QUALIFICATION FILE

Hotel Reception (WorldSkills)

☐ **Short Term Training (STT)** ☐ **Long Term Training (LTT)** ☐ **Apprenticeship**

☒ **Upskilling** ☐ **Dual/Flexi Qualification** ☐ **For ToT**   ☐ **For ToA**

☐General ☐ **Multi-skill (MS)** ☐ **Cross Sectoral (CS)** ☐ **Future Skills** ☐ **OEM**

NCrF/NSQF Level: 4.5

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

Table of Contents

Section 1: Basic Details

1.	**Qualification Name**	Hotel Reception (WorldSkills)	
2.	**Sector/s**	Tourism and Hospitality	
3.	**Type of Qualification:** ☒ **New** ☐ **Revised** ☐ **Has Electives/Options** ☐**OEM**	**NQR Code & version of existing/previous qualification:** *(change to previous, once approved):*	**Qualification Name of existing/previous version:** **NA**
4.	a. **OEM Name** b. **Qualification Name** *(Wherever applicable)*	Hotel Reception (WorldSkills)	
5.	**National Qualification Register (NQR) Code &Version** *(Will be issued after NSQC approval)*	QG-4.5-TH-01830-2024-V1-THSSC	**6. NCrF/NSQF Level:** *4.5*
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other** *(Wherever applicable specify multiple entry/exits also & provide details in annexure)*	Certificate	
8.	**Brief Description of the Qualification**	The role of Hotel Receptionist is key to every hotel establishment. At the hotel's reception area guests receive their first impression of the hotel and therefore of their probable hotel experience. This is where the primary communication with the hotel staff is established. The quality, courtesy and promptness of service can make a great difference, positively or negatively, to the guest's relationship with the hotel and their satisfaction during their stay. This in turn affects the hotel's reputation and repeat business. The Hotel Receptionist works mainly in the hotel's front office. Hotel receptionists need to use a wide range of skills continuously. These may include knowledge of local and general tourism information, good verbal and written English, computer literacy, good manners and conduct and grooming, excellent communication and social skills, problem solving, competence with figures and cash handling, and the application of procedures for reservations, reception, guest services and check out.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:**	

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
1.	12th grade pass	

b. **Age:** 22 years at the time of WorldSkills competition

10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	17	**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)*: **II**

12.	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	
13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☒Offline ☐Online ☐Blended

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	96:00	114:00	300:00		510:00
Online					

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/4224.0100
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	
16.	**Other Indian languages in which the Qualification & Model Curriculum are being submitted**	
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☒ Yes ☐ No **If "Yes", specify applicable type of Disability:**
19.	**How Participation of Women will be Encouraged**	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	☐ Yes ☒ No
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name:** Dr. Sunita Badhwar **Email:** sunita.badhwar@thsc.in **Contact No.:** 011-41608056/8057 Ext.1102 **Website:** www.thsc.in
23.	**Final Approval Date by NSQC:**	**24. Validity Duration:** 2 Years **25. Next Review Date**

Section 2: Module Summary

NOS/s of Qualifications
(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-*Practical* **OJT**-*On the Job* **Man.**-*Mandatory Training* **Rec.**-*Recommended* **Proj.**-*Project*

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1.	Maintain work organization and manage self	THC/N0144 & v1.0	Core	4.5	1	6	6	18		30	5	10		5	20	**15**
2.	Communicate with customers and show interpersonal skills	THC/N0145 & v1.0	Core	4.5	2	12	18	30		60	10	10		5	25	**36**
3.	Take hotel reservation	THC/N0146 & v1.0	Core	4.5	2	12	12	36		60	5	10		5	20	**3**
4.	Handle guest/group check-in	THC/N0147 & v1.0	Core	4.5	2	12	12	36		60	5	10		5	20	**3**
5.	Handle administration and back-office procedures	THC/N0148 & v1.0	Core	4.5	2	12	12	36		60	5	10		5	20	**8**
6.	Build sales promotion	THC/N0149 & v1.0	Core	4.5	3	12	18	60		90	5	10		5	20	**14**
7.	Manage complaints	THC/N0150 & v1.0	Core	4.5	2	12	18	30		60	5	10		5	20	**8**
8.	Handle check-out	THC/N0151 & v1.0	Core	4.5	2	12	12	36		60	5	10		5	20	**3**

