

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

#### Qualification Pack: Room Attendant

**SECTOR: TOURISM AND HOSPITALITY**

**SUB-SECTOR: Hotels**

**OCCUPATION: Housekeeping**

**REFERENCE ID: THC/Q0202**

**ALIGNED TO: NCO-2015/ 5131.0202**

Room Attendant is responsible for keeping guest rooms and defined areas in clean and orderly condition.

**Brief Job Description:** The individual at work identifies housekeeping requirements of the guest rooms and designated area, follows standard procedures, gathers resources, undertakes systematic cleaning, provides linen, makes beds, performs periodic deep cleaning, completes assigned housekeeping tasks and maintains record of work completed.

**Personal Attributes:** The job requires the individual to bear high integrity, a good moral character, pleasing deportment, healthy habits, good grooming, physically fitness, commitment and proficiency.

Qualifications Pack Code	THC/Q0202		
Job Role	Room Attendant		
Credits(NSQF)	TBD	Version number	1.0
Sector	Tourism and Hospitality	Drafted on	04/07/14
Sub-sector	Hotels	Last reviewed on	26/03/15
Occupation	Housekeeping	Next review date	25/03/16
NSQC Clearance on	20/07/15		

Job Role	Room Attendant
Role Description	Keeping guest rooms and defined areas in clean and orderly condition
NSQF level	4
Minimum Educational Qualifications	Preferable Primary Education
Maximum Educational Qualifications	Craft Course in Hotel Management
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	14 years
Experience	Minimum preferable 2 years as Housekeeping Attendant - Manual Cleaning
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">THC/N0208: Prepare for housekeeping operations</a></li> <li>2. <a href="#">THC/N0210: Provide janitorial service</a></li> <li>3. <a href="#">THC/N0212: Clean furniture, fittings and vertical surfaces</a></li> <li>4. <a href="#">THC/N0214: Replace linen and make beds</a></li> <li>5. <a href="#">THC/N0215: Conduct periodic deep cleaning</a></li> <li>6. <a href="#">THC/N0216: Maintain area neat and tidy</a></li> <li>7. <a href="#">THC/N0217: Collect and dispose waste</a></li> <li>8. <a href="#">THC/N0207: Report, record and prepare documentation</a></li> <li>9. <a href="#">THC/N9901: Communicate with customer and colleagues</a></li> <li>10. <a href="#">THC/N9903: Maintain standard of etiquette and hospitable conduct</a></li> <li>11. <a href="#">THC/N9904: Follow gender and age sensitive service practices</a></li> <li>12. <a href="#">THC/N9905: Maintain IPR of organisation and customers</a></li> <li>13. <a href="#">THC/N9906: Maintain health and hygiene</a></li> <li>14. <a href="#">THC/N9907: Maintain safety at workplace</a></li> </ol> <p><b>Optional:</b></p> <p>NA</p>
Performance Criteria	As described in the relevant OS units
Assessment Criteria	Assessment Criteria for each NOS

Definitions

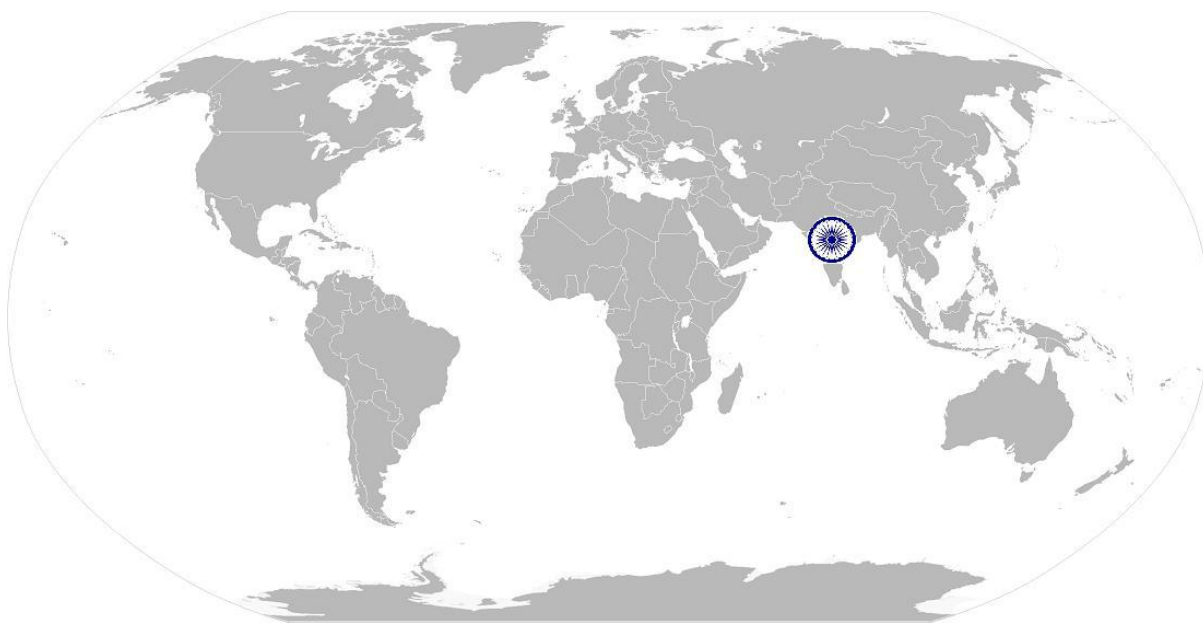
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should

	be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resource

THC/N0208

Prepare for housekeeping operations

# National Occupational Standard



## Overview

This unit is about preparation for performing housekeeping operations and includes appreciation of work to be done, selecting the most appropriate equipment and materials for the job and preparing the assigned area for housekeeping.

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Prepare for housekeeping operations

National Occupational Standard

Unit Code	THC/N0208
Unit Title (Task)	Prepare for housekeeping operations
Description	This OS unit is about preparation for performing housekeeping operations and includes appreciation of work to be done, selecting the most appropriate equipment and materials for the job and preparing the assigned area for housekeeping.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Identify the housekeeping requirements procedures and resources of different areas to be cleaned</li> <li>Prepare for the housekeeping activities</li> <li>Check preparation for carrying out housekeeping</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Identifying housekeeping requirements procedures and resources of different areas to be cleaned	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. check assigned area as per duty roster for different types of things to be cleaned such as wood, plastic, ceramic, stone, fabrics, floors, windows, dorrs, partitions, mirrors, HVAC, carpets, etc.</p> <p>PC2. check the occupancy rate for the areas assigned</p> <p>PC3. inspect the area for the cleaning</p> <p>PC4. identify the types of surfaces to be cleaned</p> <p>PC5. assess requirement for housekeeping equipment and consumables as per the occupancy rate</p> <p>PC6. ensure that the data and information received is complete and correct</p> <p>PC7. identify workplace procedures for housekeeping</p> <p>PC8. choose the equipment and materials taking into account factors such as manufacturers' instructions, risk, efficiency, access, time, surface and type of soiling</p> <p>PC9. prepare work area using PPE</p>
Preparing for the housekeeping activities	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. obtain the PPE required</p> <p>PC11. obtain the appropriate equipment and materials and consumables as per organisation's standards</p> <p>PC12. wear the personal protective equipment required for the cleaning method and materials being used</p> <p>PC13. follow the instructions and procedures for entering and leaving the workplace</p> <p>PC14. plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC15. ensure that all surfaces to be cleaned are accessible and can be reached to perform adequate cleaning</p>



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Prepare for housekeeping operations

	<p>PC16. ensure that there is adequate ventilation for the work being carried out</p> <p>PC17. identify and follow specific requirements for housekeeping activities in different parts of the work area assigned</p> <p>PC18. select equipment and consumables e.g. cleaning agents in accordance with work area requirements</p> <p>PC19. follow the manufacturer's instructions for using any tools, equipment, consumables and cleaning agents</p> <p>PC20. carry towels, cleaning items, and cleaning supplies using wheeled carts or as per unit procedure</p> <p>PC21. disinfect equipment and supplies, using appropriate solutions or steam-operated sterilizers</p> <p>PC22. ensure levels of personal hygiene meet workplace requirements and are maintained throughout the cleaning process</p> <p>PC23. ensure that the right people know when cleaning is taking place and when the area will be free for use again</p> <p>PC24. follow the correct procedures to deal with any lost property or unattended items</p> <p>PC25. check and prepare cleaning equipment as per manufacturers' instructions before use</p> <p>PC26. prepare work area and equipment so that the job can be done efficiently, correctly and safely</p>
<b>Rechecking preparation for carrying out housekeeping</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC27. complete preparation for housekeeping duties following workplace procedures and ensure removal of waste</p> <p>PC28. complete checklists and records for preparation for housekeeping duties</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and</p>

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	work
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. relevant OH&amp;S procedures and guidelines concerning housekeeping operations</li> <li>KB2. workplace and servicing procedures and policies for the carrying out housekeeping tasks in the workplace</li> <li>KB3. risks when carrying out housekeeping tasks and related precautions to control the risk</li> <li>KB4. housekeeping standards required in the workplace</li> <li>KB5. application of relevant industrial regulations and requirements</li> <li>KB6. storage, service and upkeep procedure for housekeeping equipments and consumables</li> <li>KB7. what permits and checks are required for working on the premises</li> <li>KB8. site layout and obstacles</li> <li>KB9. instructions and procedures for entering and leaving the workplace and why one should follow them</li> <li>KB10. levels of personal hygiene required at the workplace and why it is important to maintain them during work</li> <li>KB11. which cleaning tasks are required to be completed</li> <li>KB12. how factors such as manufacturer's instructions, risk, efficiency, access, time, surface and type of soiling can influence the cleaning method used</li> <li>KB13. how to inspect a work area to decide what cleaning it needs and the best way of carrying this out</li> <li>KB14. right personal protective equipment for the work area, equipment, materials and chemicals used</li> <li>KB15. why it is important to wear personal protective equipment when required</li> <li>KB16. importance of work schedules and why they should be followed</li> <li>KB17. correct sequence for cleaning the work area</li> <li>KB18. which methods and materials are most effective on the surface and soiling to be cleaned and what are the alternatives</li> <li>KB19. why different equipment should be used for different cleaning tasks and the reasons for colour- coding</li> <li>KB20. how to clean the surfaces without causing injury or damage</li> <li>KB21. time allowed for completing the work</li> <li>KB22. the results expected from each cleaning operation</li> <li>KB23. the right techniques to use with chosen equipment and materials</li> <li>KB24. the results of using wrong or unsuitable materials and/or not following the manufacturers' instructions</li> <li>KB25. how to change the cleaning method to suit the soiling and surface and the different methods available</li> <li>KB26. how to identify the signs of pest infestation and the right action to take to deal with it</li> <li>KB27. cleaning methods and techniques that may cause nuisance to the public/client and how to avoid this (e.g. by changing the timing/sequence of cleaning operations)</li> <li>KB28. various kinds of powered equipment for housekeeping</li> </ul>



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Prepare for housekeeping operations

	<p>KB29. why it is important to check the quality of work as one goes along</p> <p>KB30. how to identify and deal with tasks that are outside one's area of skill or responsibility</p> <p>KB31. storage areas for the equipment and materials and why they should be kept clean, safe and secure</p> <p>KB32. procedures for organizing replacement and/or extra resources</p> <p>KB33. the range of cleaning agents and equipment available and how to choose the right one for different types of soil and surfaces</p> <p>KB34. how to mix cleaning solutions correctly and safely and importance of following manufacturers' instructions</p> <p>KB35. why one should put up hazard signs and protect surrounding areas</p> <p>KB36. how to use the equipment and materials efficiently and safely</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace</p> <p>SA2. interpret and follow operational instructions and prioritise work</p> <p>SA3. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language</p>
	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. complete documentation as per work requirements</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA6. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA7. check and clarify task-related information</p> <p>SA8. liaise with appropriate authorities using correct protocol</p> <p>SA9. communicate with people in respectful form and manner in line with organizational protocol</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>

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Prepare for housekeeping operations

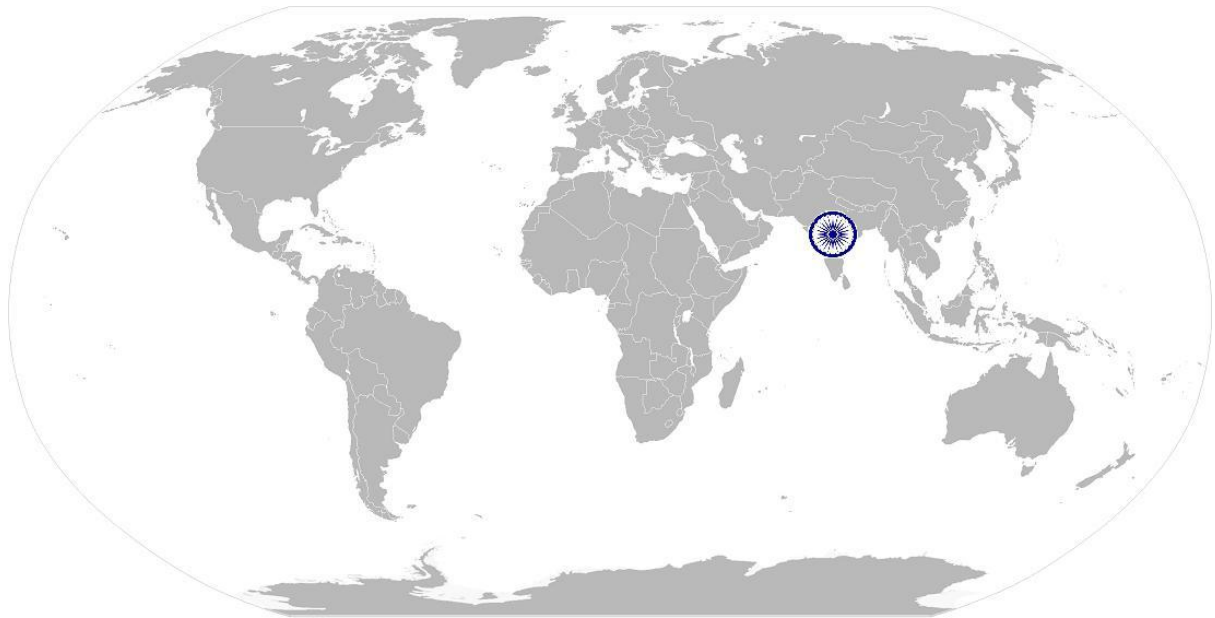
B. Professional Skills	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. plan, prioritize and sequence work operations as per job requirements</p> <p>SB2. organize and analyze information relevant to work</p> <p>SB3. importance of taking responsibility for own work outcomes</p> <p>SB4. importance of adherence to work timings, dress code and other organizational policies</p> <p>SB5. importance of following laid down rules, procedures, instructions and policies</p> <p>SB6. importance of exercising restraint while expressing dissent and during conflict situations</p> <p>SB7. how to avoid and manage distractions to be disciplined at work</p> <p>SB8. importance of time management for achieving better results</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. manage relationships with customers who may be stressed, frustrated, confused, or angry</p> <p>SB2. build customer relationships and use service and customer centric approach</p>
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	NA

