

vision made by NSDA_25th May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Tourism and Hospitality Skill Council (THSC)

Address: 405/6, 4th Floor DLF City Court,

Near Sikanderpur Metro Station,

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Name and contact details of individual dealing with the submission

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Position in the organisation: Chief Executive Officer

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List of documents submitted in support of the Qualifications File:

- a) Annexure 1: Occupational Map of the Sector
- b) Annexure2: QP THC/Q0103: Bell Captain

Documents already submitted to QRC:

1. RFP for development of Occupational Standards
2. Selection process of the Consultants to develop Occupational Standards
3. Occupational Map for the Sector
4. List of companies and Industry Association partners who helped in creating the QPs
5. Minutes of the Meeting of the Governing Body to Appoint Subject Matter Experts (SMEs)
6. List of Subject matter experts appointed by the Governing Body
7. Putting up the Occupational Standards in public view
8. Qualification Pack
9. Assessment protocol and strategy
10. NSDC-IMaCS skill gap report
11. NSDC-KPMG skill gap report

QUALIFICATION FILE SUMMARY

Qualification Title	Bell Captain (THC/Q0103)		
Body/bodies which will assess candidates	Tourism and Hospitality Skill Council Affiliated Assessment partners		
Body/bodies which will award the certificate for the qualification.	Tourism and Hospitality Skill Council		
Body which will accredit providers to offer the qualification.	Tourism and Hospitality Skill Council		
Occupation(s) to which the qualification gives access	Front Office Management		
Proposed level of the qualification in the NSQF.	Level 5		
Anticipated volume of training/learning required to complete the qualification.	400 hours		
Entry requirements / recommendations.	Preferable 8th Standard Pass		
Maximum Qualifications	Preferable 12th Standard Pass		
International Comparability	Not yet established		
Progression from the qualification.	Concierge		
Planned arrangements for RPL.	RPL policy will be described as and when available		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/Optional	Estimated size (learning hours)	Level
THC/N0111: Plan and prepare for bell desk services in the assigned area	M	80	5

THC/N0112: Supervise and manage the bell desk activities	M	80	5	
THC/N0105: Welcome and assist the guest for check in at the hotel	M	40	5	
THC/N0106: Explain the guest about the facility and service offerings	M	40	5	
THC/N0107: Attend to guest requirements	M	40	5	
THC/N9901: Communicate with customer and colleagues	M	30	Common Across all Levels	
THC/N9902: Maintain customer-centric service orientation	M	20	Common Across all Levels	
THC/N9903: Maintain standard of etiquetthospitable conduct	M	20	Common Across all Levels	
THC/N9904: Follow gender and age sensitive service practices	M	20	Common Across all Levels	
THC/N9906: Maintain health and hygiene	M	10	Common Across all Levels	
THC/N9907: Maintain safety at workplace	M	20	Common Across all Levels	

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

1) Qualification pack attached- Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

- Confederation of Indian Industry.

Will the assessment body be responsible for RPL assessment?

Yes. The RPL will be carried out through screening, identifying the skill gaps, provide bridge training to cover the competency gap & then conduct final assessments of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Assessment is done through third parties who are affiliated to THSC as Assessment Body. THSC has defined an **eligibility criterion for assessors for each QP**. The assessment agency looks for prospective assessor basis the eligibility criterion defined by THSC & are henceforth appropriately interviewed & approved for that particular assessment. The assessors go through the assessment orientation before the final assessments.

THSC creates & develops an assessment strategy unique to each QP which bifurcates the theory & practical with higher emphasis on Practical assessment and comprises of the following:

- 1) NOS Mapped Questions/Activities/Skill Demonstration

- 2) Assessment methods/tools
- 3) Total marks Per Assessment Method/Tool
- 4) Number of Questions
- 5) Marks Allocation Per Question
- 6) Timelines
- 7) Exam Conduct
- 8) Assessment Design

The emphasis is on practical demonstration of skills & knowledge based on the Assessable Criteria. Each NOS is assessed & marked separately. Student is required to pass in all NOS's individually and marks are allotted per NOS as the unit of evaluation

Few examples of the Assessment Methods we use:

- 1) Theory- Written Assessment (Multiple Choice Questions)
- 2) Practical Assessment
 - a. Identification
 - b. Demonstration of Skills/ Activities
 - c. Role Play
 - d. Viva Voce

The assessment results are backed by evidences collected by assessors.

1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.

2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.

3 The assessor needs to punch the trainee's roll number on all the test pieces.

4 The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.

5 The assessor also needs to carry a photo ID card.

THSC is in process of putting an auditing partner in place to audit the assessments being conducted by the assessment bodies affiliated with THSC.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role :Bell Captain Qualification Pack :THC/Q0103 Sector Skill Council : Tourism and Hospitality
Assessment Guidelines: <ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Assessable Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. To pass the Qualification Pack, every trainee should score a minimum of 75% in Functional NOS's and 60% in all Generic NOS's. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification pack.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment Criteria	Total Marks (550)	Out of	Theory	Skills Practical
THC/N0111 Plan and prepare for the bell desk services in the assigned area	PC1. Identify workplace procedures in the assigned area	50	5	1.5	3.5
	PC2. ensure specific requirements for housekeeping activities in different parts of the work area are identified and understood		4.5	1	3.5
	PC3. prepare work-plan and estimate of resources required including personnel, equipment and consumables		4.5	1.5	3
	PC4. ensure availability of staff as per standard operating procedure / requirement		5	1.5	3.5
	PC5. ensure staff have the skills, knowledge and resources for the task assigned		3.5	1	2.5
	PC6. ensure staff are aware of the standard of behavior acceptable to the organization		5	1.5	3.5
	PC7. coordinate with the front desk office and understand the guest arrivals and occupancy rate		4	1	3
	PC8. coordinate with banquet manager and receive details on scheduled events, conferences, etc		4	1.5	2.5
	PC9. plan for number of resource for the day's requirement		5	1.5	3.5
	PC10. coordinate with contract supervisor for additional resource supply as per requirement		4.5	1.5	3

	PC11. instruct the bell boys on day's requirement and the role expected		5	1.5	3.5
		Total	50	15	35
THC/N0112 Supervise the bell desk services	PC1. assign the work area and other requirements to the bell boys	50	3.5	1.5	2
	PC2. supervise the luggage handling process		3	1.5	1.5
	PC3. assist in check in process for the guest		3	1	2
	PC4. receive the guest room number, facilities and other details from front office		2.5	1	1.5
	PC5. receive instructions from front office associate on any special request for the guest		2.5	1	1.5
	PC6. ensure that staff follows appropriate standards, procedure acceptable by the hotel while performing the work		3	1	2
	PC7. ensure no guest is left unattended		3	1.5	1.5
	PC8. provide constructive feedback to staff based on performance		2.5	1	1.5
	PC9. inform staff and customers about any changes to the service that may affect them		2.5	1	1.5
	PC10. participate in selection / recruitment / interview of bell boys		2.5	1	1.5
	PC11. train people on bell desk activities		3	1	2
	PC12. ensure adequate number of staff is available at all time for smooth operation		3	1.5	1.5
	PC13. arrange for resource during shortage		3.5	1.5	2
	PC14. motivate staff at work (as per situation / requirement)		3	1	2
	PC15. recognize the performance of the staff		3	1	2
	PC16. address missing / mishandling of guest luggage		3.5	1.5	2
	PC17. address any query from customer and offer a satisfactory feedback		3	1	2
		Total	50	20	30
THC/N0105 Welcome and assist the guest for check in at the hotel	PC1. open the door of the car and welcome the guest	50	2	0	2
	PC2. make guest comfortable and feel good by offering a smile		2	0	2
	PC3. greet the customer as per organization guideline on arrival of hotel		3	1	2
	PC4. guide the guest and accompany them to the front desk office		2.5	1	1.5
	PC5. assist in check in process		2.5	1	1.5
	PC6. receive the guest room number, facilities and other details from front office		2.5	1	1.5
	PC7. receive instructions from front office associate on any special request for the guest		2.5	1	1.5
	PC8. unload the luggage from the guest car / taxi		2.5	1	1.5
	PC9. use equipment such as luggage cart / trolley for movement of heavy luggage		2.5	0.5	2
	PC10. screen the baggage		2	0.5	1.5
	PC11. tag the baggage with guest details		3	1	2

	PC12. carry and hand over the luggage to the guest in their room		2.5	0.5	2
	PC13. clear the luggage from the guest room at check out		3	1	2
	PC14. load the luggage into guest vehicle		2.5	0.5	2
	PC15. ensure no mishandling of luggage and avoid any damage		3	1	2
	PC16. inform the guest on usage of room keys		3	1	2
	PC17. open the door lock and handover the key to the guest		3	1	2
	PC18. inform customers the telephone numbers to be contacted for different requirements		3	1	2
	PC19. inform the guest on usage of room keys		3	1	2
		Total	50	15	35
THC/N0106 Explain the guest about the facility and service offerings	PC1. explain guest about the service offering such as spa, pool, gym, etc	50	3	1.5	1.5
	PC2. inform guest about in-house restaurant, type of cuisine, coffee shop, etc		3	1.5	1.5
	PC3. inform guest about any special events arranged in the hotel		3	1.5	1.5
	PC4. inform the operational working hours of different facilities in the hotel		3	1.5	1.5
	PC5. explain guest about the layout of the hotel including lift area, emergency exit, assembly point		3	1.5	1.5
	PC6. inform the public, private and restricted area in the hotel		3	1.5	1.5
	PC7. inform guest on location of restaurant, pool, gym, spa, etc based on the facilities		3	1.5	1.5
	PC8. assist the guest for room check in		3	1.5	1.5
	PC9. inform guest about door lock, electronic safe lock options		3	1.5	1.5
	PC10. educate customers on operation of equipment in the room including TV, AC, geyser, etc		3	1.5	1.5
	PC11. ensure all regular consumables such as water, refreshments, etc are adequately available		3	1.5	1.5
	PC12. inform customers on consumables which are billable / complementary		3	1.5	1.5
	PC13. inform the guest about the must visit places and its significance in the vicinity		3	1.5	1.5
	PC14. explain about famous temples / heritage centre / tourist spots in the city or nearby location along with best time to visit		4	2	2
	PC15. inform about any local festival / function which the guests may be interested in		4	2	2
	PC16. assist the guest on any clarification regarding the local place / region		3	1.5	1.5
		Total	50	25	25
THC/N0107 Attend to	PC1. ask for any requirement form guest during check in	50	3	1	1
	PC2. arrange for materials / consumables as required		2.5	1	1.5