9.	Promote local area	THC/N0152 & v1.0	Core	4.5	1	6	6	18		30	5	10		5	20	**10**
Duration (in Hours) / Total Marks				**17**	**96**	**114**	**300**		510	50	90	0	45	185	**100**

Assessment - Minimum Qualifying Percentage

*Please specify **any one** of the following:*

Minimum Pass Percentage – Aggregate at qualification level: _____% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

Minimum Pass Percentage – NOS/Module-wise: ____% *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)*

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	
3.	**Tools and Equipment Required for Training**	☒Yes　☐No　(*If "Yes", details to be provided in Annexure*)
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Have a formal and/or recognized certification with proven industrial and/or practical experience in the relevant skill (minimum 10 years). **OR** Have worked as a Jury member/expert in skill competitions and other competitions of similar nature at regional/national levels. **OR** Trained/mentored competitors for India Skills/ WorldSkills competitions (national/ international).
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	

3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	
4.	**Assessment Mode** *(Specify the assessment mode)*	Offline
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** NA
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** NA
3.	**Government /Industry initiatives/ requirement (Yes/No):** NA
4.	**Number of Industry validation provided:** NA
5.	**Estimated nos. of persons to be trained and employed:** NA
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** *NA* If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	*Attached*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Attached*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Attached*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Attached*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Attached*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Attached*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Attached*

8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Attached*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Attached*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Attached*
12.	**Any other document you wish to submit:**	-

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	**Specialized knowledge** • Organizational code of conduct, business etiquette, and grooming standards • Customer complaints handling procedure and escalation matrix • Hotel amenities and facilities • Operating procedure of the room equipment/appliances • Working of PMS (Property Management System) • Details of local tourist spots, monuments, shopping areas, transportation, special tourism promotions, cultural events etc. • Different cuisines offered in the restaurant. • Operational hours and details of different services in the hotel • Accessible and restricted areas in the hotel premises • Procedure for accepting and delivering guest mails/messages/packages. • Organizational policies on behavioral etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational hierarchy and reporting	• A Hotel Receptionist (Front Office) should have a knowledge of legislation, standards, policies, regulations, front office operations and organizational SOPsand guidelines for front office, etc. These are all trade related facts, and the person needs to have this factual knowledge. Hence Level 4.5	4.5

	structure • Documentation policy and procedures of the organization • Service quality standard as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Gender specific requirements of different types of guests • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Key helpline numbers • Organizational policy with regards to Persons with disability • Organization's policies on intellectual property rights and confidential information • IPR infringement reporting procedure • Storage and disposal procedures for confidential information • Importance of maintaining confidentiality for competitiveness of an organization • Significance of damages resulting from confidentiality infringement • Organization's policy on reporting and managing safety issues • Procedure to maintain cleanliness standards at workplace. • SOP on personal hygiene • Importance of preventive health check-up and healthy living • Procedure to report health issues. • Instructions for operating and handling equipment as per standard.		

| | Organization's policy on reporting anddocumentation Organizational code of conduct, business etiquette, and groomingstandards Organizational SOPs and guidelines for front office Organization's pricing, discount policy,and approval matrix Types of service departments in thehotel like F&B, housekeeping, etc. Duties and responsibilities of front officepersonnel List of items to be kept in Front Desksafety locker (e.g. license firearms/valuables) during check-in Front office service cycle and dailyoperations Organization's guest profile andclassification of guests (business/leisure) Regulatory requirements for guest registration/check-in and check-outs Types of rooms available, the facilities, tariff, and BAR (Best Rates Available), corporate rates, contracted rates, grouprates, etc. meal plans, and other details Packages, incentives and loyalty program offered by the organization. Guest registration process Acceptable identity / proof documents Types of reservation - tentative,waitlisted, confirmed. | | |