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**Prepare for housekeeping operations**

## NOS Version Control

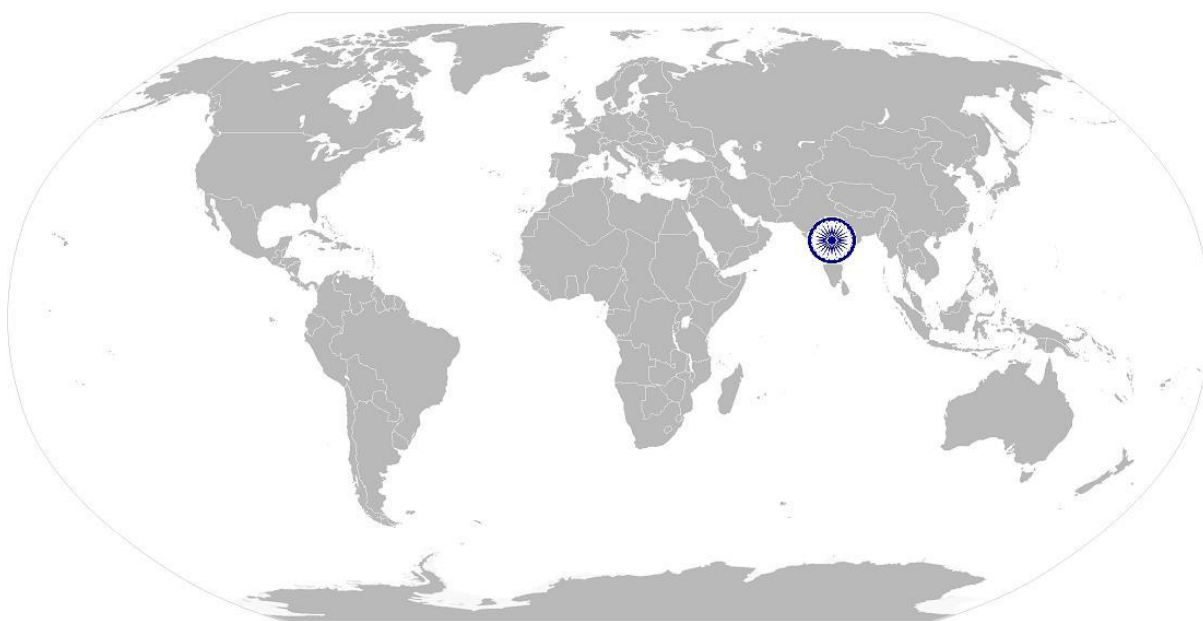
NOS Code	THC/N0208		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016



THC/N0210

Provide janitorial service

# National Occupational Standard



## Overview

This unit is about cleaning all types of floors and washrooms & bathrooms using various equipment e.g. vacuum cleaners, polishers, brushes, mops, cloths, brushes, hoses etc., and replenish supplies as per procedures.

## THC/N0210

## Provide janitorial service

Unit Code	THC/N0210
Unit Title (Task)	Provide janitorial service
Description	This OS unit is about cleaning all types of floors and washrooms & bathrooms using various equipment e.g. vacuum cleaners, polishers, brushes, mops, cloths, brushes, hoses etc., and replenish supplies as per procedures.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Clean floors</li> <li>• Clean washrooms and bathrooms</li> <li>• Replenish supplies in the washrooms and bathroom</li> <li>• Complete assigned floor and washrooms &amp; washroom cleaning duties</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Cleaning floors</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt</p> <p>PC2. choose a method of removing the dust and debris that is right for the floor and the amount of dust and debris involved</p> <p>PC3. clear any large items of debris by hand, safely</p> <p>PC4. mix and apply the cleaning solution</p> <p>PC5. carry out the cleaning as per organization's standards and procedure</p> <p>PC6. remove the ground-in soil/dirt without damaging the surface and leave the floor and the surrounding area dry and free of smears</p> <p>PC7. remove the loose dust and debris carefully and put the dust and debris into the correct container for disposal</p> <p>PC8. leave the floor clear of dust and debris and put everything back in the right place when work is finished</p> <p>PC9. choose a method of clearing up the spillage, if any, that is right for the floor and the size and type of spillage</p> <p>PC10. remove the spillage safely and leave the floor surface clean and dry</p> <p>PC11. empty all waste from the bins in the area of responsibility</p> <p>PC12. re-line or clean bins as per procedure</p> <p>PC13. put the garbage and debris in the correct container and remove the left-over cleaning solution aside</p> <p>PC14. report any stains that cannot be removed to the supervisor</p>
<b>Cleaning washrooms and bathrooms</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. follow any special procedures for entering the washroom and bathroom while taking care of workplace hazards</p> <p>PC16. make sure that there is enough ventilation in the area being cleaned</p> <p>PC17. follow any relevant codes of practice to make sure to protect oneself and</p>

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**Provide janitorial service**

	<p>others throughout the process e.g. put-up appropriate signage</p> <p>PC18. choose equipment and cleaning agents that are suitable for the surface</p> <p>PC19. mix and apply cleaning agents</p> <p>PC20. clean washrooms and bathroom including bath tubs</p> <p>PC21. clean basins and taps so that they are free of dirt and removable marks</p> <p>PC22. clean the inside and outside of the washroom so that it is free of dirt and removable marks</p> <p>PC23. check that washrooms are free flushing and draining</p> <p>PC24. clean the fixtures and fittings in an order that is least likely to spread infection</p> <p>PC25. clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks</p> <p>PC26. clean the surrounding floors, walls, mirrors and other surfaces</p> <p>PC27. make sure waste bins are empty, clean and ready for use</p> <p>PC28. identify waste and get it ready for dispatch</p> <p>PC29. make sure that plug holes, waste outlets and over flows are free from blockages</p> <p>PC30. report any faults and problems to the appropriate person</p>
<b>Replenishing supplies in the washrooms and bathroom</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC31. check that holders contain the correct amount of consumables</p> <p>PC32. check supplies and accessories including bathroom linen in the washrooms and washroom</p> <p>PC33. make sure that customer supplies and accessories are clean and free from damage</p> <p>PC34. replenish, replace and refill supplies as per organization procedure</p> <p>PC35. follow the manufacturers' instructions correctly when refilling or replacing items</p> <p>PC36. make sure the area has the right amount of supplies and consumables when work is finished</p> <p>PC37. report any stock shortages to the appropriate member of staff</p>
<b>Completing assigned floor and washrooms cleaning duties</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC38. ensure cleaning equipment is clean and in working order when work is finished taking appropriate action to deal with any items that are not</p> <p>PC39. put everything back in the right place when work is finished</p> <p>PC40. remove or replace personal protective equipment following workplace</p> <p>PC41. ensure floor cleaning duties are conducted following workplace procedures and waste removed</p> <p>PC42. notify maintenance requirements of any damaged items to appropriate personnel</p> <p>PC43. complete and ensure checklists and records for housekeeping duties are maintained</p> <p>PC44. check work areas to ensure required workplace standards are met</p>



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**Provide janitorial service**

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</li> <li>KA2. relevant occupational health and safety requirements applicable in the work place</li> <li>KA3. importance of working in clean and safe environment</li> <li>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</li> <li>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</li> <li>KA6. relevant people and their responsibilities within the work area</li> <li>KA7. escalation matrix and procedures for reporting work and employment related issues</li> <li>KA8. documentation and related procedures applicable in the context of employment and work</li> <li>KA9. importance and purpose of documentation in context of employment and work</li> </ul>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. relevant OH&amp;S procedures and guidelines concerning housekeeping operations</li> <li>KB2. workplace and servicing procedures &amp; policies for carrying out floor cleaning tasks in the workplace</li> <li>KB3. floor cleaning standards required in the workplace</li> <li>KB4. how to operate the various kinds of power equipments/machines used to clean floors</li> <li>KB5. safe practices while operating power, electrical appliances with dry and wet cleaning agents</li> <li>KB6. risks when carrying out floor cleaning tasks and related precautions to control accidents</li> <li>KB7. site layout and obstacles</li> <li>KB8. storage, service and upkeep procedure for cleaning equipments and consumables</li> <li>KB9. application of relevant industrial regulations and requirements</li> <li>KB10. different methods of removing loose dust and debris and how to choose the right one</li> <li>KB11. types of the container in which to put dust and debris</li> <li>KB12. safe handling techniques for large items of debris</li> <li>KB13. different methods of removing ground-in soil/dirt by hand and how to choose the right one</li> <li>KB14. range of cleaning agents and equipment available and how to choose the right one for different types of dirt and surfaces</li> <li>KB15. how to mix cleaning solutions correctly and safely and importance of following manufacturers' instructions</li> <li>KB16. how to remove ground-in dirt without damaging the surface</li> <li>KB17. why the floor and surrounding area should be left dry and free of smears</li> </ul>

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**Provide janitorial service**

- KB18. why one should not try to spot clean non-washable surfaces and what might happen if one does
- KB19. why over-wetting the surface should be avoided
- KB20. why it is important to clean or reline the bins
- KB21. types of spillage and different methods of removing spillages and how to choose the right one
- KB22. the importance of preparing correctly before cleaning washrooms and washrooms, and what may happen if one does not
- KB23. to whom one should report faults and problems
- KB24. why it is important to make sure there is enough ventilation when the washrooms and washroom are being cleaned
- KB25. how to protect oneself and others throughout the cleaning process and why these measures are important before, during and after cleaning
- KB26. organization's standards for washrooms and bathrooms
- KB27. why one should wear protective clothing when cleaning
- KB28. why one should not use washroom and bathroom cleaning equipment in other areas
- KB29. the types of problems one might come across when cleaning washrooms and bathrooms and how to deal with these
- KB30. what to do if a customer comes in when one is cleaning a washroom or washroom
- KB31. which cleaning processes one should use for different types of surfaces, washroom appliances, basins and level of soilage
- KB32. how effective cleaning helps with infection control
- KB33. the types of faults and problems that one is likely to find in the areas and how to deal with them
- KB34. the procedure and techniques of clearing the washrooms and bathrooms
- KB35. how to clean sanitary items in an order that is least likely to encourage the spread of infection
- KB36. why one should check to make sure that holders contain the correct amount of consumables
- KB37. the consumables that should be replenished
- KB38. the correct procedures for reporting faults or problems and why these should be followed
- KB39. the correct place for the storage of cleaning equipment and materials
- KB40. why used personal protective equipment should be removed or replaced upon leaving the sanitary area
- KB41. different kinds of bins available for garbage disposal
- KB42. how to segregate garbage for disposal and correct container for garbage and debris for disposal, how to cover, clean and where to keep the garbage bins
- KB43. the organization's standards for replenishing supplies and accessories
- KB44. why one should maintain a constant stock of supplies and accessories

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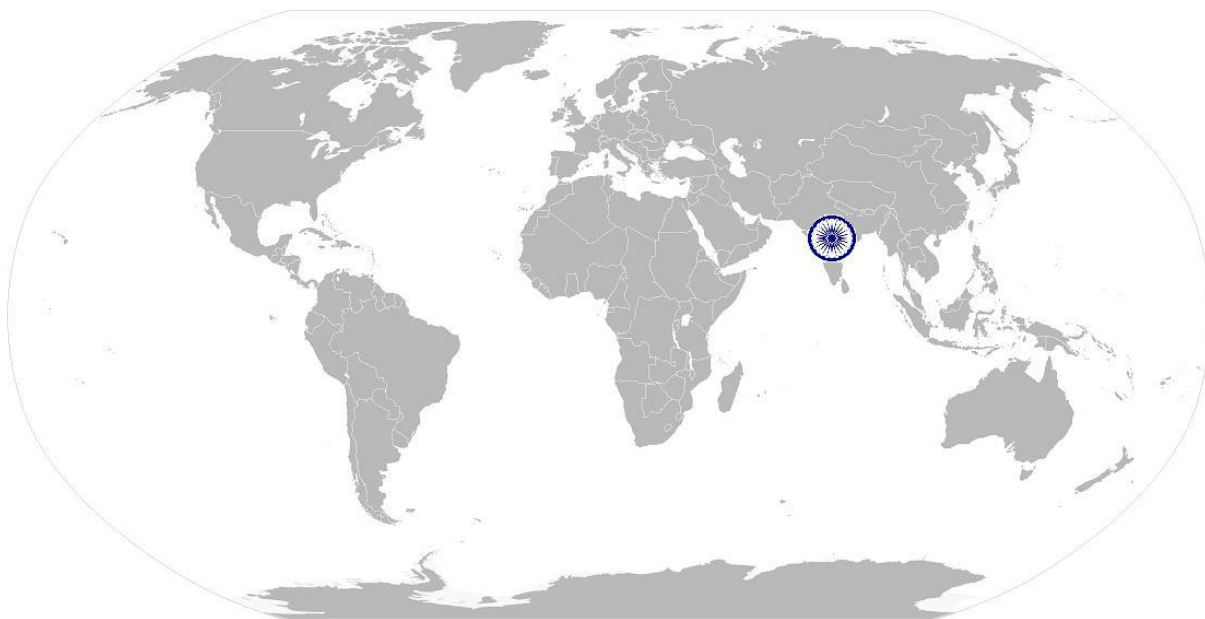
**Provide janitorial service**

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. complete documentation as per work requirements
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. follow instructions accurately SA4. use questioning to minimize misunderstandings SA5. communicate with people in respectful form and manner in line with organizational protocol SA6. check and clarify task-related information; discuss task lists, schedules, and work-loads with co-workers SA7. use gestures or simple words to communicate where language barriers exist
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work SB3. taking responsibility for own work outcomes SB4. time management, adhering to work timings, dress code and other organizational policies SB5. following laid down rules, procedures, instructions and policies SB6. managing conflict and distractions at work
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SA1. think through the problem, evaluate the possible solution(s) and suggest an optimum / best possible solution(s)

**THC/N0210**

**Provide janitorial service**

	SA2. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	NA
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. manage relationships with customers and co-workers

