

# Model Curriculum

## Meet and Greet Officer

**SECTOR: TOURISM AND HOSPITALITY**  
**SUB-SECTOR: TOURS AND TRAVEL**  
**OCCUPATION: TRANSPORTATION**  
**REF. ID: THC/Q4205 ,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: **'Meet and Greet Officer'** QP No. **'THC/Q4205 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



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Authorized Signatory  
(Tourism and Hospitality Skill Council)

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# Meet and Greet Officer

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>Meet and Greet Officer</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	Meet and Greet Officer THC/Q4205 ,Version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	25-03 - 2016
<b>Pre-requisites to Training</b>	Preferable 10th Standard Passed		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Meet and Greet customers</li> <li>• Arrange for guest transfers</li> <li>• Customer service skills</li> <li>• Proper etiquette and conduct</li> <li>• Handle guest queries / complaints</li> <li>• Health, hygiene and safety</li> <li>• Effective communication</li> <li>• Working proficiency in English / local language</li> </ul>		

This course encompasses 11 out of 11 National Occupational Standards (NOS) of “Meet and Greet Officer”, Qualification Pack issued by “Tourism and Hospitality”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Planning for meeting customers</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> <b>THC/N0101</b></p>	<ul style="list-style-type: none"> <li>• Check assigned duty as per duty roaster</li> <li>• Check the travel bookings details of the customer</li> <li>• Assess requirement of resources</li> <li>• Identify organizational requirement and protocol for meeting different customers</li> <li>• Check for any special requirements or requests on arrival</li> <li>• Check to ensure that communication can be made in the language known to the customer</li> </ul>	<p>Guest name placard</p> <p>Arrival List</p> <p>Hotel reservation System</p> <p>Audio-Visual</p> <p>White Board</p>
2	<p><b>Preparing for meeting customers</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> <b>THC/N0101</b></p>	<ul style="list-style-type: none"> <li>• Check with travel agency and ensure that the vehicle is arriving as per schedule</li> <li>• Check with hotel for accommodation and reconfirm bookings</li> <li>• Carry documents for handing over to the customer</li> <li>• Carry placard with correct name of the customer and contact details</li> <li>• Ensure that the mobile phone battery is charged to communicate with the customer</li> <li>• Check arrival/ departure schedule</li> <li>• Dress as per organizational standards</li> <li>• Ensure to reach in time to meet the customer</li> <li>• Complete checklist for performing duties</li> <li>• Seek advice of seniors to address issues</li> <li>• Escalate problems and issues to appropriate authorities</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
3	<p><b>Meeting and greeting customers</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> <b>THC/N0102</b></p>	<ul style="list-style-type: none"> <li>• Meet and greet the customer in a professional manner</li> <li>• Acknowledge customers and greet promptly according to the company policies</li> <li>• Create a good first impression while dealing with customers</li> <li>• Use good verbal communication skills</li> <li>• Establish customers needs and wants quickly and sensitively</li> <li>• Advise the customer of the travel itinerary</li> <li>• Ask the customer for any specific requirement</li> <li>• Maintain necessary confidentiality</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>
4	<p><b>Establishing rapport with customers</b></p>	<ul style="list-style-type: none"> <li>• Use appropriate language and gestures</li> <li>• Use clear and suitably pitched communication</li> <li>• Address and greet customers respectfully</li> <li>• Establish customers needs and wants</li> </ul>	<p>Audio-Visual</p> <p>White Board</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<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> <b>THC/N0102</b></p>	<ul style="list-style-type: none"> <li>Establish mutual understanding of customers needs</li> <li>Carry out undertakings made to customers</li> <li>Record and update customer records</li> <li>Deliver helpful and consistent customer service</li> <li>Build positive relationship with customers</li> <li>Build good working relationships with customers</li> <li>Complete checklists for performing duties</li> <li>Report escalations</li> </ul>	
5	<p><b>Managing transfers of customers</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> <b>THC/N0103</b></p>	<ul style="list-style-type: none"> <li>Inform the customers about the journey details and transport arrangement</li> <li>Assist customers to deal with baggage transfer</li> <li>Ensure travel terminal procedures and security requirements</li> <li>Escort the customer to the point of dropping as per the booking schedule</li> <li>Hand over the documents required to be given to the customer</li> <li>Deal fairly, efficiently and promptly with the customers</li> <li>Respond to any referred customer emergencies and problems</li> <li>Report any situation which cannot be resolved</li> <li>Present a professional image and treat individuals with respect</li> <li>Record any reported non-compliance with agreed standards of transfer service</li> </ul>	Audio-Visual White Board Luggage Tags
6	<p><b>Assisting customers to check-in and check-out</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> <b>THC/N0103</b></p>	<ul style="list-style-type: none"> <li>Liaise with the concerned staff of the place for accommodation arrangements</li> <li>Assist customers to deal with documentation</li> <li>Ensure that the customers get accommodation as per booking arrangements</li> <li>Report non-compliance with standards</li> </ul>	Audio-Visual White Board
7	<p><b>Addressing customer queries and spotting potential problems</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p>	<ul style="list-style-type: none"> <li>Listen carefully to customer queries and deal with them as per organizational standards</li> <li>Keep calm and empathize with customer</li> <li>Follow up with customer or staff till query is resolved</li> <li>Spot customer service problems</li> <li>Recognize repeated problems and alert appropriate authority</li> <li>Share customer feedback</li> </ul>	Audio-Visual White Board

