

Model Curriculum

Travel Consultant

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: TOURS AND TRAVEL

OCCUPATION: TOUR PACKAGING

REF. ID: THC/Q4404 ,VERSION 1.0

NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TOURISM AND HOSPITALITY SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Travel Consultant' QP No. 'THC/Q4404 NSQF Level 4'

Date of Issuance: December 10th, 2015

Valid up to: March 25th, 2016

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



Authorized Signatory
(Tourism and Hospitality Skill Council)

CURRICULUM / SYLLABUS Travel Consultant

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

Program Name	Travel Consultant		
Qualification Pack Name & Reference ID.	Travel Consultant THC/Q4404 ,Version 1.0		
Version No.	1.0	Version Update Date	25-03 -2015
Pre-requisites to Training	Preferable Diploma Post Graduate		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the tour packaging requirements of the customers • Plan itinerary as per customer’s requirement • Arrange and monitor tour package • Maintain IPR of the customers • Exhibit Proper etiquette and conduct • Follow age and gender sensitive practices • Follow Health, hygiene and safety practices in the industry • Effectively communicate with Guests and Colleagues 		

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

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Welcoming the customer</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4410</p>	<ul style="list-style-type: none"> Receive customer with a smile or welcoming mail / telephone response Ensure all walk-in customers are attended to Offer refreshments to walk-in customers Make customers comfortable and be accessible to them for queries Inform them about any ongoing promotions 	<p>White board</p> <p>Audio visual</p> <p>Brochures</p> <p>Pamphlets</p> <p>Other promotional material</p>
2	<p>Engaging with customers and identifying their needs</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p>	<ul style="list-style-type: none"> Understanding the type of tour customer is looking for Understanding the needs of the customer Initiate enquiries Understand other details such as duration of travel, number of people, budget etc. Understand an appropriate destination based on their preferences Identify the type of group 	<p>White board</p> <p>Audio visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code THC/N4410	<ul style="list-style-type: none"> Analyze the type of package that can be offered Suggest some best place options and things to do there for customers who haven't planned anything in particular Ensure to be polite and attentive Send mails or stay in touch through phone if customers have not decided across the counter Be updated on current prices of accommodation, transport etc. Keep the customer informed about any new product 	
3	Gathering resources Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 07:00 Corresponding NOS Code THC/N4411	<ul style="list-style-type: none"> Collect resources such as brochures, travel books etc. Ensure to have the railway and airline timetable for the destination Gather travel magazines related to destination Co-ordinate with government tourist offices of the destination Update information on various facilities and services at the destination Compile the customer's needs 	White board Audio visual Travel magazines Railway and airline time table
4	Estimating tour cost Theory Duration	<ul style="list-style-type: none"> Analyze the cost of travel through various modes Understand the costs of different accommodations 	White Board Audio-Visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 04:00 Practical Duration (hh:mm) 012:00 Corresponding NOS Code THC/N4411	<ul style="list-style-type: none"> Understand the package rates from different travels Browse through entrance fees of places of interest Plan on cost of meals, shopping, guides as per customer's cost of living Gather all costs and include any miscellaneous expenses that may occur Estimate total cost of tour along with mark-up 	
5	Preparing Itinerary Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code THC/N4411	<ul style="list-style-type: none"> Decide on route map and ensure routing is planned with nearby locations packed together Plan in a way that all places of attraction are efficiently covered within the time available Consider details like interest of tourist and their energy levels Prepare itinerary from beginning of journey till the end Ensure to add all important tourist destinations into it Mention the opening and closing time of places of interest and background information of that place too Include the distance between the various locations Mention the various restaurant options around 	White board Audio visual Sample itinerary Pictures / postcards of famous places of interest around the world