	- Different modes of reservation - written/verbal/online - Cancellation/no-show policies forguests - Peak/lean season for occupancy status and flow of guests - Hotel property management system forcheck-in, check-out, room availability, invoicing, etc. - Foreign exchange policies and rates - Usage of internet and e-mails - Types of vouchers like Visitors PaidOuts (VPO's), petty cash, charge voucher, cash receipt voucher, etc. - Digital payment methods - Daily cash management process - Types of ledgers, like guest ledger, cityledger etc. and other cashiering reports/records - Invoice processing procedure - Organizational culture and typical guest profile - Organization's code of conduct - Organization pricing and discount policy - Organizational SOPs and guidelines for front office - Different modes, sources and types of - reservation - Standard reservation, cancellation and amendments procedure - Legal and operational aspects of guest registration - Forecasting techniques for revenue and occupancy - Different types of rooms in the		

	accommodation industry		
Professional and Technical Skills/ Expertise/ Professional Knowledge	**Specialized skills** • Manage time effectively for prompt and improved guest services. • Resolve delay or other problems during registration/check-in or check-out of guests and conflicts related to confidentiality and privacy by reporting the issue in time. • Maintain documentation as per specified format. • Plan, prioritize and sequence work operations as per job requirements. • Solve problem when required. • Fill in relevant forms, formats and checklist accurately. • Improve work processes by incorporating guests' feedback. • Analyze the impact of not adhering to the health and safety procedures. • Read and interpret instructions, procedures, information, and signages in the workplace, comments received from guest and supervisor. • Communicate effectively and cordially with guests and respond to their queries/requests. • Exhibit politeness and courteousness under all circumstances and situations • Interact with co-workers to work efficiently.	• A Guest Service Associate (Front Office) needs to have good written and oral communication skills to deal with supervisors, team members and guests. The person should also be acquainted with natural environment to carry out his duties efficiently. • Hence Level 4.5	4.5

Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	**Team readiness, self-entrepreneurship readiness** • Read and write different types of documents/instructions/correspondence. • Communicate effectively using appropriate language in formal and informal settings. • Behave politely and appropriately with all. • How to work in a virtual mode • Perform calculations efficiently. • Solve problems effectively. • Pay attention to details. • Manage time efficiently. Maintain hygiene and sanitization to avoid infection	• A Hotel Receptionist (Front Office) should have good oral and written communication skills, advanced literacy and numeracy skills, organization and time management skills, good understanding of social, political and work environment, etc.	4.5
Broad Learning Outcomes/Core Skill	**Specialized/ complex jobs/tasks** • Communicate effectively and maintain service standards • Maintain organizational confidentiality and respect guests' privacy • Follow Health, Hygiene and Safety practices • Perform front office activities • Handling guest services during stay • Handle guest reservation activities	• A Hotel Receptionist (Front Office) is responsible for performing front office activities such as prepare for front office operations, handle guest complaints, assist guest during check in or check-out as per the organizational service standards in predictable and familiar situation. Hence Level 4.5	4.5
Responsibility	**Self and team responsibility – Sr. Technician or Master Technician** • Communicate effectively with guests, colleagues and superiors. • Maintain professional etiquette. • Provide specific services as per the guests' requirements. • Maintain organizational confidentiality.	• A Hotel Receptionist (Front Office) is responsible for his own work likereceiving guests, answers their queries, guest check-in/check-out process and cashiering activities etc. Hence Level 4.5	4.5

	- Respect guest's privacy - Maintain personal and workplace hygiene - Take guest reservation - Complete the pre-arrival process. - Complete guest registration process - Check reservation details, check-in and allot room to guest. - Respond to guest queries and requests. - Receive and deliver mails/messages/packages to guest - Attend to guest reservation. - Modify and cancel guest reservation	