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Practical Duration</b> (hh:mm) 10:00 <b>Corresponding NOS Code</b> <b>THC/N0104</b>		
8	<b>Resolving customer problems</b>  <b>Theory Duration</b> (hh:mm) 05:00  <b>Practical Duration</b> (hh:mm) 10:00 <b>Corresponding NOS Code</b> <b>THC/N0104</b>	<ul style="list-style-type: none"> <li>• Acknowledge the complaint and apologize for inconvenience</li> <li>• Identify and investigate the complaint</li> <li>• Identify options for resolving customer problems</li> <li>• Work with others and your customer to make sure problems are resolved</li> <li>• Keep the customer fully informed about happenings</li> <li>• Give clear reasons to the customer</li> </ul>	Audio-Visual White Board
9	<b>Interacting with superiors and colleagues</b>  <b>Theory Duration</b> (hh:mm) 02:00  <b>Practical Duration</b> (hh:mm) 05:00  <b>Corresponding NOS Code</b> <b>THC/N9901</b>	<ul style="list-style-type: none"> <li>• Receive job order and instructions from reporting superior</li> <li>• Escalate unresolved problems or complaints to relevant superior</li> <li>• Understand work output requirements, targets, performance indicators and incentives</li> <li>• Deliver quality work and report anticipated delays with reason</li> <li>• Communicate maintenance and repair schedule to superior</li> <li>• Receive feedback on work standards</li> <li>• Document the completed work</li> <li>• Show trust, support and respect to all colleagues and assist them with information and knowledge</li> <li>• Try to achieve smooth overflow</li> <li>• Identify the potential and existing conflicts with colleagues and resolve them</li> <li>• Seek assistance from colleagues when required</li> <li>• Pass on essential information to colleagues in a timely manner</li> <li>• Behave responsibly and use polite language with colleagues</li> <li>• Interact with colleagues from different functions to understand their nature of work</li> <li>• To understand teamwork, multi tasking, co-operation, co-ordination and collaboration</li> <li>• Lookout for any errors and help colleagues to rectify them</li> </ul>	Audio-Visual White Board
10	<b>Communicating with customers</b>  <b>Theory Duration</b> (hh:mm) 03:00	<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> </ul>	Audio-Visual White Board Complaint book Lost and Found register

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> <b>THC/N9901</b></p>	<ul style="list-style-type: none"> <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>	
11	<p><b>Service quality requirements</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> <b>THC/N9902</b></p>	<ul style="list-style-type: none"> <li>• Understand target customers, their profiles and needs</li> <li>• Build good rapport with the customer</li> <li>• Understand the market trends and customer expectations by discussing the same with frequent customers</li> <li>• Seek feedback and rating from customer</li> <li>• Use customer oriented behaviour to gain loyalty and satisfaction</li> <li>• Be friendly but not familiar with guest</li> </ul>	Audio-Visual White Board
12	<p><b>Achieving customer satisfaction through customer-centric service</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> <b>THC/N9902</b></p>	<ul style="list-style-type: none"> <li>• Ensure fair and honest treatments to customers</li> <li>• Enhance company's brand value</li> <li>• Read customer expectations and ensure they are met</li> <li>• Readily accept and implement new ideas to improve customer satisfaction</li> <li>• Communicate customer feedback to superior</li> <li>• Offer promotions to improve product satisfaction</li> <li>• Consult with senior on unscheduled customer requests</li> </ul>	Audio-Visual White Board
13	<p><b>Etiquettes</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</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</li> </ul>	Audio-Visual White Board