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Include time taken for every activity • Ensure the tour package is tailored according to the customer's interest 	
6	<p>Handing over the final package</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N4412</p>	<ul style="list-style-type: none"> • Provide relevant travel information to the customer • Ensure to update the customer with destination information • Notify the customer on luggage limits, insurance, medical, travel documents, currency etc. • Advise the customers on the issues that can be faced during travel 	<p>White board</p> <p>Audio visual</p> <p>Passport</p> <p>Visa</p>
7	<p>Co-ordinating with industry partners and departments</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 08:00</p>	<ul style="list-style-type: none"> • Co-ordinate for booking of tickets, hotels, visa etc. • Confirm the customer's name at the hotel and airline once the booking is made • Ensure the necessary processing in case the customer cancels the tour • Co-ordinate for transportation • Arrange for a tour escort or guide who is well versed in the preferred language of the customer • Co-ordinate with appropriate departments on events, 	<p>White board</p> <p>Audio visual</p> <p>Air ticket</p> <p>Railway ticket</p> <p>Bus ticket</p> <p>Hotel booking voucher</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code THC/N4412	entertainment etc. arranged during the travel	
8	Informing of any mishaps to customers and assist the customers Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 08:00 Corresponding NOS Code THC/N4413	<ul style="list-style-type: none"> Inform the customers if there is any alteration required to the planning, cancellations, postponement etc. Convince the customer politely if there is any discrepancy in planned itinerary Compensate them with a better option Process refunds timely, if any Assist customers quickly and conveniently if they plan to have a change or upgrade while on tour Ensure the altered service offered matches customer expectations 	White board Audio visual
9	Seeking customer feedback Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm)	<ul style="list-style-type: none"> Get in touch with the customer after tour and understand how they feel about the package Collect the feedback from customers Provide questionnaire and get a rating for service Attend to customer dissatisfaction and complaints Ensure to rectify if there was some negative feedback 	White board Audio visual Customer feedback form

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	08:00 Corresponding NOS Code THC/N4413		
10	Recording, documentation and customer satisfaction Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 08:00 Corresponding NOS Code THC/N4413	<ul style="list-style-type: none"> Record customer details Document monthly status report of walk-ins and turn-outs Ensure to maintain privacy of customer details Ensure to maintain trust and reliability Ensure all needs of customers are met Ensure to maintain long term relations with customers 	White board Audio visual
11	Interacting with superiors and colleagues Theory Duration (hh:mm) 03:00 Practical Duration	<ul style="list-style-type: none"> Receive job order and instructions from reporting superior Escalate unresolved problems or complaints to relevant superior Understand work output requirements, targets, performance indicators and incentives Deliver quality work and report anticipated delays with reason Communicate maintenance and repair schedule to superior 	White board Audio visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 08:00 Corresponding NOS Code THC/N9901	<ul style="list-style-type: none"> • Receive feedback on work standards • Document the completed work • Show trust, support and respect to all colleagues and assist them with information and knowledge • Try to achieve smooth overflow • Identify the potential and existing conflicts with colleagues and resolve them • Seek assistance from colleagues when required • Pass on essential information to colleagues in a timely manner • Behave responsibly and use polite language with colleagues • Interact with colleagues from different functions to understand their nature of work • To understand teamwork, multi tasking, co-operation, co-ordination and collaboration • Lookout for any errors and help colleagues to rectify them 	
12	Communicating with customers Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 08:00	<ul style="list-style-type: none"> • Identify customer needs by asking questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers • Use appropriate language and tone and listen actively • Show sensitivity to gender/ cultural and social differences • Understand customer expectations and provide appropriate product/services 	White board Audio visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code THC/N9901	<ul style="list-style-type: none"> Understand customer dissatisfaction and address their complaints Maintain proper body language and dress code Communicate clearly and effectively with the guest Inform the customers on any issues and developments involving them Respond back to the customer immediately Upselling/promoting suitable products and services Seek feedback from customers Explain terms and conditions clearly 	
13	Service quality requirements Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 08:00 Corresponding NOS Code THC/N9902	<ul style="list-style-type: none"> Understand target customers, their profiles and needs Build good rapport with the customer Understand the market trends and customer expectations by discussing the same with frequent customers Seek feedback and rating from customer Use customer oriented behaviour to gain loyalty and satisfaction Be friendly but not familiar with guest 	White board Audio visual
14	Achieving customer satisfaction through customer-centric service	<ul style="list-style-type: none"> Ensure fair and honest treatments to customers Enhance company's brand value Read customer expectations and ensure they are met 	White board Audio visual

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9902</p>	<ul style="list-style-type: none"> • Readily accept and implement new ideas to improve customer satisfaction • Communicate customer feedback to superior • Offer promotions to improve product satisfaction • Consult with senior on unscheduled customer requests 	
15	<p>Etiquettes</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> • Greet, welcome and address the customer appropriately • Maintain pitch and tone of voice while speaking to customers • Maintain high standards of practice and transparency in pricing • Answer the telephone • Communicate appropriately with the customer • Dress professionally • Maintain personal integrity and ethical behaviour • Maintain personal grooming and positive body language • Demonstrate responsible and disciplined behaviour • Escalate grievances to appropriate authority 	<p>White board</p> <p>Audio visual</p>
16	<p>Achieving customer satisfaction by being professional</p>	<ul style="list-style-type: none"> • Use appropriate titles and terms of respect • Handle customer grievances professionally 	<p>White board</p> <p>Audio visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> • Offer friendly, courteous and hospitable service to the customers • Provide assistance with sincere attitude • Achieve 100% customer satisfaction • Understand customer loyalty and brand value 	
17	<p>Services and facilities specific to age / gender / special needs</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> • Ensure that the customer feels safe • Understand procedures to be followed during terrorist attacks • Know the facilities and services specific to gender and age • Co-ordinate with team to meet these needs • Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens • Arrange for transport and equipment as required by senior citizens • Understand availability of medical facilities/doctor 	<p>White board</p> <p>Audio visual</p>
18	<p>How to behave with women at workplace?</p>	<ul style="list-style-type: none"> • Understand women rights and company's policies regarding them • Know special facilities available for women colleagues and customers 	<p>White board</p> <p>Audio visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> Inform about methods to ensure safety and security of women Provide comfortable and safe environment for female customers Maintain compliant behaviour etiquette while dealing with women Treat women equally and avoid discrimination Ensure safety and security of female colleagues and customers at all levels 	
19	<p>IPR and Copyright</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code THC/N9905</p>	<ul style="list-style-type: none"> Make sure new initiatives of Hotel are not leaked out Report IPR violations Read copyright clause Protect infringement upon customer's interests Know which aspect of customer information can be used Report any infringement 	<p>White board</p> <p>Audio visual</p>
20	<p>Cleanliness</p> <p>Theory Duration (hh:mm)</p>	<ul style="list-style-type: none"> Keep the workplace clean Identify waste and ensure its disposal Ensure waste bins are cleared everyday 	<p>White board</p> <p>Audio visual</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	03:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code THC/N9906	<ul style="list-style-type: none"> Point out requirements for pest control Ensure work place has fresh air supply and sufficient lighting Ensure maintenance check of air conditioners and other mechanical equipment in the department Know safe and clean handling of linen, laundry and work area Ensure adequate supply of cleaning consumables 	
21	Hygiene Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 06:00 Corresponding NOS Code THC/N9906	<ul style="list-style-type: none"> Hand wash procedure Understand personal hygiene Understand dental hygiene Understand cross contamination and how to prevent it Report on personal health issues Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing Maintain availability of clean drinking water Get appropriate vaccinations regularly Undergo preventive health check up and treat all illnesses promptly 	White board Audio visual
	Total Duration 230 Hrs. Theory Duration 70Hrs. Practical Duration	Unique Equipment Required: Travel maps, sample itinerary, brochures, sample passport, sample visa, sample tickets for bus, train and airways, travel insurance documents, postcards with places of interest, bills, invoice, travel magazines	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	160Hrs.		

Grand Total Course Duration: **230 Hours, 0 Minutes**

Recommended OJT Hours:**30 days** as a Tour Consultant assistant covering the practical aspects of the job

*(This syllabus/ curriculum has been approved by **SSC: Tourism and Hospitality Council**)*

Trainer Prerequisites for Job role "Travel Consultant" mapped to Qualification Pack: "THC/Q4404 ,Version 1.0"

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack " <u>THC/Q4404 ,Version 1.0</u> "
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Certificate/Diploma/Degree in Hotel Management
4a	Domain Certification	Certified for training for Job Role: " <u>Travel Consultant</u> " mapped to QP: " <u>THC/Q4404 ,Version 1.0</u> " with minimum passing score 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "SSC\Q1402". Minimum accepted score is 70%.
5	Experience	At least 5 years' experience in Travel Industry including one year as supervisory capacity as a Travel Consultant. Experience as Departmental Trainer/ On the Job Trainer would be essential.

Annexure: Assessment Criteria	Assessment Criteria for Travel Consultant
Job Role	Travel Consultant
Qualification Pack	THC/Q4404 ,Version 1.0
Sector Skill Council	Tourism and Hospitality Skill Council

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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4410 Engage with customer to understand their tour packaging requirement	PC1. receive the customers with a smile or welcoming mail/ telephonic response	50	1.5	0.5	1.0
	PC2. ensure that any of the customers who walk-in are not left unattended		1.5	0.5	1.0
	PC3. offer refreshments to the walk-in customer		1.5	0.5	1.0
	PC4. make the customers comfortable and be accessible to them for any queries		1.5	0.5	1.0
	PC5. explain the different services and products that the company offers		1.5	0.5	1.0
	PC6. brief them on any promotional plans that may be on-going		1.5	0.5	1.0
	PC7. understand the type of tour the customers are looking for, such as a leisure package,		2.5	1.0	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	heritage package, pilgrimage package, cruise package, adventure package, etc.				
	PC8. understand the needs of the customer if they are planning for a multiple place visit or a single location		2.5	1.0	1.5
	PC9. initiate queries and identify the needs of the customer based on their travel needs, shopping needs, package needs, etc.		2.5	1.0	1.5
	PC10. understand the duration of their travel, number of people planning the travel, mode of travel, budget, etc.		2.5	1.0	1.5
	PC11. understand an appropriate destination of their interest, travel dates, accommodation preferences, etc.		2.5	1.0	1.5
	PC12. identify the type of group planning the travel such as family, friends, colleagues, etc.		2.5	1.0	1.5
	PC13. analyze the type of package that can be offered based on the customer needs and their budget		2.5	1.0	1.5
	PC14. suggest some best place options, best things to do in these places, best eateries and experiences to have, etc. to the customers who have not planned of any particular travel destination or type		2.5	1.0	1.5
	PC15. ensure to be polite and listen to them with attentiveness understanding their requirement		2.5	1.0	1.5
	PC16. send mails or stay in touch through phone if the walk in customers do not confirm their booking across the table and ask time for deciding		2.5	1.0	1.5
	PC17. ensure to be updated on the current prices of the accommodation, transportation, travel fares, etc. from the procurement team		2.5	1.0	1.5
	PC18. keep the customers posted on any new product arrivals		2.5	1.0	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC19. handle the incoming calls, mail and walk-ins from travel agents and direct customers		2.0	1.0	1.0
	PC20. brief the customers on the rough estimate cost of the package according to their needs		2.5	1.0	1.5
	PC21. inform the customers on the terms and conditions of pay and other details as per company policy		2.5	1.0	1.5
	PC22. educate the customers on the destinations completely making it easier for them to choose		2.0	1.0	1.0
	PC23. suggest alternative travel plans and dates to the customers if any interesting event or entertainment is to happen at those dates in the destination		2.0	1.0	1.0
	POINTS		50	20	30
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4411 Plan the travel itinerary as per customer's requirement	PC1. collect all resources such as brochures, internet, travel books and other sources of information required for the travel	50	2.0	0.5	1.5
	PC2. ensure to have the railway and airline timetable for the preferred destination		2.0	0.5	1.5
	PC3. gather as many travel magazines related to the destination		2.0	0.5	1.5
	PC4. coordinate with government tourist offices of the destination		2.0	0.5	1.5
	PC5. update information on the different categories of hotel, taxes, meals, types of room available, tariff plans with respect to season and off season time, etc. in the destination		2.0	0.5	1.5
	PC6. compile all the customer needs		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC7. analyze the cost of travel to the destination by the different modes of transportation		2.0	0.5	1.5
	PC8. coordinate with the various departments to understand the cost of different levels of accommodation in the destination		2.0	0.5	1.5
	PC9. coordinate with various travels to understand their package rates at the destination		2.0	0.5	1.5
	PC10. browse through the entrance fees of the places of attractions		2.0	0.5	1.5
	PC11. plan on the cost of meals, shopping, guides, etc. based on the destination's cost of living		2.0	0.5	1.5
	PC12. gather together all these costs		2.0	0.5	1.5
	PC13. include any miscellaneous expense that can be occurred during the travel		2.0	0.5	1.5
	PC14. estimate the total cost of the tour along with a markup cost given		2.0	0.5	1.5
	PC15. decide on the route map and ensure the routing is planned with nearby locations packed together in an effective way saving time		2.0	0.5	1.5
	PC16. plan the itinerary in a way all places of attraction and interest are covered within the time available for the customers and in an efficient way		2.0	0.5	1.5
	PC17. consider details like interest of tourist, energy level of the tourists, etc. while planning the itinerary		2.0	0.5	1.5
	PC18. prepare the itinerary right from the start of journey till the end of journey		2.0	0.5	1.5
	PC19. ensure to add all the important tourist destination into this		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC20. mention the opening and closing time of the places of attraction and information about the background of the place too		2.0	0.5	1.5
	PC21. include the distance between every location that is mentioned on the day to day schedule		2.0	0.5	1.5
	PC22. mention the various restaurant options in and around their scheduled location		2.0	0.5	1.5
	PC23. schedule in a planned and organized way		2.0	0.5	1.5
	PC24. include time taken for every activity that can be easier for the tourist to understand the allotted time and the available timing		2.0	0.5	1.5
	PC25. ensure the tour package is tailored according to the customer interest		2.0	0.5	1.5
	POINTS		50	12.5	37.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4412 Arrange the tour package in coordination with service providers and partners	PC1. provide relevant travel information	50	4.0	2.0	2.0
	PC2. ensure to update the customer with the destination maps		4.0	2.0	2.0
	PC3. notify the customers on luggage limits and insurance		4.0	2.0	2.0
	PC4. advice customers on the issues that can be faced during the travel in terms of safety		4.0	2.0	2.0
	PC5. coordinate for the booking of hotels, tickets, visa, etc. with the respective department in charge		5.0	2.5	2.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC6. confirm the customer names at the airlines and hotel once booking is made		4.0	2.0	2.0
	PC7. transportation, guides, accommodation, insurance, visa, etc.		4.0	2.0	2.0
	PC8. ensure to perform the necessary processing in case the customer cancels the tour after everything is booked or planned		4.0	2.0	2.0
	PC9. make sure to coordinate for the transportation of cab, mini-van, coach, etc. depending on the number of tourists and their budget		4.0	2.0	2.0
	PC10. arrange for a tour escort or a guide based on the customer		4.0	2.0	2.0
	PC11. ensure the escort or guide is well versed in the language preferred and understandable by the customer and is well aware about the destination		4.0	2.0	2.0
	PC12. coordinate with the appropriate department on events, entertainment, etc. arranged during the travel		5.0	2.5	2.5
	POINTS		50	25	25
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4413 Monitor the tour progress	PC1. inform the customers if there is any alteration required to the plan and the itinerary with respect to cancellations, delays, postponement, etc.	50	3.0	1.0	2.0
	PC2. convince the customers in a polite way in case of any discrepancy in the planned itinerary		3.0	1.0	2.0