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 10

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	White Board/ Black Board		1
2	Table and Chair		10
3	Printer/Scanner/Copier		1
4	Front Office Counter		1
5	Desktop/Laptop	internet min speed of 01 Mbps with Appropriate Software	10
6	Training Reservation Software	Preferably OPERA	1
7	Credit/Debit card training machine		1
8	Mouse (Wireless)		10
9	Mousepad		10
10	Calculator		10
11	Telephone		10
12	Paper for print A4		1
13	Paper cloth		As per the requirement
14	Notebook (A5)		5
15	Pencil Sharpener		4
16	Plastic ruler (30 cm)		4
17	Scissors		2
18	Staples (20 mm)		2
19	Staple remover		2
20	Clear Sticky Tape w/ dispenser		As per the requirement
21	A4 document wallet (cardboard)		2
22	Hole Punch (2 hole)		2
23	Rubber/eraser		2
24	Pencil (HB)		10
25	Pen (Red)		2
26	Pen (Black)		10
27	Keys encode		1
28	POS-terminal		1
29	Photocopier		1
30	Printer		1
31	Sample hotel brochure		5
32	Fax machine		1
33	Key racks		As per the requirement
34	Sample vouchers		As per the requirement

35	Petty cash vouchers		As per the requirement
36	Paid out vouchers		As per the requirement
37	Allowance/discount vouchers		As per the requirement
38	Deposit receipt		As per the requirement
39	Sample invoices		As per the requirement
40	Sample ID proof		As per the requirement
41	Guests Register		As per the requirement
42	Sample revenue and occupancy forecasting report		As per the requirement
43	Sample guest reservation report		As per the requirement
44	Sample Whitney slip and bedroom journal		As per the requirement
45	Sample of escalation matrix		As per the requirement
46	Handouts of IPR guidelines and regulations		As per the requirement
47	Warning signs and tapes		As per the requirement
48	Relevant Standard Operating Procedures		As per the requirement
49	Sample reports		As per the requirement

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard/Blackboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers/Chalk

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile *(if available)*
	NA						

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
	NA					

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
NA													

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1.
2.

Content availability for previous versions of qualifications:

☐ Participant Handbook   ☐ Facilitator Guide ☐ Digital Content   ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:
https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	
3	☐Showing Practical Demonstrations to the learners	• Video Content • E-Resource library	
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations • Role play • Demonstrations	
5	☐Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests • By the Industry Expert as per the WorldSkills parameters	
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain work organization and manage self	Deal effectively with guest related unexpected situations	5	10		5
	Maintain health and safety for guests, colleagues, and visitors				
	Identify oneself with one's organization and its goals				
	Hand over to the next shift ensuring that all information is passed on				
	Prioritize work effectively				
	Ensure that the reception area is well presented in terms of appearance, signage, cleanliness				
	Apply rules and guidance relating to guests' security				
	Maintain guests' privacy				
	Apply all legislation relating to the sale and service of goods and services within hotel				
Total Marks		**5**	**10**		**5**
Communicate with customers and show interpersonal skills	Welcome, attend to and communicate with all guests depending on guest type and/or situation, including those with disabilities and communication difficulties	10	10		5
	Provide accurate and comprehensive information about hotels' services and facilities				
	Maintain good professional relations and communications with colleagues and suppliers				
	Receive and deliver information from/to colleagues and suppliers				
	Communicate effectively and in a timely manner with other departments within hotels				
	Maintain good professional relations and communications with guests				
	Receive and deliver information from/to guests				
	Make and receive telephone calls and e-mails				
	Attend guests during stay and ensure their satisfaction				
	Maintain excellent personal presentation, abiding by the rules of the establishment regarding uniform and personal appearance				
	Be aware of and react appropriately to non-verbal communications such as body language and gestures				
	Apply listening techniques effectively				
	Engage in appropriate and professional conversation				
	Demonstrate self-confidence in dialogue				
	Demonstrate tact and diplomacy				
	Effectively resolve conflicts				
	Respond to special request				
Total Marks		**10**	**10**		**5**
Take hotel reservation	Take individual reservations in person, over the telephone, by e-mail, booking platforms or letters	5	10		5
	Take group reservations by telephone, e-mail, booking platforms or letters				
	Take reservations via approved agents or brokers and record appropriately				