guest requirements	PC3. coordinate with different department (such as housekeeping, food & beverage) to fulfill guest requirement		2.5	1	1.5
	PC4. inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc		2.5	1	1.5
	PC5. ensure the guest are attended anytime on their request		3.5	1.5	2
	PC6. answer to guest queries regarding any offerings within the hotel, nearby location, etc		3.5	1.5	2
	PC7. assist guests on their query regarding ideal transportation, restaurants in the city, shopping area, etc		3.5	1.5	2
	PC8. attend and respond to the clarification requested on operation of any equipment / controls inside the room		4	2	2
	PC9. deliver message (if any) to the guest on time		4	2	2
	PC10. inform guest if there on any visitors		3.5	1.5	2
	PC11. arrange and deliver any materials / consumables requested in the front office		3.5	1.5	2
	PC12. ensure that the guest is not left unattended at any point of time		5	1.5	3.5
	PC13. revert to guest on any request on time (turn-around time as per organization guideline)		5	1.5	3.5
	PC14. ensure the guest are satisfied all the time		5	1.5	3.5
		Total	50	20	30
	THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1	0.5
PC2. understand the work output requirements, targets, performance indicators and incentives		0.5		0.5	0
PC3. deliver quality work on time and report any anticipated reasons for delays		0.5		0.5	0
PC4. escalate unresolved problems or complaints to the relevant senior		1		0.5	0.5
PC5. communicate maintenance and repair schedule proactively to the superior		0.5		0.5	0
PC6. receive feedback on work standards		1		0.5	0.5
PC7. document the completed work schedule and handover to the superior		1		0.5	0.5
PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5		0.5	1
PC9. aim to achieve smooth workflow		1.5		0.5	1
PC10. help and assist colleagues with information and knowledge		1		0.5	0.5
PC11. seek assistance from the colleagues when required		1		0.5	0.5
PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5		0.5	1
PC13. pass on essential information to other colleagues on timely basis		1.5		0.5	1
PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5		0.5	1

	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0
	PC21. brief the customers clearly		0.5	0.5	0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1
	PC25. listen actively in a two way communication		1.5	0.5	1
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2	0.5	1.5
	PC37. explain the terms and conditions clearly		3	0.5	2.5
		Total	50	18.5	31.5
THC/N9902 Maintain customer-	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1

centric service orientation	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2	
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2	
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2	
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2	
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2	
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2	
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2	
	PC10. engage with customers without intruding on privacy		2	0	2	
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2	
	PC12. treat the customers fairly and with due respect		2.5	0.5	2	
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2	
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2	
	PC15. ensure that customer expectations are met		2.5	0.5	2	
	PC16. learn to read customers' needs and wants		2.5	0.5	2	
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2	
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2	
	PC19. maintain close contact with the customers and focus groups		2	0.5	1.5	
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2	0.5	1.5	
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2	0.5	1.5	
			Total	50	10	40
	THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0	0.5
PC2. welcome the customers with a smile		0.5		0	0.5	
PC3. ensure to maintain eye contact		0.5		0	0.5	
PC4. address the customers in a respectable manner		1		0.5	0.5	
PC5. do not eat or chew while talking		0.5		0	0.5	
PC6. use their names as many times as possible during the conversation		0.5		0	0.5	
PC7. ensure not to be too loud while talking		0.5		0	0.5	
PC8. maintain fair and high standards of practice		2.5		1	1.5	

	PC9. ensure to offer transparent prices		2	0.5	1.5
	PC10. maintain proper books of accounts for payment due and received		2	0.5	1.5
	PC11. answer the telephone quickly and respond back to mails faster		2	0.5	1.5
	PC12. ensure not to argue with the customer		2	0.5	1.5
	PC13. listen attentively and answer back politely		2	0.5	1.5
	PC14. maintain personal integrity and ethical behaviour		2.5	1	1.5
	PC15. dress professionally		2	0.5	1.5
	PC16. deliver positive attitude to work		2	0.5	1.5
	PC17. maintain well groomed personality		2	0.5	1.5
	PC18. achieve punctuality and body language		2	0.5	1.5
	PC19. maintain the social and telephonic etiquette		2	0.5	1.5
	PC20. provide small gifts as token of appreciation and thanks giving to the customer		2	0.5	1.5
	PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2	0.5	1.5
	PC22. demonstrate responsible and disciplined behaviours at the workplace		2	0.5	1.5
	PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2	0.5	1.5
	PC24. use appropriate titles and terms of respect to the customers		2	0.5	1.5
	PC25. use polite language		1	0.5	0.5
	PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1
	PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1	0.5	0.5
	PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1	0.5	0.5
	PC29. provide special attention to the customer at all time		1.5	0.5	1
	PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1
	PC31. gain customer loyalty		1.5	0.5	1
	PC32. enhance brand value of company		2	0.5	1.5
		Total	50	14	36
THC/N9904 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
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1	1	0

PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline	2	0.5	1.5
PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.	2	0.5	1.5
PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.	2	0.5	1.5
PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment	2	0.5	1.5
PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties	2	0.5	1.5
PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged	2	0.5	1.5
PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others	3	0.5	2.5
PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds	3	0.5	2.5
PC12. provide entertainment programs and events suited for the children tourists	2	0.5	1.5
PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies	2	0.5	1.5
PC14. arrange for transport and equipment as required by senior citizens	2	0.5	1.5
PC15. ensure availability of medical facilities and doctor	2	0.5	1.5
PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace	2	0.5	1.5
PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.	2	0.5	1.5
PC18. involve women in the decision making processes and management professions	2	0.5	1.5
PC19. avoid specific discrimination and give women their due respect	2	0.5	1.5
PC20. motivate the women in the work place towards utilizing their skills	2	0.5	1.5
PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	2	0.5	1.5
PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues	2	0.5	1.5

	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2	0.5	1.5
	PC25. ensure safety and security of women at all levels		2	0.5	1.5
		Total	50	15	35
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1
	PC15. wash hands on a regular basis		2	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1
	PC17. wash the cups		1.5	0.5	1
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1

	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1
		Total	50	15.5	34.5
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards	50	1	1	0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.5	0.5	1
	PC8. practice correct emergency procedures		1.5	0.5	1
	PC9. check and review the storage areas frequently		1.5	0.5	1
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.5	0.5	1
	PC13. ensure safe techniques while moving furniture and fixtures		1.5	0.5	1
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.5	0.5	1
	PC15. read the manufacturers manual carefully before use of any equipment		1.5	0.5	1

PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	2	0.5	1.5
PC17. keep the floors free from water and grease to avoid slippery surface	2	0.5	1.5
PC18. ensure to use non slip liquids and waxes to polish and treat floors	1.5	0.5	1
PC19. use rubber mats to the places where floors are constantly wet	2	0.5	1.5
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.	2	0.5	1.5
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	2	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	2	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies	2	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed	1	0	1
PC25. ensure all equipment and tools are stored and maintained properly and safe to use	1.5	0.5	1
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	1.5	0.5	1
PC27. Ensure to display safety signs at places where necessary for people to be cautious	1	0	1
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.	1.5	0.5	1
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available	1.5	0.5	1
PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken	1.5	0.5	1
PC31. comply with the established safety procedures of the workplace	1	0.5	0.5
PC32. report to the supervisor on any problems and hazards identified	0.5	0	0.5
PC33. ensure zero accident at workplace	0.5	0	0.5
PC34. adhere to safety standards and ensure no material damage	1	0.5	0.5
Total	50	15	35

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Attached is Annexure 1 as Occupational Map which lists the job role & occupations & their career paths which have been derived through extensive industry interactions facilitated from around 08 workshops & site visits conducted and interactions with over 300+ representatives from different organizations all over the country.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- IMaCS Industry Estimation-393
- Skills Gap analysis Reports for industry demand
- Training duration and current and potential capacity envisaged for potential supply
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work to ensure that there is no duplicity.
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- 1) Agencies have been planned by the SSC to interact with training providers to gather feedback in implementation.
- 2) Monitoring of results of assessments
- 3) Employer feedback will be sought post-placement
- 4) A formal review is scheduled in 2 years' time (2017)

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Process Required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The incumbent works in various contexts of guest services check-in check-out, guest complaints, promoting sales and including other guest services. The candidate requires well developed skills as is evident in the complex tasks below.</p> <ul style="list-style-type: none"> plan for number of resource for the day's requirement coordinate with contract supervisor for additional resource supply as per requirement instruct the bell boys on day's requirement and the role expected ensure adequate number of staff is available at all time for smooth operation <p>The situation of clear choice of procedures (descriptor of level 5) is evident through the following examples</p> <ul style="list-style-type: none"> assign the work 	<p>The incumbent has factual knowledge of facts, principles, processes and general concepts in their field of work and study which in this case includes, bell desk and concierge service including hotel operations and customer services.</p> <p>Examples:</p> <ul style="list-style-type: none"> site layout and obstacles entire Bell desk activities and services requirement of bell desk activities (men, material and resources) front desk services and activities contact for different departments within the hotel departments within the hotel to be interacted for bell desk services qualification and competency expected from bell boy job role performance appraisal process for staffs guest check in process in the hotel luggage screening process and equipment involved material handling and movement procedure procedure of handling 	<p>Most of the work involves, a range of cognitive and practical skills for accomplishing tasks.</p> <p>Examples:</p> <ul style="list-style-type: none"> ensure that staff follows appropriate standards, procedure acceptable by the hotel while performing the work ensure no guest is left unattended provide constructive feedback to staff based on performance inform staff and customers about any changes to the service that may affect them <p>The incumbent also uses basic methods, tools, materials and information to solve problems at work. This is evident through the requirement of the incumbent being able to deal with problem solving</p>	<p>The incumbent needs ability to collect, organise and communicate with customers, team and suppliers.</p> <p>Examples:</p> <ul style="list-style-type: none"> communicate effectively with guests and respond to their queries discuss with front office associate on guest and room details communicate with people in respectful form and manner in line with organizational protocol <p>The incumbent also needs mathematical skill for the following</p> <p>Examples:</p> <ul style="list-style-type: none"> plan for number of resource for the day's requirement <p>Also the incumbent requires understanding of social and political environment to understand the client profile, image and status requirements guest list discrimination, type etc.</p>	<p>The incumbent works with responsibility for own work and learning, and has some responsibility for others' work as well which is evident from the incumbent's deliverables of handling team and related requirements.</p> <p>Examples:</p> <ul style="list-style-type: none"> provide constructive feedback to staff based on performance motivate staff at work (as per situation / requirement) recognise the performance of the staff <p>He/she is expected to undertake on-the-job learning and participate in training and development, interventions and assessments Hence the individual working in this job role has complete responsibility for delivering quality of his own work and has responsibility for other's work and learning and</p>	5

<p>area and other requirements to the bell boys</p> <ul style="list-style-type: none"> participate in selection / recruitment / interview of bell boys <p>This is not of level 4 which requires clear choice but not of procedures, as here the procedure is decided by the incumbent though in a familiar environment.</p> <p>This is not level 6 as most requirements are standardised.</p>	<p>the luggage – put in / take out of a vehicle</p> <ul style="list-style-type: none"> usage of luggage trolley details of luggage tagging equipment and appliances associated with bell desk activities <p>This is not level 6 as there is less of a need for high level theoretical and broad concepts in the field of study and this is not level 4, because of the need for general concepts as outlined above.</p>	<ul style="list-style-type: none"> arrange for resource during shortage how to plan the work activities to create a comfortable working atmosphere how to prioritize work activities to make best use of time and resources how to organize, improve and modify own work practices use luggage cart / trolley for movement of guest luggage use luggage tag for identification follow material handling procedure and avoid any damage how to avoid conflicts and solve them amicably how to deal with the unsatisfaction of the guest <p>This is not level 6 as it uses basic methods for problem solving and not high level skills for specific</p>		<p>therefore is level 5. Also the incumbent does not have full responsibility for others thus not level 6.</p>	
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		problems. Not level 4 as there is problem solving involved with requirement of related cognitive skills.			
5	5	5	5	5	

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Please refer to the attached career path as per annexure 1 which clearly defines the career path.
Vertical progression: Concierge

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Occupational Map of the sector
2. QP: THC/Q0103