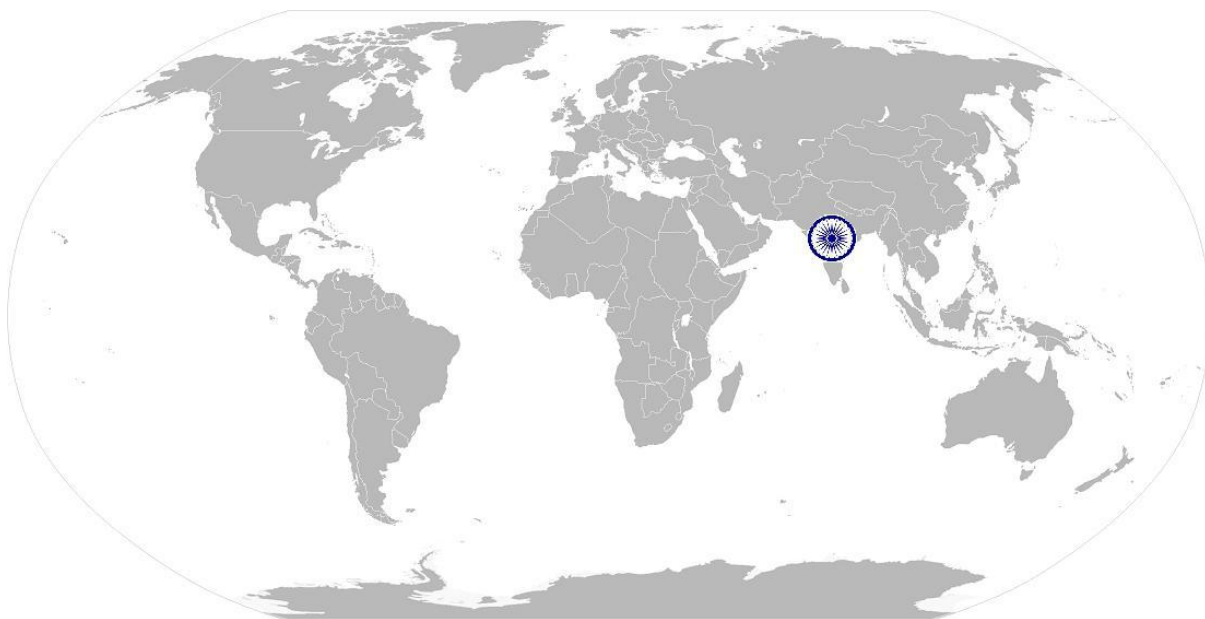


**THC/N0210**

**Provide janitorial service**

## **NOS Version Control**

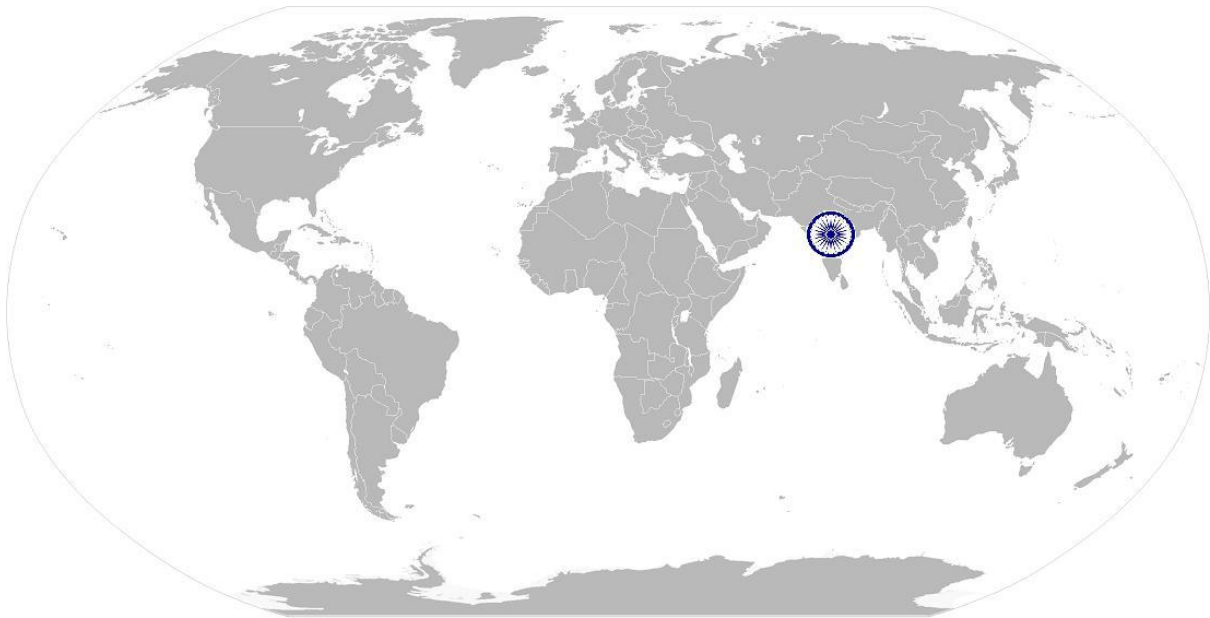
NOS Code	THC/N0210		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016



THC/N0212

Clean furniture, fittings and vertical surfaces

# National Occupational Standard



## Overview

This unit is about cleaning furniture, upholstery, fittings and other vertical surfaces such as walls, windows, doors, internal glass surfaces e.g. glass partitions and doors in the rooms and connected area, as per procedures.



THC/N0212

Clean furniture, fittings and vertical surfaces

<b>Unit Code</b>	THC/N0212
<b>Unit Title (Task)</b>	Clean furniture, fittings and vertical surfaces
<b>Description</b>	This OS unit is about cleaning furniture, upholstery, fittings and other vertical surfaces such as walls, windows, doors, internal glass surfaces e.g. glass partitions and doors in the rooms and connected area, as per procedures.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Clean furniture and upholstery</li> <li>• Clean vertical spaces, fittings and internal glass spaces</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Cleaning furniture and upholstery</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. remove loose dust and debris making sure it spreads as little as possible either manually or with a vacuum cleaner, as required</p> <p>PC2. examine the upholstered material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling</p> <p>PC3. identify whether the material is colour-fast and shrink-resistant for furnishings</p> <p>PC4. identify and report damaged or deteriorating surfaces and/or those which may require restorative work</p> <p>PC5. apply the treatment safely, according to the manufacturer's instructions and without over- wetting or damaging the material</p> <p>PC6. examine the treated area and apply more treatment if it will help to remove the stain safely</p> <p>PC7. leave the material free of excess moisture and ground-in soil</p> <p>PC8. make sure that furnished areas are free from unpleasant smells</p> <p>PC9. choose a cleaning agent and equipment appropriate for the marks, surface and type of dirt on the furniture</p> <p>PC10. scrape off anything that is stuck on to the furniture and fittings</p> <p>PC11. mix and apply the cleaning agent/solution smoothly and evenly; go from mild to harsh if stain cannot be identified</p> <p>PC12. leave the surface clear of the marks that can be reached and spot cleaned</p> <p>PC13. leave the surfaces dry and free of smears and dirt, when work is finished</p> <p>PC14. put everything back in the right place when work is finished</p> <p>PC15. report any marks that cannot be reached or spot cleaned to the person in charge</p> <p>PC16. deal with cleaning equipment correctly after use</p>

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Clean furniture, fittings and vertical surfaces

	<p>PC17. sort out and handle the waste safely and according to instructions</p> <p>PC18. make sure that waste containers are taken safely to the right collection/ disposal point</p>
<b>Cleaning vertical spaces, fittings and internal glass spaces</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. loosen dirt that is stuck on to the glass surface without causing damage</p> <p>PC20. remove loose dust and debris first</p> <p>PC21. remove loose dust, making sure it spreads as little as possible</p> <p>PC22. clean walls (interior) so they are free from dust, cobwebs, dirt, grease, spots and stains</p> <p>PC23. choose a cleaning agent and equipment that are right for the surface and type of dirt follow manufacturer's instructions correctly when one mix and apply the cleaning agent</p> <p>PC24. apply cleaning agents to fixtures and lights and ensure they are clean and workable</p> <p>PC25. check that heating, lighting and ventilation systems are set correctly after cleaning</p> <p>PC26. rub off the dirt thoroughly from the glass surface and remove it without damaging the surface</p> <p>PC27. put everything back in the right place when one have finished efficiently, correctly and safely</p> <p>PC28. collect and segregate waste according to instruction without causing any spillage or clutter</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context (Knowledge of the company / organization and its processes)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>

THC/N0212

Clean furniture, fittings and vertical surfaces

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. relevant OH&amp;S procedures and guidelines concerning cleaning operations</li> <li>KB2. workplace and servicing procedures &amp; policies for carrying out cleaning tasks in the workplace</li> <li>KB3. risks when carrying out cleaning tasks and related precautions to control accidents</li> <li>KB4. cleaning standards required in the workplace</li> <li>KB5. use housekeeping kit including mops, wipes, cloth, etc for cleaning surfaces</li> <li>KB6. use cleaning agents, chemicals, etc for cleaning purpose</li> <li>KB7. site layout and obstacles</li> <li>KB8. storage, service and upkeep procedure for cleaning equipments and consumables</li> <li>KB9. application of relevant industrial regulations and requirements</li> <li>KB10. dangers of working at height using step ladders and how to do so safely</li> <li>KB11. range of cleaning agents available for spot cleaning and how to choose the right one for the type of mark and the surface being cleaned</li> <li>KB12. range of cleaning agents available for furniture and how to choose the right one for the type of soil and the surface being cleaned</li> <li>KB13. various kinds of cleaning agents and equipments to be used for the particular type of fabrics</li> <li>KB14. importance of following manufacturers' instructions when one mixes and apply cleaning agents and what might happen if one does not</li> <li>KB15. importance of putting up hazard signs and protect surrounding areas</li> <li>KB16. precautions to be taken when using ladders or moving furniture during cleaning</li> <li>KB17. importance of protecting surrounding areas when cleaning interior surfaces, furnishings, fixtures and fittings</li> <li>KB18. importance of testing for the colour fastness and possible consequences of failing to test</li> <li>KB19. locations where colour fastness tests should and should not be carried out</li> <li>KB20. why one should remove loose dust and debris first from all areas to be cleaned and what might happen one doesn't</li> <li>KB21. how to clean soft surfaces and soft furnishings, upholstery, curtains etc.</li> <li>KB22. how to identify and report equipment that needs repair or servicing</li> <li>KB23. why spot cleaning should not be done on-washable surfaces and what might happen if one does</li> <li>KB24. reasons to avoid over-wetting the surface</li> <li>KB25. reason for reporting any marks that cannot be reached or spot cleaned and who one should report to</li> <li>KB26. why paint should be scraped off paint or anything else that is stuck on the glass first</li> <li>KB27. how to scrape without damaging the glass surface</li> <li>KB28. why the area around the glass should be left dry</li> <li>KB29. how to tell if something should not be thrown away, why it is important to check and who to check with</li> <li>KB30. how frequently windows &amp; glasses should be cleaned in the organization</li> </ul>
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## THC/N0212

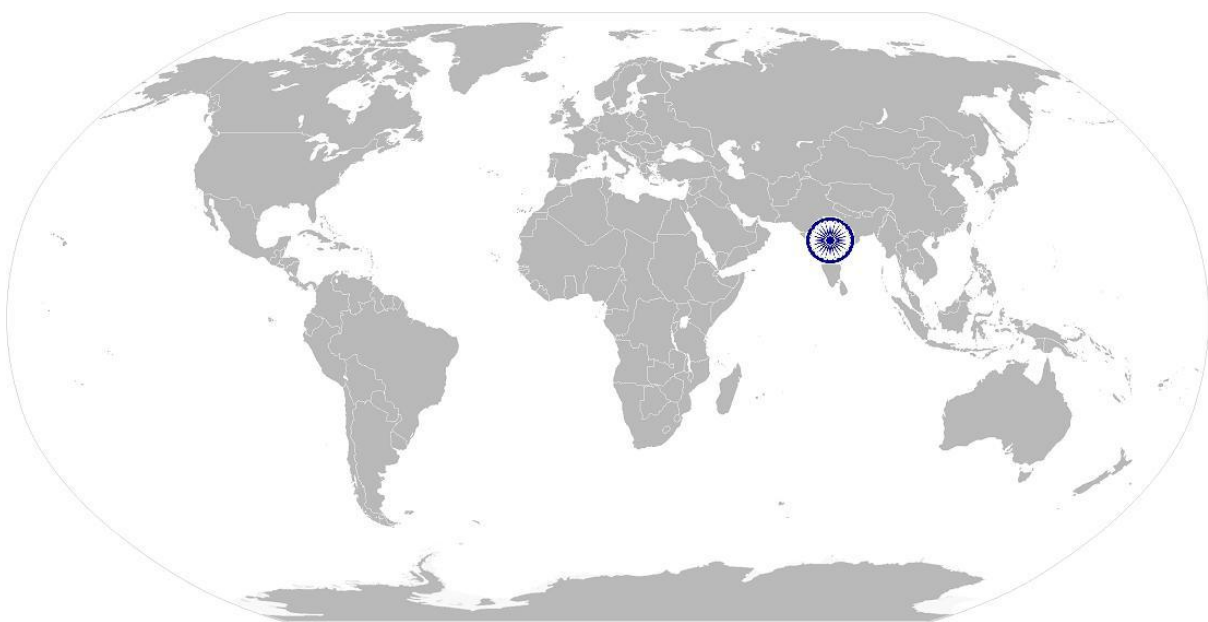
## Clean furniture, fittings and vertical surfaces

	<p>KB31. protective clothing to be worn when cleaning</p> <p>KB32. why one should not mix cleaning materials</p> <p>KB33. the types of problems one might come across when cleaning windows how to deal with these</p> <p>KB34. what to do if window areas are above hand reach height</p> <p>KB35. why one should get rid of all traces of cleaning materials from interior surfaces, furnishings, fixtures and fittings after cleaning is finished</p> <p>KB36. why one should not allow dust to spread and how to do this</p> <p>KB37. why waste should be taken to the right collection/disposal point in the right containers and disposed off in correct container</p> <p>KB38. the correct quantity of cleaning agent to be used for a given area</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. complete documentation as per work requirements
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. follow instructions accurately SA4. use questioning to minimize misunderstandings SA5. communicate with people in respectful form and manner in line with organizational protocol SA6. check and clarify task-related information SA7. use gestures or simple words to communicate where language barriers exist
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work SB3. taking responsibility for own work outcomes SB4. time management and adherence to work timings, dress code and other organizational policies SB5. following laid down rules, procedures, instructions and policies SB6. managing conflicts and distractions at work

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Clean furniture, fittings and vertical surfaces

	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. manage relationships with co-workers SB8. build customer relationships and use service and customer centric approach
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	NA

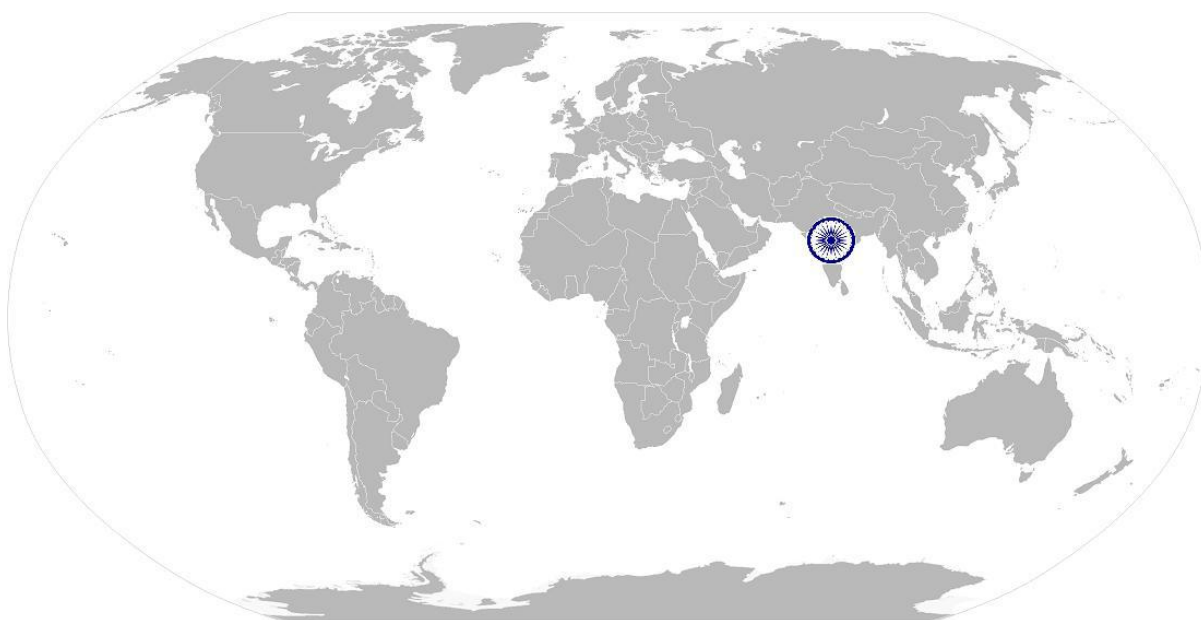


**THC/N0212**

**Clean furniture, fittings and vertical surfaces**

## **NOS Version Control**

NOS Code	THC/N0212		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016

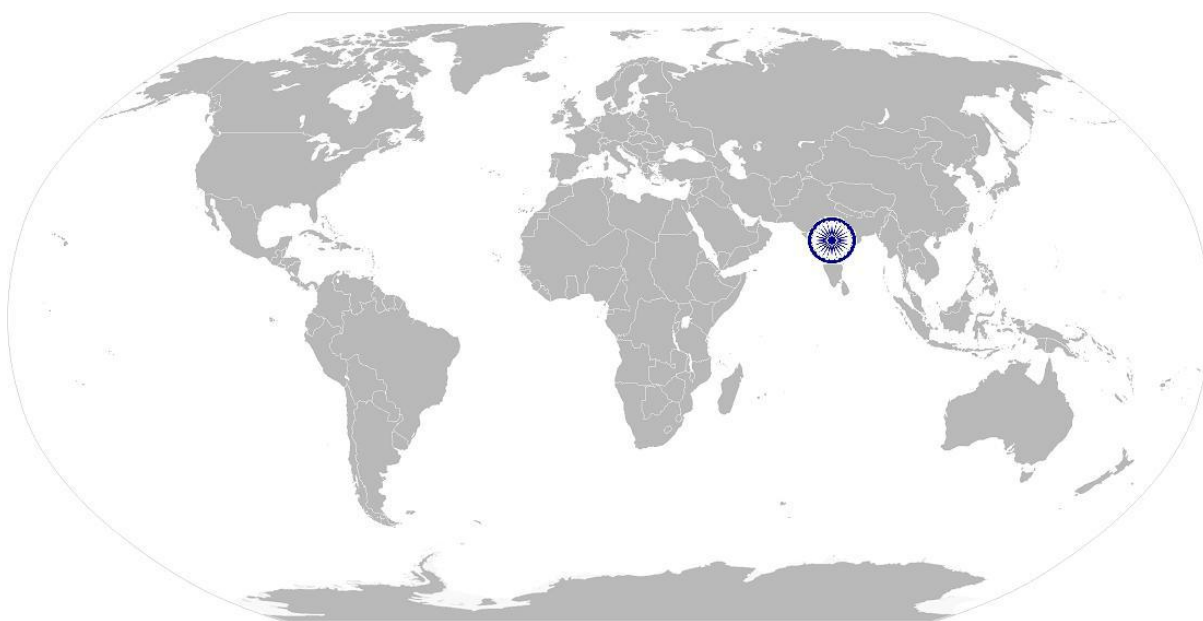




THC/N0214

Replace linen and make beds

# National Occupational Standard



## Overview

This unit is about obtaining and handling linen and bed coverings, carrying them to the room, removing and making beds, as per procedure. It involves turn down service of the bed coverings as per defined parameters and procedure. It includes handling and changing bathroom linen.

THC/N0214

Replace linen and make beds

National Occupational Standard

Unit Code	THC/N0214
Unit Title (Task)	Replace linen and make beds
Description	This OS unit is about obtaining and handling linen and bed coverings, carrying them to the room, removing and making beds, as per procedure. It involves turn down service of the bed coverings as per defined parameters and procedure. It includes handling and changing bathroom linen.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Obtain linen and cover for bathrooms and beds</li> <li>Make and check beds</li> <li>Change bathroom linen</li> <li>complete making beds and changing linen</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Obtaining linen and covers for bathrooms and beds</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. choose and collect clean, laundered and correct type and quantity of linen and bed coverings as well as bathroom linen from the store as per organisation's standards</p> <p>PC2. check that the linen collected meets the required standard</p> <p>PC3. deal with any linen or bed coverings that do not meet the required standard in line with suitable workplace procedures</p> <p>PC4. transport linen and bed coverings correctly and safely to the work areas</p> <p>PC5. handle and move the linen and bed coverings securely</p> <p>PC6. secure linen stores against unauthorized access where necessary</p>
<b>Making and checking beds</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. remove all linen and bed covering from the beds</p> <p>PC8. handle and store soiled linen and bed coverings correctly</p> <p>PC9. inspect the bed and mattress before making and get the bed ready for making</p> <p>PC10. make sure the bed base, bed head, linen and bed coverings are clean and not damaged</p> <p>PC11. make the bed with the right linen and bed coverings depending on the type of customer, as per the organization's policy</p> <p>PC12. ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient manner</p> <p>PC13. make the bed with the correct linen and bed coverings according to whether the customer is a new or stay over customer</p> <p>PC14. leave the bed neat, smooth and ready for use</p> <p>PC15. deal with customers' personal property according to the organization's Procedures</p>

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**Replace linen and make beds**

	PC16. perform turn down service as per defined timeline and procedure
<b>Changing bathroom linen</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. remove soiled bathroom linen including bath rugs</p> <p>PC18. fold the towels, napkins and place them at the appropriate place</p> <p>PC19. change the bath rugs and mats</p> <p>PC20. remove used bath robe and replace with a fresh one</p> <p>PC21. ensure that the bed linen, rugs and mats are clean, soft and free from damage</p> <p>PC22. leave the bathroom neat &amp; tidy and ready for use</p> <p>PC23. deal with customers' personal property according to the organization's procedures</p>
<b>Completing making beds and changing linen</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. complete and check complete checklists and records</p> <p>PC25. report any lost and found property to authorized person as per procedure</p> <p>PC26. check work areas to ensure required workplace standards are met</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant OH&amp;S procedures and guidelines concerning housekeeping operations</p> <p>KB2. workplace and servicing procedures and policies for the carrying out housekeeping tasks in the workplace</p> <p>KB3. site layout and obstacles</p> <p>KB4. safe lifting and handling techniques and why one should always use them</p> <p>KB5. organization's standards for linen and bed coverings</p> <p>KB6. why soiled linen should be separated from clean linen</p> <p>KB7. Importance of keeping the linen and linen store secure</p>

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Replace linen and make beds

	<p>KB8. why it is important to check linen to make sure it is clean and up to standard</p> <p>KB9. the types of problems that may happen when one is choosing and collecting linen from the linen store and how to deal with these</p> <p>KB10. the correct way to deal with soiled linen</p> <p>KB11. the right way to sort different linen</p> <p>KB12. organization's procedures for making and re-sheeting beds</p> <p>KB13. why it is important to use the right sized linen</p> <p>KB14. the types of problems or unexpected situations – including customer incidents – that may happen when stripping and making beds and how to deal with these</p> <p>KB15. how to spot and what procedures to use, if encountering bedbugs or other infestations</p> <p>KB16. safe lifting and carrying techniques for carrying linen and why these techniques should be used</p> <p>KB17. what the correct procedure is for disposal of linen and why it is important to adhere to it</p> <p>KB18. what the correct procedure is for sorting out different fabrics</p> <p>KB19. what the organizational policy is for making and re sheeting beds</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs in the workplace
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. complete documentation as per work requirements
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. communicate effectively with others when carrying out housekeeping tasks SA4. discuss task lists, schedules, and work-loads with co-workers SA5. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA6. check and clarify task-related information SA7. liaise with appropriate authorities using correct protocol SA8. communicate with people in respectful form and manner in line with organizational protocol SA9. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:

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## Replace linen and make beds

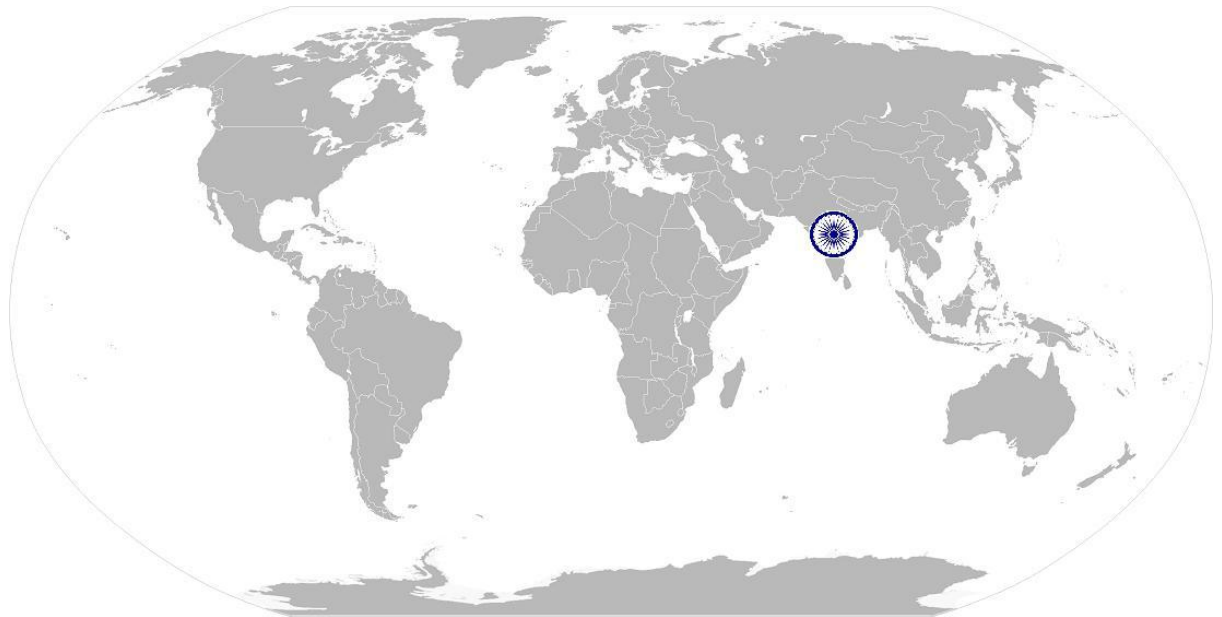
	SB3. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work SB3. importance of taking responsibility for own work outcomes SB4. importance of adherence to work timings, dress code and other organizational policies SB5. importance of following laid down rules, procedures, instructions and policies SB6. importance of exercising restraint while expressing dissent and during conflict situations SB7. how to avoid and manage distractions to be disciplined at work SB8. importance of time management for achieving better results
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB4. manage relationships with customers who may be stressed, frustrated, confused, or angry SB5. build customer relationships and use service and customer centric approach
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	NA

THC/N0214

Replace linen and make beds

## NOS Version Control

NOS Code	THC/N0214		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	
Occupation	Housekeeping	Next review date	31/10/15

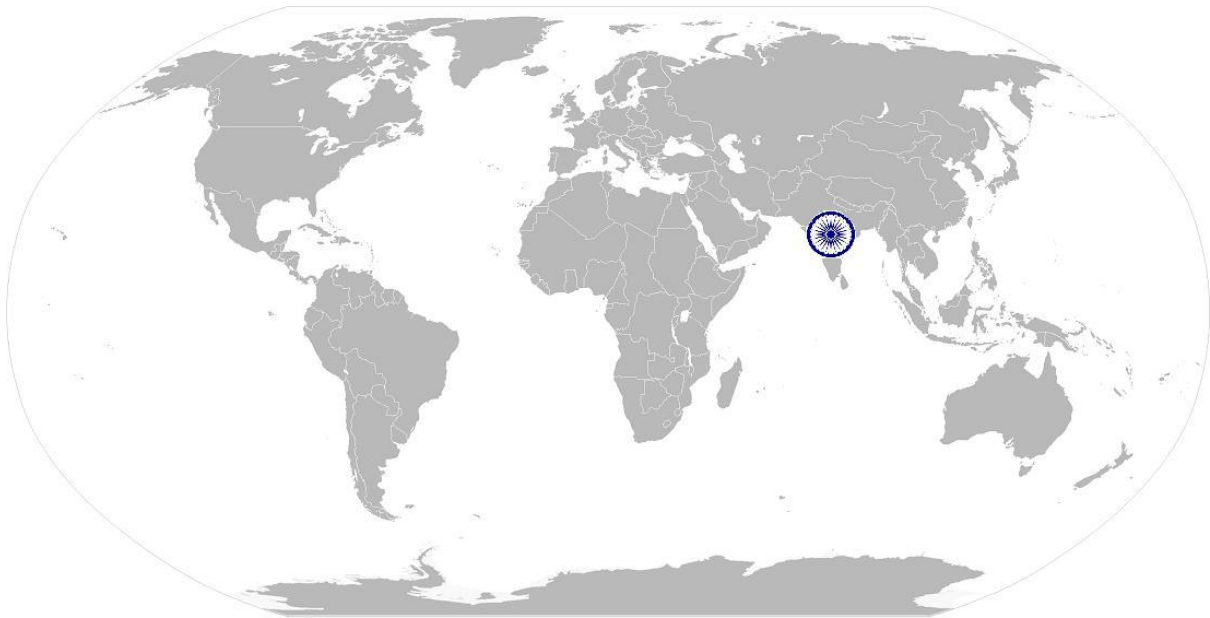




THC/N0215

Conduct periodic deep cleaning

# National Occupational Standard



## Overview

This unit is about carrying out periodic room servicing and deep cleaning of hospitality rooms and connected areas. It covers activities such as rotating mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork.

**THC/N0215**

**Conduct periodic deep cleaning**

National Occupational Standard

Unit Code	THC/N0215
Unit Title (Task)	Conduct periodic room servicing and deep cleaning
Description	This OS unit is about carrying out periodic room servicing and deep cleaning of hotel rooms and connected areas, It covers activities such as rotating mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Carry out periodic room servicing</li> <li>• Carry out deep cleaning</li> <li>• Complete assigned housekeeping duties and reporting</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Carrying out periodic room servicing</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. ensure availability of necessary information about the schedule and requirements for periodic room servicing</p> <p>PC2. obtain the necessary stock to replace items in the room</p> <p>PC3. carry out the required periodic room servicing as required by organisation's standards and government regulations</p> <p>PC4. leave the room in the required condition as per organisation's standards</p> <p>PC5. follow the correct procedures for items replaced</p> <p>PC6. identify and report anything that needs specialist maintenance</p>
<b>Carrying out deep cleaning</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. make sure one has the necessary information about the schedule</p> <p>PC8. check requirements for periodic deep cleaning</p> <p>PC9. prepare areas for periodic deep cleaning</p> <p>PC10. choose correct cleaning equipment and materials for each part of the area</p> <p>PC11. carry out periodic deep cleaning as required by organisation's standards and government regulations</p> <p>PC12. leave the room in the required condition as per organisation's standards</p> <p>PC13. identify and report any items that need specialist maintenance</p>
<b>Completing assigned housekeeping duties and reporting</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. conduct assigned cleaning duties following workplace procedures and ensure removal of waste</p> <p>PC15. notify maintenance requirements of any damaged items to appropriate personnel</p>

**THC/N0215**

**Conduct periodic deep cleaning**

	<p>PC16. complete checklists and records for housekeeping duties</p> <p>PC17. report any lost and found property to authorized person as per procedure</p> <p>PC18. check work areas to ensure required workplace standards are met</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant OH&amp;S procedures and guidelines concerning housekeeping operations</p> <p>KB2. workplace and servicing procedures and policies for the carrying out housekeeping tasks in the workplace</p> <p>KB3. risks when carrying out housekeeping tasks and related precautions to control the risk</p> <p>KB4. housekeeping standards required in the workplace</p> <p>KB5. site layout and obstacles for the whole unit</p> <p>KB6. schedule for periodic room servicing and deep cleaning in the organization</p> <p>KB7. use housekeeping kit including mops, wipes, cloth, etc for cleaning surfaces</p> <p>KB8. use cleaning agents, chemicals, etc for cleaning purpose</p> <p>KB9. why the work area needs to be inspected on completion</p> <p>KB10. organization's quality standards for the appearance and cleanliness of rooms</p> <p>KB11. areas and items that may need specialist maintenance, and how to report these</p> <p>KB12. how to identify items that need replacing and obtain the correct items</p> <p>KB13. correct procedures for dealing with items one has replaced</p> <p>KB14. preparations needed to carry out periodic deep cleaning, and why these are important</p> <p>KB15. equipment and materials needed for periodic deep cleaning, and how to obtain them</p>

**THC/N0215**

**Conduct periodic deep cleaning**

	<p>KB16. how to use the equipment and materials efficiently and safely</p> <p>KB17. health and safety requirements for high dusting</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace</p> <p>SA2. interpret and follow operational instructions and prioritise work</p>
	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. complete documentation accurately</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with others when carrying out housekeeping tasks</p> <p>SA5. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA6. question customers appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA7. check and clarify task-related information</p> <p>SA8. liaise with appropriate authorities using correct protocol</p> <p>SA9. communicate with people in respectful form and manner in line with organizational protocol</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan, prioritize and sequence work operations as per job requirements</p> <p>SB3. organize and analyze information relevant to work</p> <p>SB4. importance of taking responsibility for own work outcomes</p> <p>SB5. importance of adherence to work timings, dress code and other organizational policies</p> <p>SB6. importance of following laid down rules, procedures, instructions and policies</p> <p>SB7. importance of exercising restraint while expressing dissent and during conflict situations</p>

THC/N0215

Conduct periodic deep cleaning

	SB8. how to avoid and manage distractions to be disciplined at work
	SB9. importance of time management for achieving better results
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB11. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. learn on-the-job and in training and development interventions and assessment SB13. seek to improve and modify own work practices
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB14. manage relationships with customers who may be stressed, frustrated, confused, or angry SB15. build customer relationships and use service and customer centric approach

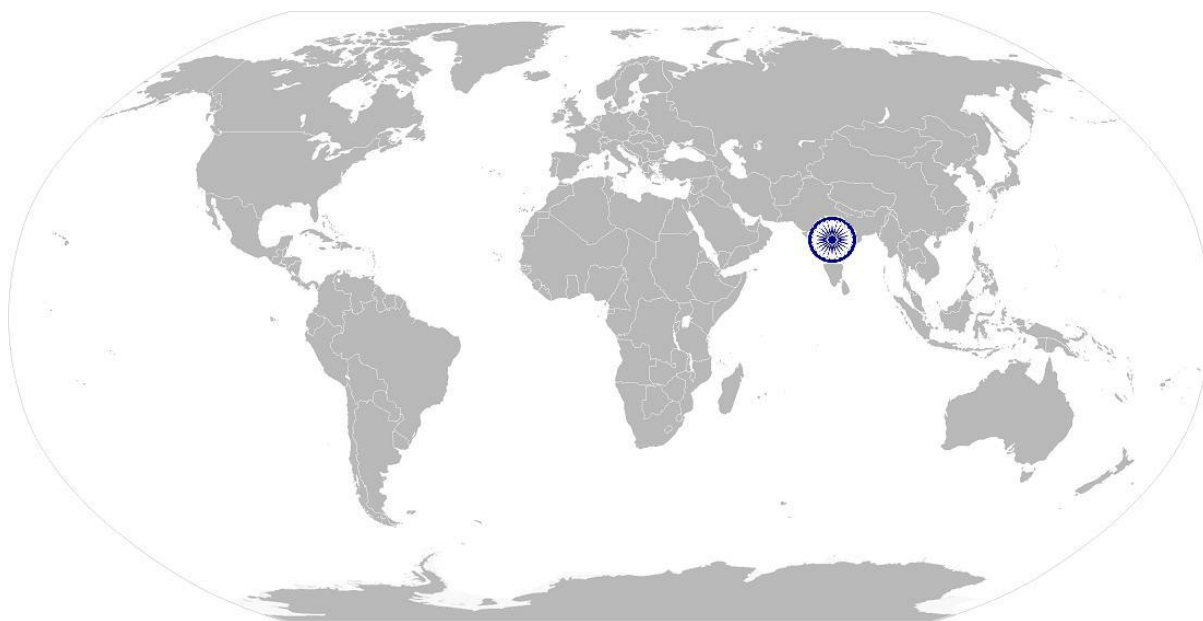


**THC/N0215**

**Conduct periodic deep cleaning**

## NOS Version Control

NOS Code	THC/N0215		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016

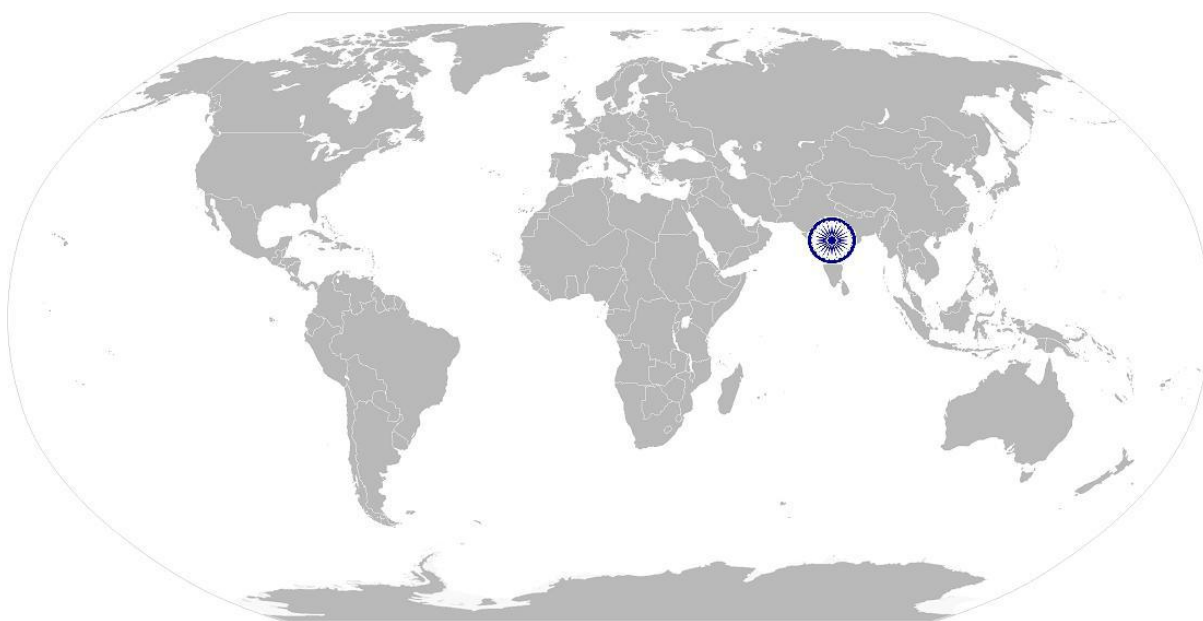




THC/N0216

Maintain area neat and tidy

# National Occupational Standard



## Overview

This unit is about maintaining the assigned area as well as public areas such as lobbies, lifts, entrances and public toilet clean and tidy e.g. by emptying bins, arranging furniture and keeping displays tidy and up-to-date.

THC/N0216

Maintain area neat and tidy

National Occupational Standard

Unit Code	THC/N0216
Unit Title (Task)	Maintain area neat and tidy
Description	This OS unit is about maintaining the assigned area as well as public areas such as lobbies, lifts, entrances and public toilet, neat & tidy and in good order e.g. by emptying bins, arranging furniture and keeping displays tidy and up-to-date so as project a positive image.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Keep areas neat, tidy and in good order</li> <li>• Maintain upkeep</li> <li>• Complete assigned housekeeping duties and reporting</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Keeping areas neat, tidy and in good order</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. empty waste containers and dispose of waste correctly</p> <p>PC2. arrange furniture neatly</p> <p>PC3. keep displays neat, tidy and up-to-date such as notice boards/ areas, racks, decorations, pictures, statues, showcases</p> <p>PC4. spot and report any faults e.g. lights not working, damage to furniture and fixtures etc. in the area to the appropriate member of staff</p> <p>PC5. regularly and discreetly check that the areas are clean, tidy and free from obstructions in line with company safety and security policies, e.g., steps, ramps, floor coverings, bins, appliances, glass surfaces, upholstery, etc.</p> <p>PC6. identify and report anything that needs specialist maintenance</p> <p>PC7. report any items which are found lying unclaimed</p>
<b>Maintaining upkeep</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. choose the right cleaning equipment and materials for the area being cleaned</p> <p>PC9. when necessary, put up hazard warning signs</p> <p>PC10. when necessary, wear protective clothing</p> <p>PC11. clean off dust, dirt, debris and removable marks from the surfaces being cleaned</p> <p>PC12. store the cleaning equipment correctly and safely after use</p> <p>PC13. notify maintenance requirements of any damaged items to appropriate personnel</p>

**THC/N0216**

**Maintain area neat and tidy**

<b>Completing assigned housekeeping duties and reporting</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. conduct assigned cleaning duties following workplace procedures and ensure the area is neat and tidy</p> <p>PC15. report any lost and found property to authorized person as per procedure</p> <p>PC16. check work areas to ensure required workplace standards are met</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant OH&amp;S procedures and guidelines concerning housekeeping operations</p> <p>KB2. workplace and servicing procedures and policies for the carrying out housekeeping tasks in the workplace</p> <p>KB3. housekeeping standards required in the workplace</p> <p>KB4. site layout and obstacles</p> <p>KB5. the organization's standards for cleaning and tidying and why one should work to these</p> <p>KB6. how to acknowledge customers correctly when working front of house</p> <p>KB7. how to choose the right cleaning equipment and materials for the areas and surfaces that are being cleaned</p> <p>KB8. when and how one should use hazard warning signs when the area is being cleaned</p> <p>KB9. when one should wear protective clothing and what type of protective clothing to wear</p> <p>KB10. the types of problems that may happen when one is cleaning and how to deal with these oneself or report them</p> <p>KB11. how one should arrange the furniture in front of house areas</p> <p>KB12. the types of displays one is responsible for</p> <p>KB13. why it is important to keep displays neat and tidy and well-stocked</p>

**THC/N0216**

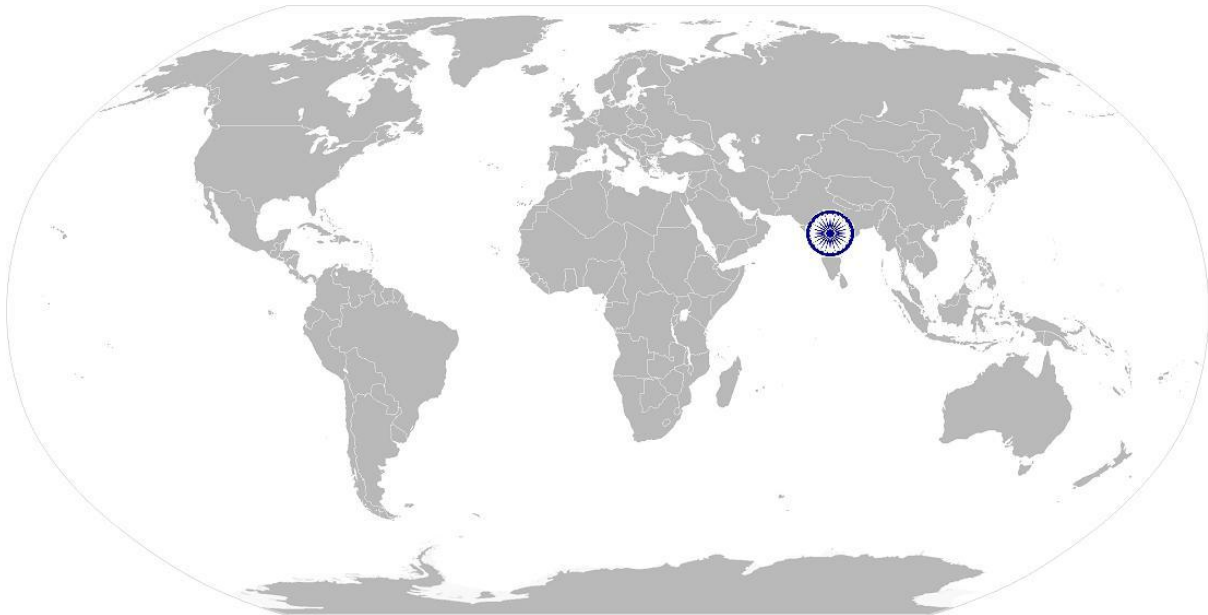
**Maintain area neat and tidy**

	<p>KB14. how to keep displays neat, tidy and up-to-date</p> <p>KB15. the types of things that may need fixing in the front of house areas; how to spot and report them</p> <p>KB16. the types of problems that may happen when one is working front of house and how to deal with these</p> <p>KB17. why front of house areas need to be clean, tidy and well maintained</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace</p> <p>SA2. read and interpret information correctly from various job specification documents, manuals, health and safety instructions etc. applicable to the job in English and/or local language</p>
	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. complete documentation as per work requirements</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with guests</p> <p>SA5. interact with service providers and colleagues in respectful manner and in line with organizational protocol</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. plan, prioritize and sequence work operations as per job requirements</p> <p>SB2. organize and analyze information relevant to work</p> <p>SB3. importance of taking responsibility for own work outcomes</p> <p>SB4. importance of following laid down rules, procedures, instructions and policies</p> <p>SB5. importance of time management for achieving better results</p>
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>

THC/N0216

Maintain area neat and tidy

	The user/individual on the job needs to know and understand how to: SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB7. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	NA
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. manage relationships with coworkers and customers

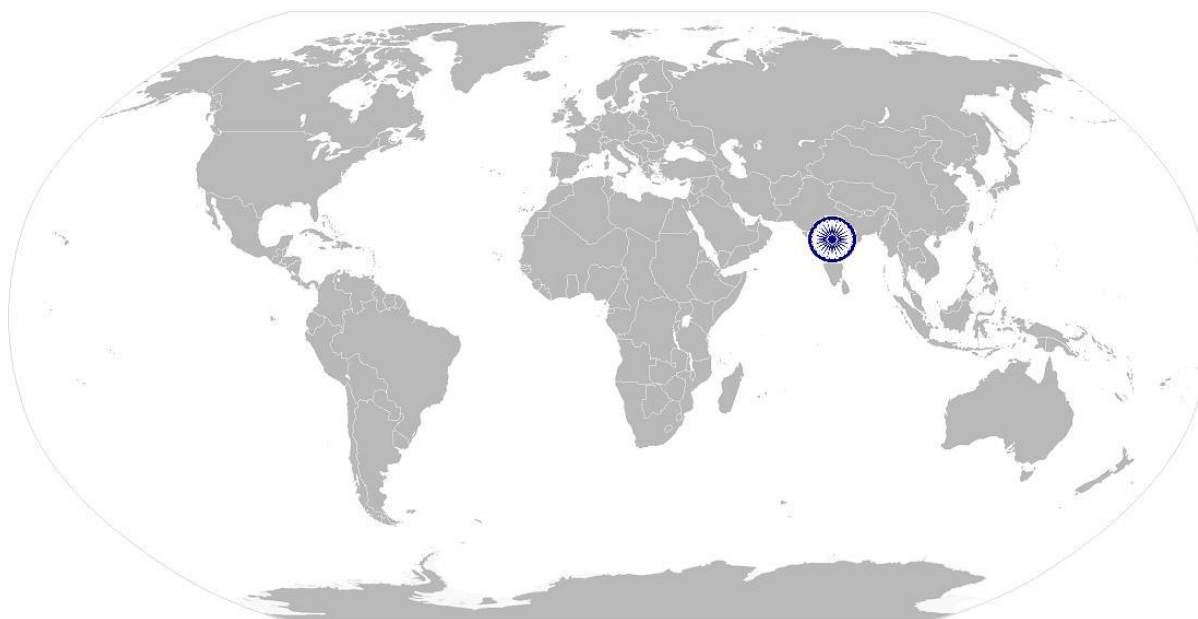


THC/N0216

Maintain area neat and tidy

## NOS Version Control

NOS Code	THC/N0216		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016



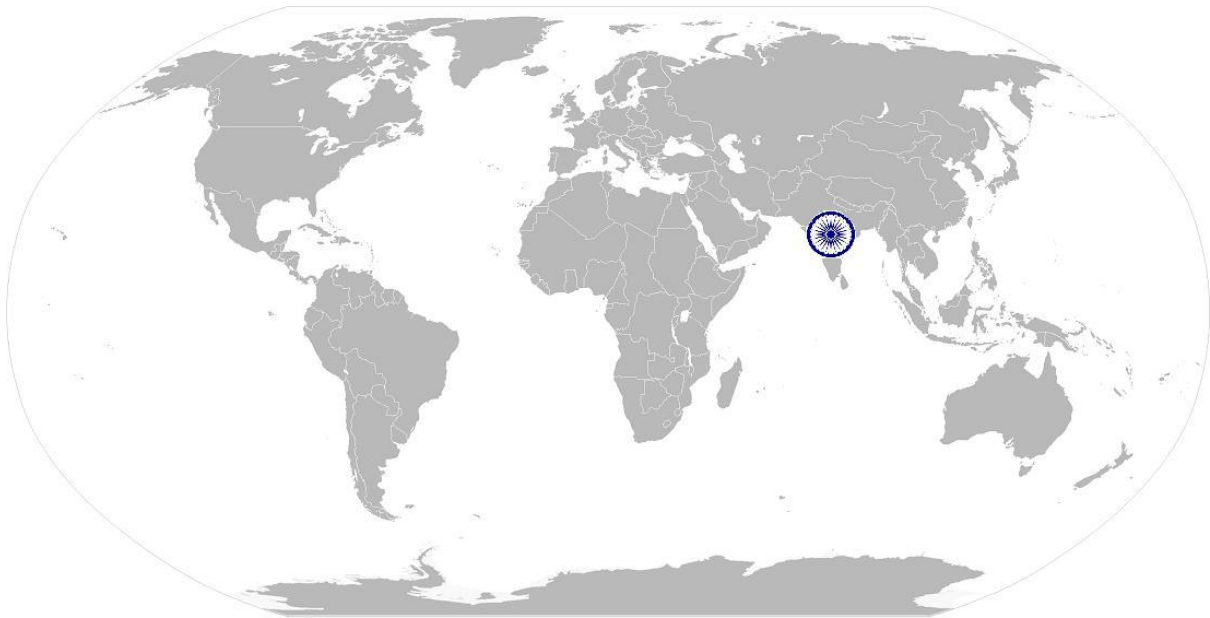


**THC/N0217**

**Collect and dispose waste properly**

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# National Occupational Standard



## Overview

This unit is about removal, segregation and transportation of waste to collection/disposal point, as per company policy or standard procedure.

THC/N0217

Collect and dispose waste properly

National Occupational Standard

<b>Unit Code</b>	THSC/N0217
<b>Unit Title (Task)</b>	Collect and dispose waste properly
<b>Description</b>	This OS unit covers collection and disposal of waste properly which involves removal, segregation and transportation of waste to collection/disposal point, as per company policy or standard procedure
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Remove and segregate waste</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Removing and segregating waste</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. wear appropriate protective clothing as required for the waste involved</p> <p>PC2. remove waste from the areas cleaning safely and according to regulations, instructions and good practice</p> <p>PC3. collect waste according to instruction without causing any spillage or clutter</p> <p>PC4. sort out and segregate waste according to type, making sure it is handled safely</p> <p>PC5. reduce the volume of waste by breaking down, compressing or shredding as required</p> <p>PC6. pack waste and store in appropriate waste containers/ assigned bins</p> <p>PC7. clean the waste bins if dirty</p> <p>PC8. change waste bags regularly and promptly when full and to avoid foul smell</p> <p>PC9. keep waste areas and its contents clean, tidy and sanitized at all times</p> <p>PC10. make sure that sites of cleaning operations are clear of waste that is not to be left at the site</p> <p>PC11. make sure that waste containers are taken safely to the allocated collection point and made secure where necessary</p> <p>PC12. complete records to maintain a waste audit trail in line with the unit procedures</p> <p>PC13. identify and report problems associated with the collection and storage of waste according to company procedures</p> <p>PC14. follow the legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company</p>

**THC/N0217**

**Collect and dispose waste properly**

<p>(Knowledge of the company / organization and its processes)</p>	<p>relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant OH&amp;S procedures and guidelines concerning housekeeping operations</p> <p>KB2. different categories of waste and how they should be dealt with</p> <p>KB3. importance of handling waste safely</p> <p>KB4. the most appropriate method for reducing the volume of different</p> <p>KB5. types of waste and why this is important</p> <p>KB6. why different waste containers are used for different types of waste</p> <p>KB7. the reasons for keeping waste areas and its contents clean, tidy and sanitized at all times</p> <p>KB8. how regularly waste containers should be cleaned</p> <p>KB9. the main health and safety risks of waste disposal areas and how these can be prevented</p> <p>KB10. why it is important to keep a waste audit trail and who may need to refer to it</p> <p>KB11. what should be done in the event of a problem relating to waste disposal</p> <p>KB12. what personal protective equipment is required for the waste involved,</p> <p>KB13. where it can be obtained and why one should use it</p> <p>KB14. the hazards associated with typical waste from cleaning operations</p> <p>KB15. who to ask or where to find out what and where are the correct containers for the waste involved and why this is important</p> <p>KB16. why it is important to handle and dispose of the waste safely according to regulations and instructions and where to access this information</p> <p>KB17. where the allocated collection point for waste containers is</p> <p>KB18. why waste containers should be made secure</p> <p>KB19. application of relevant industrial regulations and requirements</p> <p>KB20. safe handling techniques for large items of debris</p> <p>KB21. the reasons why health care waste is segregated</p> <p>KB22. how to deal with spillages correctly</p>

**THC/N0217**

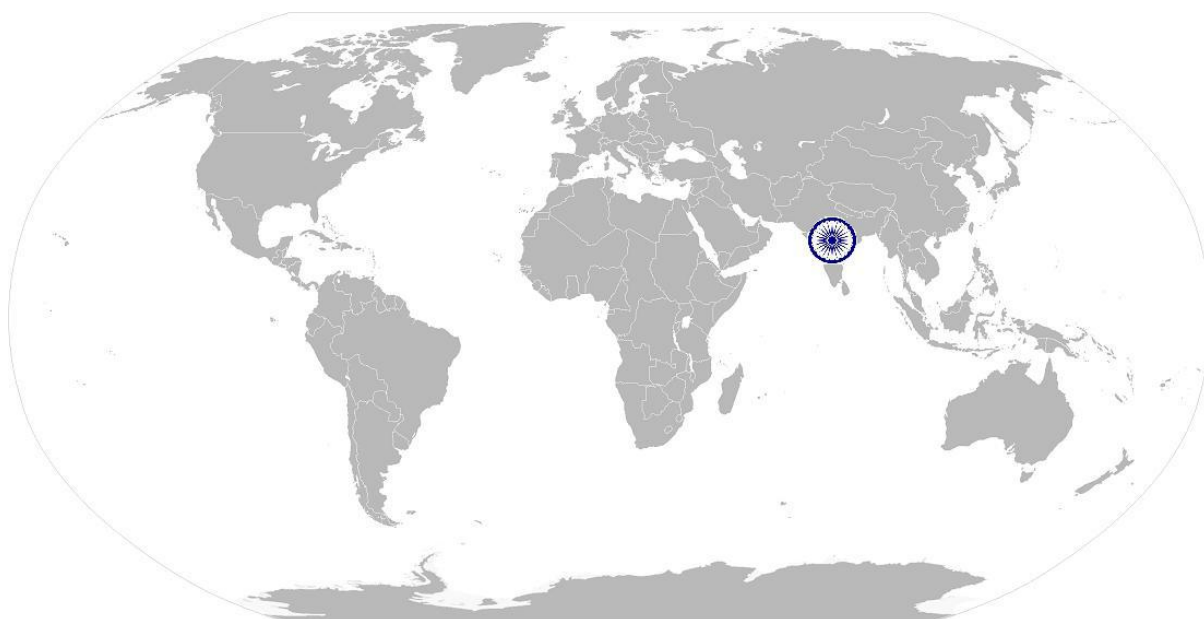
**Collect and dispose waste properly**

	KB23. how to maintain the security of waste
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace SA2. interpret and follow operational instructions and prioritize work
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. complete documentation as per work requirements
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA4. communicate effectively with guests SA5. interact with service providers and colleagues in respectful manner and in line with organizational protocol
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum / best possible solution(s) SB4. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	NA

**THC/N0217**

**Collect and dispose waste properly**

	Critical Thinking
	NA

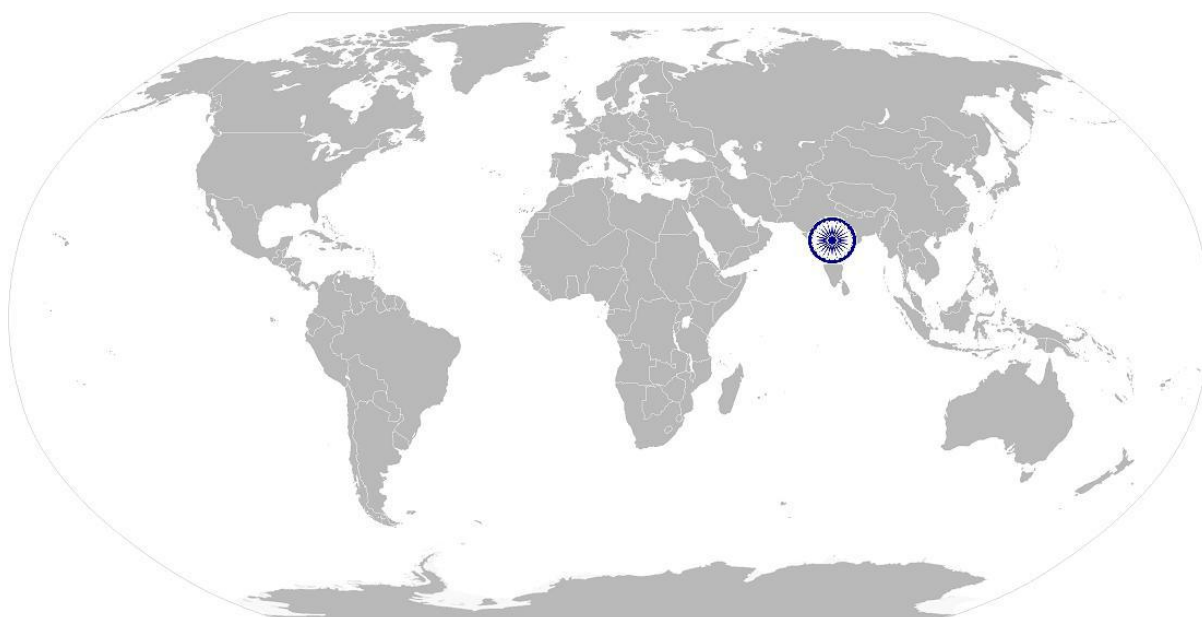


**THC/N0217**

**Collect and dispose waste properly**

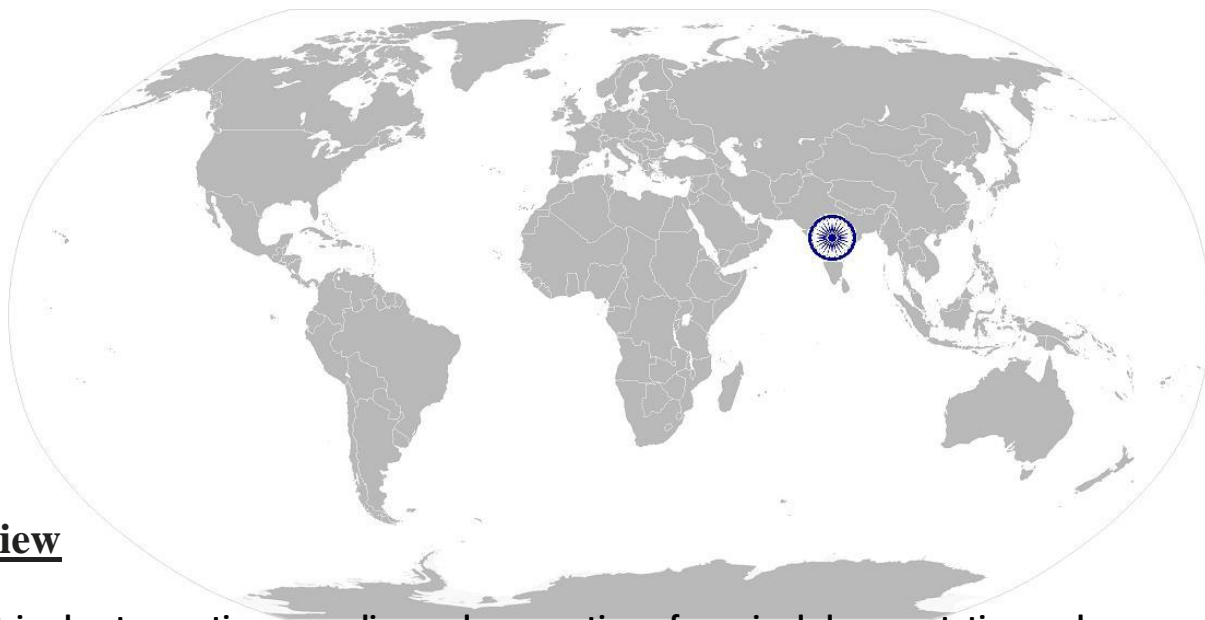
## **NOS Version Control**

NOS Code	THC/N0217		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016





# National Occupational Standard



## Overview

This unit is about reporting, recording and preparation of required documentation such as checklists, status reports, inventory reports as per organization's housekeeping procedures.

THC/N0207

Report, record and prepare documentation

National Occupational Standard

<b>Unit Code</b>	<b>THC/N0207</b>
<b>Unit Title (Task)</b>	<b>Report, record and prepare documentation</b>
<b>Description</b>	This OS unit is about reporting, recording and preparation of required documentation such as checklists, status reports, inventory reports as per organization's housekeeping procedures.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Fill up checklists and registers as per procedure</li> <li>• Record escalations and unresolved problems in the log book</li> <li>• Prepare reports and documents</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Fill up checklists and registers as per procedure</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. fill up checklists for assigned work areas to record status of work as per procedure and timelines prescribed</p> <p>PC2. fill up checklists for equipment and machines provided for serviceability and maintenance</p> <p>PC3. fill up register or requisition for requirement of housekeeping supplies</p> <p>PC4. fill up register to record attendance as per duty roster</p> <p>PC5. fill up description of work carried out during the shift</p> <p>PC6. record unfinished tasks in the log book</p> <p>PC7. record deviations from the SOP, if any, in the log book</p> <p>PC8. report any lost and found belongings</p> <p>PC9. report any incidents and accidents which need to be brought to the notice of superiors</p> <p>PC10. ensure that the report draws valid conclusions from the presented data</p> <p>PC11. adopt the most suitable method of presentation</p>
<b>Record escalations and unresolved problems in the log book</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. record unresolved issues and other escalations in the log book</p> <p>PC13. record jobs related problems to supervisor for support</p> <p>PC14. monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem</p> <p>PC15. refer the problem to a competent internal specialist if it cannot be resolved</p>
<b>Prepare reports and documents</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. prepare regular reports and documents as required by organization's procedures e.g. Occupancy report, duty roster etc</p> <p>PC17. prepare special reports as required from time to time by the management, e.g. monthly consumption report of amenities etc.</p>

**THC/N0207**

**Report, record and prepare documentation**

	<p>PC18. ensure that the report includes all necessary information and is accurate, clear and concise</p> <p>PC19. ensure the presentation of results conforms to relevant procedures carried out</p> <p>PC20. present the report to the relevant people within agreed timescales, using appropriate templates and formats</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant occupational health and safety requirements applicable in the work place</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA5. relevant people and their responsibilities within the work area</p> <p>KA6. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA7. documentation and related procedures applicable in the context of work</p> <p>KA8. importance and purpose of documentation in context of work</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. personal responsibilities with regard to health, safety and the environment in the working area</p> <p>KB2. approved codes of practice and why it is important to follow them</p> <p>KB3. what constitutes complete and valid data</p> <p>KB4. procedures can be used for identifying deviations</p> <p>KB5. what level of accuracy is required</p> <p>KB6. what units of measurement are required</p> <p>KB7. procedures for recording correct data</p> <p>KB8. likely or expected outcomes</p> <p>KB9. how to recognize anomalies in the data against procedures and standards</p> <p>KB10. what is a checklist and what are the various elements of a checklist</p> <p>KB11. how to fill in a checklist</p> <p>KB12. what presentational methods can be used and how reports are sent</p> <p>KB13. relevant people in the organization</p> <p>KB14. what documentation should be used and why it is important to complete it accurately</p> <p>KB15. tasks carried out by various departments in the organization</p> <p>KB16. escalation matrix and protocol to be followed for escalations</p> <p>KB17. roles and responsibilities of various people in the escalation matrix/ authorized person</p>

**THC/N0207**

**Report, record and prepare documentation**

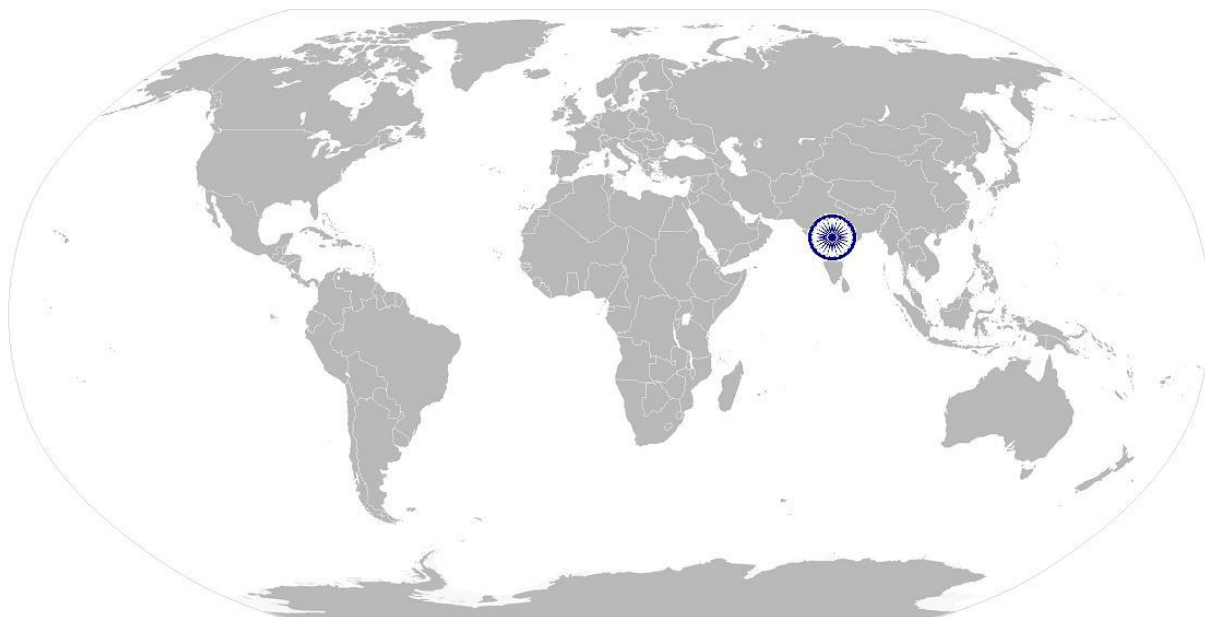
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and interpret instructions, procedures, information and signs SA2. interpret and follow operational instructions and prioritise work
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. complete documentation related accurately
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA4. follow instructions accurately SA5. use questioning to minimize misunderstandings SA6. communicate with people in respectful form and manner in line with organizational protocol SA7. discuss task lists, schedules, and work-loads with co-workers SA8. check and clarify task-related information SA9. use gestures or simple words to communicate where language barriers exist
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work SB3. take responsibility for own work outcomes SB4. adherence to work timings, dress code and other organizational policies SB5. follow laid down rules, procedures, instructions and policies SB6. exercise restraint during conflicting situations SB7. avoid and manage distractions to be disciplined at work SB8. time management for achieving better results
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB9. undertake on-the-job training and development interventions and assessment SB10. seek to improve and modify own work practices

THC/N0207

Report, record and prepare documentation

## NOS Version Control

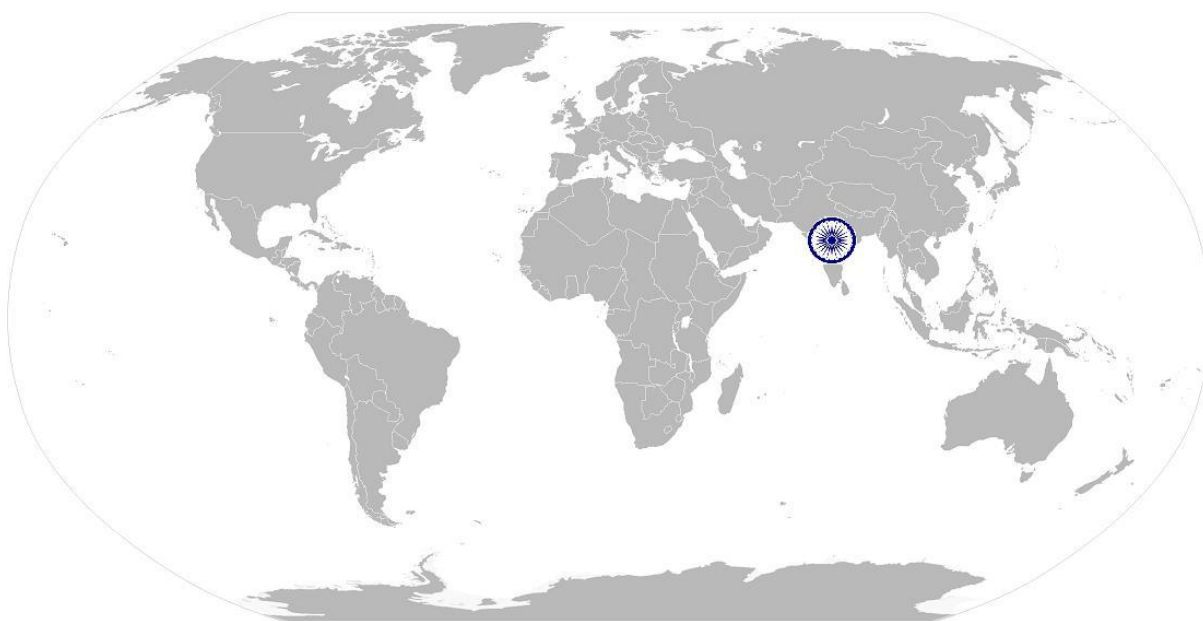
NOS Code	THC/N0207		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	04/07/14
Industry Sub-sector	Hotels	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016



THC/N9901

Communicate with customer and colleagues

# National Occupational Standard



## Overview

This unit is about communicating effectively with superiors, colleagues and customers to achieve a smooth workflow.