	Accept walk-in bookings based on room availability, agreeing tariff and payment according to hotels' policies				
	Request and take deposits according to hotels' policies				
	Allocate rooms according to hotels' policies and procedures				
	Record requests for additional services or sales to ensure delivery and appropriate charging				
	Total Marks	5	10		5
Handle guest/group check-in	Check in guests according to hotels' policies and procedures	5	10		5
	Maintain all necessary documentation and information relating to guests				
	Issue room keys to guests				
	Provide directions to allocated rooms and information about hotel services and facilities				
	Request and take instructions for additional services and sales				
	Ensure payment to prepare for smooth check-outs				
	Advise on transferring guests' luggage to rooms and organise transfers according to hotels' policies				
	Prepare and deal efficiently with arrivals of groups				
	Handle efficiently overbooking and book-out situations				
	Total Marks	5	10		5
Handle administration and back-office procedures	Use computers and usual office software	5	10		5
	File documents and data physically and electronically				
	Handle and account for cash and cash equivalents				
	Manage currency exchange as required				
	Conduct general office and administrative procedures such as filing, word processing, databases, photocopying, and maintenance of records				
	Calculate currency exchanges and transactions with appropriate commission according to hotels' policies				
	Post charges to guests' accounts accurately				
	Maintain credit systems in line with hotels' policy				
	Create and record any guest related document (confirmations, letters, etc.)				
	Total Marks	5	10		5
Build sales promotion	Promote and sell hotel services and facilities to guests when making reservations, on arrival and during their stay	5	10		5
	Maximize sales, room occupancy, room charges in line with hotels' policies and yield management				
	Book additional services such as taxis, flowers, and theatre tickets on behalf of guests				
	Create effective promotional displays in reception areas				
	Respond to hotel or hotel group advertising and promotional activities				
	Manage price resistance				
	Promote and sell loyalty programmes, recognize members and ensure they receive the appropriate benefits				
	Total Marks	5	10		5
Manage complaints	Demonstrate foresight in anticipating potential problems and complaints	5	10		5
	Put complainants at ease, including moving to appropriate locations as required				
	Listen to complaints attentively, taking notes as required				

	Ask questions objectively and sensitively				
	Show consideration and empathy while maintaining objectivity				
	Organize the notes taken, distinguishing between fact, opinion, or assumption				
	Refer to hotels' procedures in order to identify options and solutions				
	Apply hotels' procedures as appropriate to the situation				
	Refer matters to line managers where they go beyond their personal authority				
	Check satisfaction after the recovery of service				
	Total Marks	5	10		5
Handle check-out	Check-out guests according to hotels' policies and procedures	5	10		5
	Manage express check-outs and late check-outs				
	Manage check-outs for large groups or parties				
	Receive payments				
	Account for advance deposits received by hotels and any refunds due to guests				
	Apply sales taxation appropriately				
	Total Marks	5	10		5
Promote local area	Promote destinations through storytelling, experiences, and guidance	5	10		5
	Plan trips, book tickets and make reservations on behalf of guests				
	Anticipate guests' needs and promote destinations accordingly				
	Assist in transportation				
	Research, obtain and keep information up to date				
	Learn by heart the most important subjects, to be able to provide guests with quick responses				
	Collect feedback on guests' experiences				
	Total Marks	5	10		5
	Grand Total	50	90		45

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

   • Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers
- Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf