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> <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>	White board and Visual Aids
21	<p><b>Etiquettes</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/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> </ul>	White board and Visual Aids

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Demonstrate responsible and disciplined behaviour</li> <li>Escalate grievances to appropriate authority</li> </ul>	
22	<p><b>Achieving customer satisfaction by being professional</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/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>	White board and Visual Aids
23	<p><b>Services and facilities specific to age / gender / special needs</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/N9904</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 programs for children, basic safeguard procedures for senior citizens</li> <li>Arrange for transport and equipment as required by senior citizens</li> <li>Understand availability of medical facilities/doctor</li> </ul>	White board and Visual Aids
24	<p><b>How to behave with women at workplace?</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/N9904</p>	<ul style="list-style-type: none"> <li>Understand women rights and companies 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>	White board and Visual Aids

Sr. No.	Module	Key Learning Outcomes	Equipment Required
25	<b>IPR and Copyright</b>  <b>Theory Duration</b> (hh:mm) 02:00  <b>Practical Duration</b> (hh:mm) 03:00  <b>Corresponding NOS Code</b> THC/N9905	<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>	White board and Visual Aids
26	<b>Cleanliness</b>  <b>Theory Duration</b> (hh:mm) 02:00  <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> THC/N9906	<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>	White board and Visual Aids
27	<b>Hygiene</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> THC/N9906	<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> <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>	White board and Visual Aids
28	<b>Work Hazards</b>  <b>Theory Duration</b> (hh:mm) 02:00  <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> THC/N9907	<ul style="list-style-type: none"> <li>• Understand various hazards in work areas and how to eliminate or minimize them</li> <li>• Analyse 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>	White board and Visual Aids



Sr. No.	Module	Key Learning Outcomes	Equipment Required
29	<p><b>Safety standards and procedures</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>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 furniture 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>	White board and Visual Aids
	<p><b>Total Duration:</b> <b>300:00</b></p> <p><b>Theory Duration</b> 90:00</p> <p><b>Practical Duration</b> 210:00</p>	<p><b>Unique Equipment Required:</b></p> <p>The set-up required to deliver this training programme include that of a Practical Room with Laptop, white board, marker, projector, Queen-size bed and seating area (preferably) a roll away bed as well 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, 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 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, Loofah MIT, 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</p>	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>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 (noncorrosive), Mould/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> <p><b>FORMS &amp; FORMATS:</b> Housekeeping room report, Housekeeping room occupancy report, Linen room and control sheet, Discrepancy report, Lost and found report, Desk control register, Room maintenance order slip, Guest room linen exchange form, Room checklist, Key control sheet</p>	

Grand Total Course Duration: **300 Hours, 0 Minutes**

Recommended OJT Hours: 240 hours as a Room Attendant 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: “Room Attendant” mapped to Qualification Pack: “THC/Q0202, v1.0”**

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q0202” v.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>	Preferable 12 <sup>th</sup> standard passed
4a	<b>Domain Certification</b>	Certified for training for Job Role: “Room Attendant” mapped to <u>QP</u> : “THC/Q0202” with minimum passing score 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80% aggregate.
5	<b>Experience</b>	At least 5 years’ experience in Housekeeping including one year as supervisory capacity in a classified Hotel. Experience as Departmental Trainer/ On the Job Trainer would be essential.

### Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Room Attendant</b>
<b>Qualification Pack</b>	<b>THC/Q0208, v1.0</b>
<b>Sector Skill Council</b>	<b>Tourism and Hospitality Skill Council</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

<b>NOS Element</b>	<b>Performance criteria</b>	<b>Total Marks (700)</b>	<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>THC/N0208 Prepare for housekeeping operations</b>	PC1. Check assigned area as per duty roster	<b>50</b>	1.5	1.0	0.5
	PC2. Check the occupancy rate for the areas assigned		1.5	1.0	0.5
	PC3. Inspect the area for the cleaning		1.0	0.5	0.5
	PC4. Identify the types of surfaces to be cleaned		2.0	1.0	1.0
	PC5. Assess requirement for housekeeping equipment and consumables as per the occupancy rate		1.5	0.5	1.0
	PC6. Identify requirement of PPE to be used		1.5	0.5	1.0
	PC7. Ensure that the data and information received is complete and correct		1.5	1.0	0.5
	PC8. Identify workplace procedures for housekeeping		2.0	1.0	1.0
	PC9. Choose the appropriate equipment and materials taking into account factors such as manufacturers' instructions, risk, efficiency, access, time, surface and type of soiling		1.5	0.5	1.0
	PC10. Obtain the PPE required		2.5	0.5	2.0
	PC11. Obtain the appropriate equipment and materials and consumables and if the same are not available, select		1.5	0.5	1.0

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	suitable alternatives or inform the appropriate person				
	PC12. Wear the personal protective equipment required for the cleaning method and materials being used		1.5	1.0	0.5
	PC13. Follow the instructions and procedures for entering and leaving the workplace		2.5	1.0	1.5
	PC14. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		1.5	0.5	1.0
	PC15. Ensure that all surfaces to be cleaned are accessible and can be reached to perform adequate cleaning		2.0	1.0	1.0
	PC16. Ensure that there is adequate ventilation for the work being carried out		2.0	0.5	1.5
	PC17. Identify and follow specific requirements for housekeeping activities in different parts of the work area assigned		2.0	0.5	1.5
	PC18. Select equipment and consumables e.g. Cleaning agents in accordance with work area requirements		2.0	0.5	1.5
	PC19. Follow the manufacturer's instructions for using any tools, equipment, consumables and cleaning agents		1.5	1.0	0.5
	PC20. Carry towels, cleaning items, and cleaning supplies using wheeled carts or as per unit procedure		1.5	0.5	1.0
	PC21. Disinfect equipment and supplies, using appropriate solutions or steam-operated sterilizers		1.5	0.5	1.0
	PC22. Ensure levels of personal hygiene meet workplace requirements and are maintained throughout the cleaning process		1.5	1.0	0.5
	PC23. Ensure that the right people know when cleaning is taking place and when the area will be free for use again		1.5	0.5	1.0
	PC24. Follow the correct procedures to deal with any lost property or unattended items		2.5	0.5	2.0
	PC25. Check and prepare cleaning equipment as per		2.5	1.0	1.5

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	manufacturers' instructions before use				
	PC26. Prepare work area and equipment so that the job can be done efficiently, correctly and safely		2.5	0.5	2.0
	PC27. Complete preparation for housekeeping duties following workplace procedures and ensure removal of waste		1.5	0.5	1.0
	PC28. Complete checklists and records for preparation for housekeeping duties		2.0	1.0	1.0
	<b>POINTS</b>		50	20	30
	<b>TOTAL POINTS</b>			<b>50</b>	

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0210 Provide janitorial service</b>	PC1. Choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt	<b>50</b>	1.0	0.5	0.5
	PC2. Choose a method of removing the dust and debris that is right for the floor and the amount of dust and debris involved		1.0	0.5	0.5
	PC3. Clear any large items of debris by hand, safely		1.0	0.5	0.5
	PC4. Mix and apply the cleaning solution		1.5	0.5	1.0
	PC5. Carry out the cleaning as per organization's standards and procedure		1.5	0.5	1.0
	PC6. Remove the ground-in soil/dirt without damaging the surface and leave the floor and the surrounding area dry and free of smears		1.0	0.0	1.0
	PC7. Remove the loose dust and debris carefully and put the dust and debris into the correct container for disposal		1.0	0.0	1.0
	PC8. Leave the floor clear of dust and debris and put everything back in the right place when work is finished		1.0	0.0	1.0
	PC9. Choose a method of clearing up the spillage, if any, that is right for the floor and the size and type of spillage		1.0	0.0	1.0
	PC10. Remove the spillage safely and leave the floor surface clean and dry		1.0	0.5	0.5
	PC11. Empty all waste from the bins in the area of responsibility		1.0	0.5	0.5
	PC12. Re-line or clean bins as per procedure		1.0	0.0	1.0
	PC13. Put the garbage and debris in the correct container and remove the left-over cleaning solution aside		1.0	0.0	1.0

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC14. Report any stains that cannot be removed to the supervisor		1.0	0.0	1.0
	PC15. Follow any special procedures for entering the toilets and washrooms		1.0	0.5	0.5
	PC16. Make sure that there is enough ventilation in the area being cleaned		1.0	0.0	1.0
	PC17. Follow any relevant codes of practice to make sure to protect oneself and others throughout the process e.g. Put-up appropriate signage		1.0	0.0	1.0
	PC18. Choose equipment and cleaning agents that are suitable for the surface		1.0	0.5	0.5
	PC19. Mix and apply cleaning agents		1.0	0.5	0.5
	PC20. Clean washrooms and bathroom including bath tubs		1.5	0.5	1.0
	PC21. Clean basins and taps so that they are free of dirt and removable marks		1.0	0.5	0.5
	PC22. Clean the inside and outside of the washroom so that it is free of dirt and removable marks		0.5	0.0	0.5
	PC23. Check that washrooms are free flushing and draining		1.5	0.5	1.0
	PC24. Clean the fixtures and fittings in an order that is least likely to spread infection		1.0	0.0	1.0
	PC25. Clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks		1.0	0.5	0.5
	PC26. Clean the surrounding floors, walls, mirrors and other surfaces		1.0	0.0	1.0
	PC27. Make sure waste bins are empty, clean and ready for use		1.0	0.5	0.5
	PC28. Identify waste and get it ready for dispatch		1.0	0.5	0.5
	PC29. Make sure that plug holes, waste outlets and over flows are free from blockages		1.5	0.5	1.0
	PC30. Report any faults and problems to the appropriate person		1.0	0.5	0.5
	PC31. Check that holders contain the correct amount of consumables		1.5	0.0	1.5
	PC32. Check supplies and accessories including bathroom linen in the washrooms and washroom		1.0	0.5	0.5
	PC33. Make sure that customer supplies and accessories are clean and free from damage		1.0	0.5	0.5
	PC34. Replenish, replace and refill supplies as per organization procedure		1.5	0.5	1.0
	PC35. Follow the manufacturers' instructions correctly when refilling or replacing items		1.0	0.5	0.5
	PC36. Make sure the area has the right amount of supplies and consumables when work is finished		1.5	0.5	1.0

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC37. Report any stock shortages to the appropriate member of staff		1.5	0.0	1.5
	PC38. Ensure cleaning equipment is clean and in working order when work is finished taking appropriate action to deal with any items that are not		1.0	0.5	0.5
	PC39. Put everything back in the right place when work is finished		1.5	0.5	1.0
	PC40. Remove or replace personal protective equipment following workplace		1.5	0.5	1.0
	PC41. Ensure floor cleaning duties are conducted following workplace procedures and waste removed		1.5	0.5	1.0
	PC42. Notify maintenance requirements of any damaged items to appropriate personnel		1.0	0.5	0.5
	PC43. Complete and ensure checklists and records for housekeeping duties are maintained		1.0	0.5	0.5
	PC44. Check work areas to ensure required workplace standards are met		1.5	0.0	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0212 Clean furniture, fittings and vertical surfaces</b>	PC1. Remove loose dust and debris making sure it spreads as little as possible either manually or with a vacuum cleaner, as required	<b>50</b>	1.0	0.5	0.5
	PC2. Examine the upholstered material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling		1.0	0.5	0.5
	PC3. Identify whether the material is colour-fast and shrink-resistant for furnishings		1.5	0.5	1.0
	PC4. Identify and report damaged or deteriorating surfaces and/or those which may require restorative work		2.0	0.5	1.5
	PC5. Soften ground-in soil and stains before trying to remove them		1.5	0.5	1.0
	PC6. Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material		1.5	0.5	1.0
	PC7. Examine the treated area and apply more treatment if it will help to remove the stain safely		1.5	0.5	1.0
	PC8. Leave the material free of excess moisture and ground-in soil		2.0	0.5	1.5

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC9. Make sure that furnished areas are free from unpleasant smells		1.5	0.5	1.0
	PC10. Choose a cleaning agent and equipment appropriate for the marks, surface and type of dirt on the furniture		2.5	0.5	2.0
	PC11. Scrape off anything that is stuck on to the furniture and fittings		1.5	0.5	1.0
	PC12. Mix and apply the cleaning agent/solution smoothly and evenly; go from mild to harsh if stain cannot be identified		1.5	0.5	1.0
	PC13. Leave the surface clear of the marks that can be reached and spot cleaned		3.0	1.0	2.0
	PC14. Leave the surfaces dry and free of smears and dirt, when work is finished		1.5	0.5	1.0
	PC15. Put everything back in the right place when work is finished		1.5	0.5	1.0
	PC16. Report any marks that cannot be reached or spot cleaned to the person in charge		1.5	0.5	1.0
	PC17. Deal with cleaning equipment correctly after use		1.5	0.5	1.0
	PC18. Sort out and handle the waste safely and according to instructions		2.5	0.5	2.0
	PC19. Make sure that waste containers are taken safely to the right collection/ disposal point		1.5	0.5	1.0
	PC20. Loosen dirt that is stuck on to the glass surface without causing damage		1.5	0.5	1.0
	PC21. Remove loose dust and debris first		1.5	0.5	1.0
	PC22. Remove loose dust, making sure it spreads as little as possible		1.5	0.5	1.0
	PC23. Clean walls (interior) so they are free from dust, cobwebs, dirt, grease, spots and stains		1.5	0.5	1.0
	PC24. Choose a cleaning agent and equipment that are right for the surface and type of dirt follow manufacturer's instructions correctly when one mix and apply the cleaning agent		2.5	0.5	2.0
	PC25. Apply cleaning agents to fixtures and lights and ensure they are clean and workable		2.5	0.5	2.0
	PC26. Check that heating, lighting and ventilation systems are set correctly after cleaning		2.5	0.5	2.0
	PC27. Rub off the dirt thoroughly from the glass surface and remove it without damaging the surface		1.5	0.5	1.0
	PC28. Put everything back in the right place when one have finished efficiently, correctly and safely		1.5	0.5	1.0



NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC29. Collect and segregate waste according to instruction without causing any spillage or clutter		1.5	0.5	1.0
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>				<b>50</b>

NOS Element	Performance criteria	Total Marks (700)	Out Of	Theory	Skills Practical
<b>THC/N0214</b> <b>Replace linen and make beds</b>	PC1. Choose and collect clean, laundered and correct type and quantity of linen and bed coverings as well as bathroom linen from the store	<b>50</b>	1.5	0.5	1.0
	PC2. Check that the linen collected meets the required standard		1.5	0.5	1.0
	PC3. Deal with any linen or bed coverings that do not meet the required standard in line with suitable workplace procedures		1.5	0.5	1.0
	PC4. Transport linen and bed coverings correctly and safely to the work areas		1.0	0.5	0.5
	PC5. Handle and move the linen and bed coverings securely		1.5	1.0	0.5
	PC6. Secure linen stores against unauthorized access where necessary		1.0	0.5	0.5
	PC7. Remove all linen and bed covering from the beds		1.5	0.5	1.0
	PC8. Handle and store soiled linen and bed coverings correctly		1.5	0.5	1.0
	PC9. Inspect the bed and mattress before making and get the bed ready for making		1.5	1.0	0.5
	PC10. Make sure the bed base, bed head, linen and bed coverings are clean and not damaged		2.0	0.5	1.5
	PC11. Make the bed with the right linen and bed coverings depending on the type of customer, as per the organization's policy		2.5	0.5	2.0
	PC12. Ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient manner		2.5	1.0	1.5
	PC13. Make the bed with the correct linen and bed coverings according to whether the customer is a new or stay over customer		2.5	0.5	2.0
	PC14. Leave the bed neat, smooth and ready for use		2.5	0.5	2.0
	PC15. Deal with customers' personal property according to the organization's procedures		2.5	0.5	2.0



NOS Element	Performance criteria	Total Marks (700)	Out Of	Theory	Skills Practical
	PC16. Perform turn down service as per defined timeline and procedure		2.0	1.0	1.0
	PC17. Remove soiled bathroom linen including bath rugs		2.0	0.5	1.5
	PC18. Fold the towels, napkins and place them at the appropriate place		2.5	0.5	2.0
	PC19. Change the bath rugs and mats		2.0	0.5	1.5
	PC20. Remove used bath robe and replace with a fresh one		2.0	0.5	1.5
	PC21. Ensure that the bed linen, rugs and mats are soft, clean and free from damage		2.0	0.5	1.5
	PC22. Leave the bathroom neat & tidy and ready for use		2.5	0.5	2.0
	PC23. Deal with customers' personal property according to the organization's procedures		2.0	0.5	1.5
	PC24. Complete and check complete checklists and records		2.0	0.5	1.5
	PC25. Report any lost and found property to authorized person as per procedure		2.0	0.5	1.5
	PC26. Check work areas to ensure required workplace standards are met		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0215 Conduct periodic deep cleaning</b>	PC1. Ensure availability of necessary information about the schedule and requirements for periodic room servicing	<b>50</b>	2.5	1.0	1.5
	PC2. Obtain the necessary stock to replace items in the room		2.5	1.0	1.5
	PC3. Carry out the required periodic room servicing		3.0	1.0	2.0
	PC4. Leave the room in the required condition		3.0	0.5	2.5
	PC5. Follow the correct procedures for items replaced		3.0	0.5	2.5
	PC6. Identify and report anything that needs specialist maintenance		3.0	0.5	2.5
	PC7. Make sure one has the necessary information about the schedule		3.0	1.0	2.0
	PC8. Check requirements for periodic deep cleaning		2.5	1.0	1.5
	PC9. Prepare areas for periodic deep cleaning		2.5	0.5	2.0
	PC10. Choose correct cleaning equipment and materials for each part of the area		2.5	1.0	1.5
	PC11. Carry out periodic deep cleaning as required		3.0	1.0	2.0
	PC12. Leave the room in the required condition		2.5	0.5	2.0

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC13. Identify and report any items that need specialist maintenance		3.0	1.0	2.0
	PC14. Conduct assigned cleaning duties following workplace procedures and ensure removal of waste		2.5	0.5	2.0
	PC15. Notify maintenance requirements of any damaged items to appropriate personnel		3.0	1.0	2.0
	PC16. Complete checklists and records for housekeeping duties		2.5	1.0	1.5
	PC17. Report any lost and found property to authorized person as per procedure		3.0	1.0	2.0
	PC18. Check work areas to ensure required workplace standards are met		3.0	1.0	2.0
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>				<b>50</b>

NOS Element	Performance criteria	Total marks (700)	Out of	Theory	Skills Practical
<b>THC/N0216 Maintain area neat and tidy</b>	PC1. Empty waste containers and dispose of waste correctly	<b>100</b>	2.5	1.0	1.5
	PC2. Arrange furniture neatly		3.5	1.0	2.5
	PC3. Keep displays neat, tidy and up-to-date		3.5	1.0	2.5
	PC4. Spot and report any faults e.g. Lights not working, damage to furniture and fixtures etc. In the area to the appropriate member of staff		2.5	1.0	1.5
	PC5. Regularly and discreetly check that the areas are clean, tidy and free from obstructions in line with company safety and security policies		3.5	1.5	2.0
	PC6. Identify and report anything that needs specialist maintenance		2.5	1.0	1.5
	PC7. Report any items which are found lying unclaimed		5.0	1.5	3.5
	PC8. Choose the right cleaning equipment and materials for the area being cleaned		3.5	1.0	2.5
	PC9. When necessary, put up hazard warning signs		3.5	1.0	2.5
	PC10. When necessary, wear protective clothing		2.5	1.0	1.5
	PC11. Clean off dust, dirt, debris and removable marks from the surfaces being cleaned		3.0	1.0	2.0
	PC12. Store the cleaning equipment correctly and safely after use		3.0	1.0	2.0
	PC13. Notify maintenance requirements of any damaged items to appropriate personnel		2.5	1.0	1.5
	PC14. Conduct assigned cleaning duties following workplace procedures and ensure the area is neat and tidy		3.5	1.5	2.0

NOS Element	Performance criteria	Total arks (700)	Out of	Theory	Skills Practical
	PC15. Report any lost and found property to authorized person as per procedure		3.0	1.0	2.0
	PC16. Check work areas to ensure required workplace standards are met		2.5	1.0	1.5
	<b>POINTS</b>		50	17.5	32.5
	<b>TOTAL POINTS</b>				<b>50</b>

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0217 Collect and dispose waste properly</b>	PC1. Wear appropriate protective clothing as required for the waste involved	<b>50</b>	4.0	1.0	3.0
	PC2. Remove waste from the areas cleaning safely and according to regulations, instructions and good practice		3.5	1.0	2.5
	PC3. Collect waste according to instruction without causing any spillage or clutter		3.5	1.5	2.0
	PC4. Sort out and segregate waste according to type, making sure it is handled safely		4.0	1.5	2.5
	PC5. Reduce the volume of waste by breaking down, compressing or shredding as required		3.0	1.5	2.0
	PC6. Pack waste and store in appropriate waste containers/ assigned bins		4.0	1.5	2.5
	PC7. Clean the waste bins if dirty		3.5	1.0	2.5
	PC8. Change waste bags regularly and promptly when full and to avoid foul smell		3.5	1.5	2.0
	PC9. Keep waste areas and its contents clean, tidy and sanitized at all times		3.5	1.0	2.5
	PC10. Make sure that sites of cleaning operations are clear of waste that is not to be left at the site		3.5	1.0	2.5
	PC11. Make sure that waste containers are taken safely to the allocated collection point and made secure where necessary		3.5	1.5	2.0
	PC12. Complete records to maintain a waste audit trail in line with the unit procedures		3.0	1.5	1.5
	PC13. Identify and report problems associated with the collection and storage of waste according to company procedures		3.5	1.5	2.0

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC14. Follow the legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions		4.0	1.0	3.0
	<b>POINTS</b>		50	17.5	32.5
	<b>TOTAL POINTS</b>			<b>50</b>	

NOS Element	Performance criteria	Total Marks (700)	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	<b>50</b>	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

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	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
	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>

NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/9901 Communicate with customer and colleagues</b>	PC1. receive job order and instructions from reporting superior	<b>50</b>	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
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 (700)	Out of	Theor y	Skills Practical
<b>THC/N9903 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	<b>50</b>	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



NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	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
	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	36
	<b>TOTAL POINTS</b>				<b>50</b>

NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<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	<b>50</b>	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		2.0	0.5	1.5



NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	cleaning, avoiding touch contact, using abusive language or gesture, etc.				
	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
	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



NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	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
	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 (700)	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>	

NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N9907 Maintain safety at workplace</b>	PC1. assess the various work hazards	<b>50</b>	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		2.0	0.5	1.5

NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	housekeeping, cleaning and maintenance to avoid injuries				
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5

NOS Element	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
	<b>GRAND TOTAL</b>	<b>700</b>			