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC3. compensate them with a better option		2.5	1.0	1.5
	PC4. process for refunds on time if there is any		2.5	1.0	1.5
	PC5. assist the customers in case if they decide to have a change or upgrade to the planned itinerary while on the tour		3.0	1.0	2.0
	PC6. ensure to assist them in a quick and convenient way for their wants		2.5	1.0	1.5
	PC7. ensure the altered service offered matches the customer expectation		2.5	1.0	1.5
	PC8. get in touch with the customer after the tour and understand their feel about the package offered		2.5	1.0	1.5
	PC9. collect the feedback from them to ensure if their expectation was met		2.5	1.0	1.5
	PC10. provide some form of questionnaire or similar type through mail, phone, app or in person, to get a rating for the service rendered		2.5	1.0	1.5
	PC11. attend to the customer complaints and dissatisfaction with immediate effect and action		2.5	1.0	1.5
	PC12. assist their complaints with right solutions		2.5	1.0	1.5
	PC13. ensure to resolve and rectify if there was any negative feedback received from the customers		2.5	1.0	1.5
	PC14. record the entire details of the customer		2.5	1.0	1.5
	PC15. document the monthly status reports of the walk ins and the turn out for the management records		2.5	1.0	1.5
	PC16. ensure to maintain privacy of the customer personal details		2.5	1.0	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC17. ensure to maintain the trust and reliability source right from the time the customer walks in till the tour ends		3.0	1.5	1.5
	PC18. ensure all needs of the customers are met		3.0	1.5	1.5
	PC19. ensure to maintain long terms relationships with the customers		2.5	1.0	1.5
	POINTS		50	20	30
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	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

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	POINTS		50	18.5	31.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.5	2.0
	POINTS			50	10
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9903 Maintain standard of etiquette and	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
hospitable conduct	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

	Performance Criteria	Total Marks (500)	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
	POINTS			50	14
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	verbal, and objectifications by customers and colleagues				
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS				50

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9905 Maintain IPR of organisation and customer	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.0	0.5	0.5
	POINTS			50	15.5
	TOTAL POINTS			50	
	GRAND TOTAL	500		178	322