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> <b>THC/N9903</b></p>	<p>transparency in pricing</p> <ul style="list-style-type: none"> <li>• Answer the telephone</li> <li>• Communicate appropriately with the customer</li> <li>• Dress professionally</li> <li>• Maintain personal integrity and ethical behaviour</li> <li>• Maintain personal grooming and positive body language</li> <li>• Demonstrate responsible and disciplined behaviour</li> <li>• Escalate grievances to appropriate authority</li> </ul>	
14	<p><b>Achieving customer satisfaction by being professional</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> <b>THC/N9903</b></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>	Audio-Visual White Board
15	<p><b>Services and facilities specific to age / gender / special needs</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> <b>THC/N9904</b></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>	
16	<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) 05:00</p> <p><b>Corresponding NOS Code</b> <b>THC/N9904</b></p>	<ul style="list-style-type: none"> <li>• Understand women rights and company's policies regarding them</li> <li>• Know special facilities available for women colleagues and customers</li> <li>• Inform about methods to ensure safety and security of women</li> <li>• Provide comfortable and safe environment for female customers</li> <li>• Maintain compliant behaviour etiquette while dealing with women</li> <li>• Treat women equally and avoid discrimination</li> <li>• Ensure safety and security of female colleagues and customers at all levels</li> </ul>	Audio-Visual White Board

Sr. No.	Module	Key Learning Outcomes	Equipment Required
17	<p><b>Cleanliness</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> <b>THC/N9906</b></p>	<ul style="list-style-type: none"> <li>Keep the workplace clean</li> <li>Identify waste and ensure its disposal</li> <li>Ensure waste bins are cleared everyday</li> <li>Point out requirements for pest control</li> <li>Ensure work place has fresh air supply and sufficient lighting</li> <li>Ensure maintenance check of air conditioners and other mechanical equipment in the department</li> <li>Know safe and clean handling of linen, laundry and work area</li> <li>Ensure adequate supply of cleaning consumables</li> </ul>	
18	<p><b>Hygiene</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> <b>THC/N9906</b></p>	<ul style="list-style-type: none"> <li>Hand wash procedure</li> <li>Understand personal hygiene</li> <li>Understand dental hygiene</li> <li>Understand cross contamination and how to prevent it</li> <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>	Audio-Visual White Board
19	<p><b>Work Hazards</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> <b>THC/N9907</b></p>	<ul style="list-style-type: none"> <li>Understand various hazards in work areas and how to eliminate or minimize them</li> <li>Analyze the causes of accident at workplace and suggest measures to prevent them</li> <li>Take preventive measures and suggest methods to improve existing safety procedures</li> </ul>	Audio-Visual White Board
20	<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> <b>THC/N9907</b></p>	<ul style="list-style-type: none"> <li>Know correct emergency procedures</li> <li>Know the locations of fire extinguishers, fire emergency etc</li> <li>Stack items in an organized way to avoid accidents</li> <li>Handle materials, tools, chemicals etc safely</li> <li>Ensure safe techniques while moving furnitures and fixtures</li> <li>Understand guidelines to use electrical equipment</li> <li>Ensure floors are not slippery</li> <li>Practice ergonomic lifting, bending or moving equipment</li> <li>Understand first aid</li> </ul>	Audio-Visual White Board Fire extinguisher Safety Gears

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <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</li> <li>adhere to safety standards</li> </ul>	
21	<p><b>Basic knowledge of a Foreign / State language</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 45:00</p> <p><b>Corresponding NOS Code</b> <b>THC/N9909</b></p>	<ul style="list-style-type: none"> <li>Know the typical Foreign/State language queries</li> <li>Learn keywords</li> <li>Practise short oral conversations in the language</li> <li>Listen to recorded sentences as spoken typically to understand diction</li> <li>Speak without hesitation in complete sentences</li> <li>Learn basic range of vocabulary and expression</li> <li>Improve language proficiency to “working knowledge” level</li> </ul>	Audio-Visual White Board
	<p><b>Total Duration</b> <b>260 Hrs.</b></p> <p><b>Theory Duration</b> <b>81Hrs.</b></p> <p><b>Practical Duration</b> <b>179Hrs.</b></p>	<p><b>Unique Equipment Required:</b> Guest name placard, Hotel brochures, Reservation form, Room key / key card, Concierge, Travel desk, Train ticket, Flight ticket, Bus ticket, Itinerary, Feedback form, EDC machine, Point of Sales, Hotel Reservation System, Maintenance Order Form</p>	

**Grand Total Course Duration: 260 Hours0 Minutes**

Recommended OJT Hours: **30 days** as a Meet and Greet Officer/Airport Representative in a Travel Company/Hotel covering the practical aspects of the job

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

## Trainer Prerequisites for Job role “Meet and Greet Officer” mapped to Qualification Pack: “THC/Q4205 ,Version 1.0 ”

Sr. No.	Area	Details
1	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “THC/Q4205 ,Version 1.0”
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	Certificate/Diploma/Degree in Travel and Tourism
4a	<b>Domain Certification</b>	Certified for training for Job Role: “Meet and Greet Officer” mapped to QP: “THC/Q4205 ,Version 1.0” with minimum passing score 70%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC\Q1402”. Minimum accepted score is 70% .
5	<b>Experience</b>	At least 4 years’ experience in Tourism/ Tour Operator including one year as supervisory capacity. Experience as Departmental Trainer/ On the Job Trainer would be essential

## Annexure: Assessment Criteria

<b>AssessmentMeet and Greet Officer</b>	
<b>Job Role</b>	<b>Meet and Greet Officer</b>
<b>Qualification Pack</b>	<b>THC/Q4205 ,Version 1.0</b>
<b>Sector Skill Council</b>	<b>Tourism and Hospitality Skill Council</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
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%

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
<b>THC/N0101</b> <b>Prepare for providing meet and greet service</b>	PC1. Check assigned duties as per duty roster	50	2.0	1.0	1.0
	PC2. Check the travel and bookings details of the customer along with relevant documentation as per travel and bookings details		2.5	1.0	1.5
	PC3. Assess requirement of resources viz. Type of vehicle, number of vehicles		2.5	1.0	1.5
	PC4. Inform travel agency/driver on the time schedule and meeting place		2.5	1.5	1.0
	PC5. Identify organizational requirement and protocol for meeting customers		2.5	1.0	1.5
	PC6. Check for any special requests or requirements on arrival		3.0	1.5	1.5
	PC7. Check to ensure that communication with the customer can be made in the language known to the customer		2.5	1.0	1.5
	PC8. Check with travel agency/driver and ensure that vehicle is arriving as per schedule		2.5	1.0	1.5
	PC9. Check with hotel/place of accommodation and reconfirm bookings		2.5	1.0	1.5
	PC10. Carry all documents required for handing over to customer viz. Tickets, hotel booking confirmation, itinerary, maps, any other special requirement of the customer		3.0	1.0	2.0
	PC11. Carry placard with correct name of customer and contact details		3.0	1.0	2.0
	PC12. Ensure the mobile phone battery is charged and the phone is in working condition and has the number which was passed on to the customer		3.0	1.0	2.0
	PC13. Check arrival/departure schedule		4.0	1.5	2.5
	PC14. Dress as per organizational requirements and standards		3.0	1.0	2.0
	PC15. Ensure to reach well in time to meet customer and cater for any special requests/requirements agreed with the customer for the meet & greet service		3.5	1.5	2.0
	PC16. Complete checklists for preparation for performing duties		2.5	1.0	1.5
	PC17. Seek help/advise of seniors to address issues where scope of services assured to customer is not clear		2.5	1.0	1.5
	PC18. Escalate problems and issues to appropriate authorities well in time as per organization's procedures		3.0	1.0	2.0
	<b>POINTS</b>		50	20	30
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N0102</b> <b>Meet and greet customers</b>	PC1. Meet and greet the customer in a professional manner at the pre-arranged time and location, in accordance with the booking arrangements and as per the organization's procedures	50	1.5	0.5	1.0
	PC2. Acknowledge customers and greet promptly in accordance with company policies		2.0	0.5	1.5
	PC3. Create a good first impression in dealings with customers		1.5	0.5	1.0

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC4. Use good verbal communications skills with customers		2.5	1.0	1.5
	PC5. Establish customers' needs and wants quickly and sensitively		1.5	0.5	1.0
	PC6. Confirm at the time of picking up and/dropping the customer at the required destination that the customer has the appropriate documentation, in line with the rules and legislations of the country and the organization's procedures		2.0	0.5	1.5
	PC7. Advise the customer of the travel itinerary, accommodation details for inbound customer and relevant contact details, where appropriate		2.0	1.0	1.0
	PC8. Ask the customer of any specific requirement in line with organization's procedures		2.0	0.5	1.5
	PC9. Communicate clearly and concisely, and at a pace appropriate to the individual, using words suited to the individual's level of understanding		2.0	0.5	1.5
	PC10. Refer customers promptly to more appropriate members of staff, where necessary, and explain the reasons for referral		2.0	1.0	1.0
	PC11. Maintain necessary confidentiality about the organization and customer		1.5	0.5	1.0
	PC12. Apologize where delay in greeting and acknowledging customer is unavoidable		1.5	0.5	1.0
	PC13. Use appropriate language and gestures to suit the needs of customers		1.5	1.0	0.5
	PC14. Use clear and suitably pitched communication for customers		1.5	0.5	1.0
	PC15. Address and greet customers respectfully, by name, where appropriate and make him/her feel at ease		2.0	1.0	1.0
	PC16. Establish customers' needs and take appropriate action		2.0	0.5	1.5
	PC17. Establish mutual understanding of customers' needs and potential means of meeting them		2.0	0.5	1.5
	PC18. Explain any delay in responding to customers' needs so as to maintain goodwill		2.0	0.5	1.5
	PC19. Carry out undertakings made to customers within the promised time		2.0	0.5	1.5
	PC20. Record and update customer records accurately and promptly		1.5	0.5	1.0
	PC21. Deliver helpful and consistent customer service		3.0	0.5	2.5
	PC22. Build positive relationships with customers		2.5	0.5	2.0
	PC23. Build good working relationships with suppliers		2.5	0.5	2.0
	PC24. Complete checklists for preparation for performing duties		2.5	0.5	2.0
	PC25. Report escalations for any unresolved issue as per escalation matrix		3.0	0.5	2.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
<b>THC/N0103</b> <b>Arrange for guest transfers</b>	PC1. Inform the customers about the journey details and transport arrangement from the meeting point to the destination	50	2.5	1.0	1.5
	PC2. Assist the customers to deal with baggage transfer from the meeting point to the boarding of the vehicles		2.0	1.0	1.0
	PC3. Ensure travel terminal procedures and security requirements are complied with		3.5	1.0	2.5
	PC4. Assist the customers in loading all the baggage onto the transport arranged for transfer to the destination as per the organization's procedures		2.5	1.0	1.5
	PC5. Escort the customer to the point of dropping as per the booking schedule and as per organization's procedures		2.5	1.0	1.5
	PC6. Handover the documents required to be given to customer like tickets, travel permits, entry permissions etc.		3.0	0.5	2.5
	PC7. Deal fairly, efficiently and promptly with questions and complaints, in line with organization's procedures		2.0	0.5	1.5
	PC8. Respond to any referred customer emergencies, problems and requirements promptly and in accordance with company policies		3.5	1.0	2.5
	PC9. Report any situation which cannot be resolved as per escalation matrix		3.0	0.5	2.5
	PC10. Liaise and communicate with travel agents/staff at other places where accommodation is arranged		2.5	0.5	2.0
	PC11. Ensure that all customer baggage is correctly unloaded at the dropping point		2.5	1.0	1.5
	PC12. Record any reported non-compliance with agreed standards of transfer service are accurately and promptly point out to the agencies		3.5	1.0	2.5
	PC13. Present a professional image and treat individuals with respect at all times		2.5	0.5	2.0
	PC14. Liaise with the concerned staff of the place of accommodation of the customers regarding the details of booking/checkout on arrival		3.0	1.0	2.0
	PC15. Assist customers to deal with documentation required for checking-in/out of the place of accommodation		3.0	1.0	2.0
	PC16. Assist the customers in dealing/communicating with the staff at the place of accommodation as per organization's procedures		2.5	0.5	2.0
	PC17. Ensure that the customers get accommodation as per the booking arrangements or a suitable/acceptable alternative		3.0	1.0	2.0



Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC18. Report non-compliance with standards/procedures to the appropriate persons, where necessary		3.0	1.0	2.0
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N0104 Handle guest queries and complaints</b>	PC1. Listen carefully to customer queries and dealing with them as per organizational procedure	50	2.5	1.0	1.5
	PC2. Keep calm, empathize with customer, keep customer informed to arrive at a mutually acceptable solution		2.5	1.0	1.5
	PC3. Follow up with customer and/or with staff till query is resolved		3.0	1.0	2.0
	PC4. Spot customer service problems		2.5	0.5	2.0
	PC5. Listen carefully to the customers about any problem they have raised and ask customers about the problem to check understanding		3.0	1.0	2.0
	PC6. Recognize repeated problems and alert the appropriate authority		2.5	1.0	1.5
	PC7. Share customer feedback with others to identify potential problems before they happen		3.0	1.0	2.0
	PC8. Identify problems with systems and procedures before they begin to affect your customers		2.5	0.5	2.0
	PC9. Acknowledge the complaint, apologize for inconvenience and take prompt attention to diffuse situation		3.0	1.0	2.0
	PC10. Identify and investigate the complaint		3.0	1.0	2.0
	PC11. Identify the options for resolving a customer service problem		2.5	0.5	2.0
	PC12. Work with others to identify and confirm the options to resolve a customer service problem		2.5	1.0	1.5
	PC13. Work out the advantages and disadvantages of each option and pick the best option for the customer and the organization		2.0	1.0	1.0
	PC14. Identify for the customer other ways that problems may be resolved if one is unable to help		2.5	1.0	1.5
	PC15. Discuss and agree the options for and take action to implement the option agreed with your customer		3.5	1.0	2.5
	PC16. Work with others and your customer to make sure that any promises related to solving the problem are kept		2.5	1.0	1.5
	PC17. Keep the customer fully informed about what is happening to resolve the problem		3.0	1.0	2.0
	PC18. Check with the customer to make sure the problem has been resolved to their satisfaction		2.0	1.0	1.0
	PC19. Give clear reasons to the customer when the problem has not been resolved to their satisfaction		2.0	1.0	1.0
	<b>POINTS</b>		50	17.5	32.5
	<b>TOTAL POINTS</b>			<b>50</b>	

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
<b>HC/9901 Communicate with customer and colleagues</b>	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3.deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4.escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5.communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6.receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	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

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	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>	
<b>THC/N9902 Maintain customer-centric service orientation</b>	PC1. keep in mind the profiles of expected customers		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	50	2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	<b>POINTS</b>		50	10	40
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9903</b> <b>Maintain standard of etiquette and hospitable conduct</b>	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
	PC12. ensure not to argue with the customer		2.0	0.5	1.5
	PC13. listen attentively and answer back politely		2.0	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
	PC15. dress professionally		2.0	0.5	1.5
	PC16. deliver positive attitude to work		2.0	0.5	1.5
	PC17. maintain well groomed personality		2.0	0.5	1.5
	PC18. achieve punctuality and body language		2.0	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
	PC25. use polite language		1.0	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1.0
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	<b>POINTS</b>		50	14	36
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9904 Follow gender and age sensitive service practices</b>	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9906 Maintain health and</b>	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



Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
<b>hygiene</b>	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1.0
	<b>POINTS</b>		50	15.5	34.5
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9907 Maintain safety at workplace</b>	PC1. assess the various work hazards	50	1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1.0
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1.0
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1.0
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1.0
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	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



Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies		2.0	0.5	1.5
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	
<b>THC/N9909</b> <b>Learn a foreign or local language(s) including English</b>	PC1. understand from the company, the typical foreign or vernacular language queries	50	5.5	2.5	3.0
	PC2. learn keywords that may be used to pose those queries		7.0	2.0	5.0
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees		7.5	1.0	5.5
	PC4. listen to focussed or recorded sentences as spoken typically in the language		7.5	1.0	5.5
	PC5. speak without hesitation and fear of being incorrect		7.5	1.0	5.5
	PC6. express coherently in complete sentences over a variety of topics, albeit with effort		7.5	1.0	5.5
	PC7. exhibit basic range of vocabulary and range of expression		5.0	1.0	4.0
	PC8. seek to improve language proficiency to 'working		7.5	1.0	5.5

Assessable Outcome (NOS)	Performance Criteria	Total Marks (550)	Out Of	Theory	Skills Practical
	knowledge' level				
	<b>POINTS</b>		50	10.5	39.5
	<b>TOTAL POINTS</b>			<b>50</b>	
	<b>GRAND TOTAL</b>	<b>550</b>			



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

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