## THC/N9901

## Communicate with customer and colleagues

### National Occupational Standard

<b>Unit Code</b>	<b>THC/N9901</b>
<b>Unit Title (Task)</b>	<b>Communicate with customer and colleagues</b>
<b>Role Description</b>	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Interact with superior</li> <li>• Communicate with colleagues</li> <li>• Communicate effectively with customers</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interacting with superior</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
<b>Communicating with colleagues</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues</p> <p>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</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>

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Communicate with customer and colleagues

<p><b>Communicating effectively with customers</b></p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong knowledge on the product, services and market</p> <p>PC21. brief the customers clearly</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure the appropriate language and tone are used to the customers</p> <p>PC25. listen actively in a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address to their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.</p> <p>PC35. develop good rapport with the customers and promote suitable products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective team work at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p>

## THC/N9901

## Communicate with customer and colleagues

	<p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents</p> <p>KB4. how to use computer or smart phone to communicate effectively and productively</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p> <p>KB7. how to practice effective listening</p> <p>KB8. communicate effectively with customers</p> <p>KB9. effective use of voice tone and pitch for communication</p> <p>KB10. how to demonstrate ethics and convey discipline to the customers</p> <p>KB11. how to build effective working relationship with mutual trust and respect within the team</p> <p>KB12. importance of dealing with grievances effectively and in time</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA3. fill up documentation pertaining to job requirement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to:
	SA4. interact with team members to work efficiently
	SA5. communicate effectively with superior to achieve smooth workflow
	SA6. communicate effectively with the customers to build a good rapport with them
	SA7. use language that the customer or colleague understands
	SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems
	SA9. E-mail and use Internet for communicating
	SA10. use of audio-visual aids to communicate complex issues
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. spot and communicate potential areas of disruptions to work process and report the same
	SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	<b>Plan and Organize</b>

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Communicate with customer and colleagues

	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required SB6. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. improve work processes by interacting with others and adopting best practices SB8. resolve recurring inter-personal conflicts



THC/N9901

Communicate with customer and colleagues

## NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	<ol style="list-style-type: none"> <li>Hotels</li> <li>Travel and Tours</li> <li>Restaurants</li> <li>Facility Management</li> <li>Cruise Liners</li> </ol>	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016

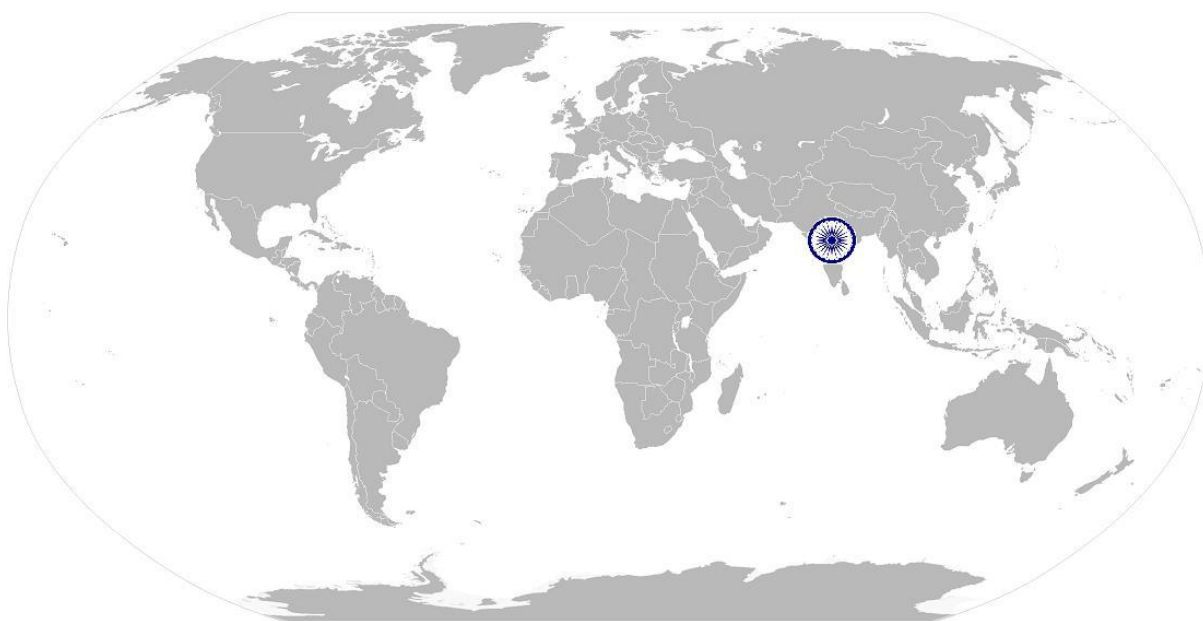


THC/N9903

Maintain standard of etiquette and hospitable conduct

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# National Occupational Standard



## Overview

This unit is about maintaining standard etiquette at workplace and achieving customer satisfaction



THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

<b>Unit Code</b>	THC/N9903
<b>Unit Title (Task)</b>	Maintain standard of etiquette and hospitable conduct
<b>Description</b>	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Follow behavioural, personal and telephone etiquettes</li> <li>Treat customers with high degree of respect and professionalism</li> <li>Achieve customer satisfaction</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Following behavioural, personal and telephone etiquettes</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</p> <p>PC2. welcome the customers with a smile</p> <p>PC3. ensure to maintain eye contact</p> <p>PC4. address the customers in a respectable manner</p> <p>PC5. do not eat or chew while talking</p> <p>PC6. use their names as many times as possible during the conversation</p> <p>PC7. ensure not to be too loud while talking</p> <p>PC8. maintain fair and high standards of practice</p> <p>PC9. ensure to offer transparent prices</p> <p>PC10. maintain proper books of accounts for payment due and received</p> <p>PC11. answer the telephone quickly and respond back to mails faster</p> <p>PC12. ensure not to argue with the customer</p> <p>PC13. listen attentively and answer back politely</p> <p>PC14. maintain personal integrity and ethical behaviour</p> <p>PC15. dress professionally</p> <p>PC16. deliver positive attitude to work</p> <p>PC17. maintain well groomed personality</p> <p>PC18. achieve punctuality and body language</p> <p>PC19. maintain the social and telephonic etiquette</p> <p>PC20. provide small gifts as token of appreciation and thanks giving to the customer</p> <p>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC22. demonstrate responsible and disciplined behaviours at the workplace</p> <p>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
<b>Treating customers with high degree of</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. use appropriate titles and terms of respect to the customers</p> <p>PC25. use polite language</p>

**THC/N9903**

**Maintain standard of etiquette and hospitable conduct**

<b>respect and professionalism</b>	<p>PC26. maintain professionalism and procedures to handle customer grievances and complaints</p> <p>PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility</p> <p>PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette</p> <p>PC29. provide special attention to the customer at all time</p>
<b>Achieving customer satisfaction</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. achieve 100% customer satisfaction on a scale of standard</p> <p>PC31. gain customer loyalty</p> <p>PC32. enhance brand value of company</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on behavioural etiquette and professionalism</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of professional and polite etiquette and behaviour</p> <p>KB2. the need and reason for achieving customer satisfaction</p> <p>KB3. procedural behavioural patterns framed by the organisation</p> <p>KB4. methods for gaining customer satisfaction</p> <p>KB5. standard operating procedure and service quality standards</p> <p>KB6. measure of customer satisfaction</p> <p>KB7. significance of brand enhancement via word-of-mouth</p> <p>KB8. the hospitality and tourism environment</p> <p>KB9. company's growth strategy and productivity targets</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The individual on the job needs to know and understand:</p> <p>SA1. how to read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. how to read notes and comments from the supervisor or customer</p>
	<b>Writing Skills</b>
	<p>The individual on the job needs to know and understand:</p> <p>SA3. how to fill up documentation pertaining to job requirement</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job needs to know and understand:</p>

## THC/N9903

## Maintain standard of etiquette and hospitable conduct

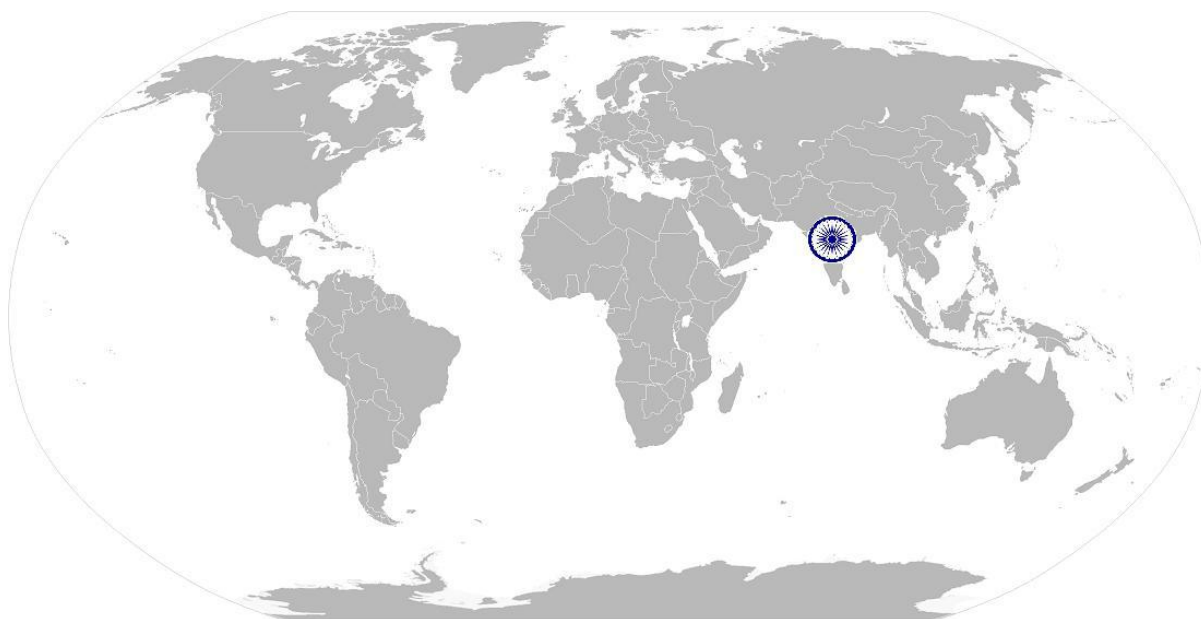
	<p>SA4. how to interact with team members to work efficiently</p> <p>SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette</p> <p>SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and report potential areas of disruption to work process
	SB2. how to address the complaints and handle dissatisfied customers
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand:
	SB3. how to coordinate with different departments to achieve smooth workflow
	SB4. contribution to quality of customer satisfaction via team work
	SB5. how to share work load as required
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand:
	SB6. how to improve work processes by interacting with customers
	SB7. how to adopt suggested best practices
	SB8. how to resolve recurring inter-personal conflicts
	SB9. how to address or escalate recurring problems reported by customers
	SB10. measure performance against company's standards
	SB11. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management
	SB12. use the authority, power and politics issues to serve customer effectively

**THC/N9903**

**Maintain standard of etiquette and hospitable conduct**

## NOS Version Control

NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	<ol style="list-style-type: none"> <li>Hotels</li> <li>Travel and Tours</li> <li>Restaurants</li> <li>Facility Management</li> <li>Cruise Liners</li> </ol>	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016

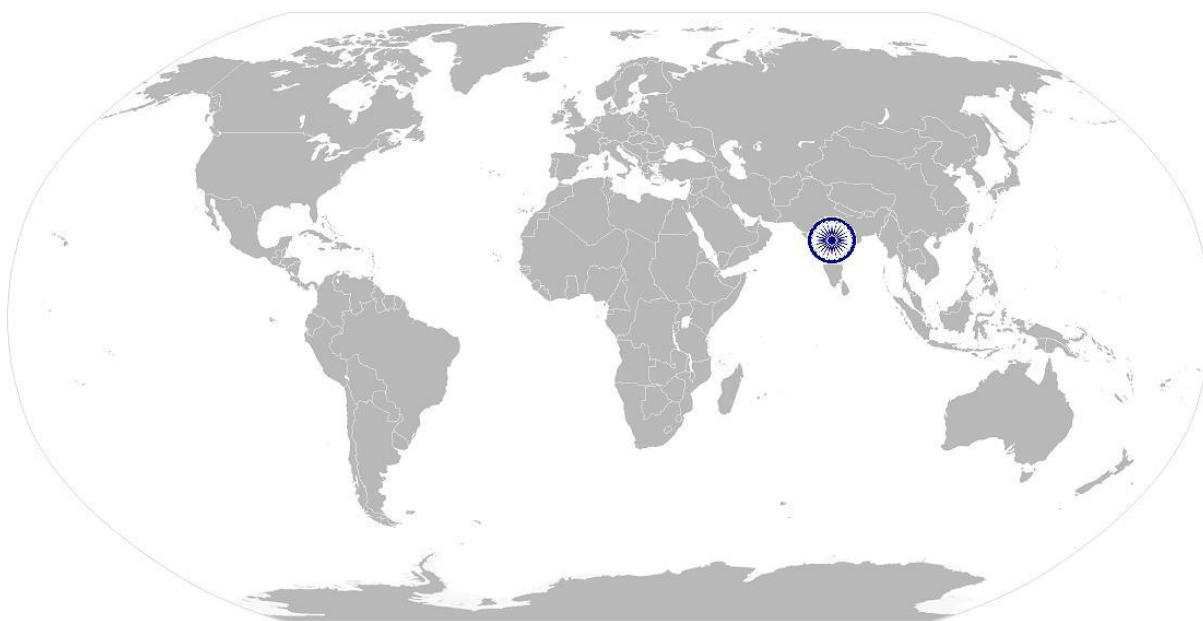


THC/N9904

Follow gender and age sensitive service practices

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# National Occupational Standard



## Overview

This unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women, men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women with respect and ensuring personal and material security and at all times.

## THC/N9904

## Follow gender and age sensitive service practices

### National Occupational Standard

<b>Unit Code</b>	<b>THC/N9904</b>
<b>Unit Title (Task)</b>	<b>Follow gender and age sensitive service practices</b>
<b>Description</b>	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Educate customer on specific facilities and services available for different categories of customers</li> <li>Provide gender and age specific services as per their unique and collective requirements</li> <li>Follow standard etiquette with women at workplace</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Educating customer on specific facilities and services available</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</p> <p>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</p> <p>PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</p> <p>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</p> <p>PC6. maintain compliant behavioural 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.</p> <p>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</p> <p>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</p>
<b>Providing different age and gender specific customer service</b>	<p>To be competent, the user/ individual must be able to:</p> <p>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</p> <p>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</p> <p>PC11. coordinate with team to meet these unique needs, also keeping in mind their</p>



**THC/N9904**

**Follow gender and age sensitive service practices**

	<p>diverse cultural backgrounds</p> <p>PC12. provide entertainment programs and events suited for the children tourists</p> <p>PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies</p> <p>PC14. arrange for transport and equipment as required by senior citizens</p> <p>PC15. ensure availability of medical facilities and doctor</p>
<b>Following standard etiquette with women at workplace</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace</p> <p>PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.</p> <p>PC18. involve women in the decision making processes and management professions</p> <p>PC19. avoid specific discrimination and give women their due respect</p> <p>PC20. motivate the women in the work place towards utilizing their skills</p> <p>PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues</p> <p>PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.</p> <p>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.</p> <p>PC25. ensure safety and security of women at all levels</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on gender sensitive service practices at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. gender specific requirements of different types of customer</p> <p>KB2. specific requirements of different age-groups of customers</p> <p>KB3. safety measures and procedures available for female colleagues and customers</p> <p>KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure</p> <p>KB5. helpline numbers</p>

**THC/N9904**

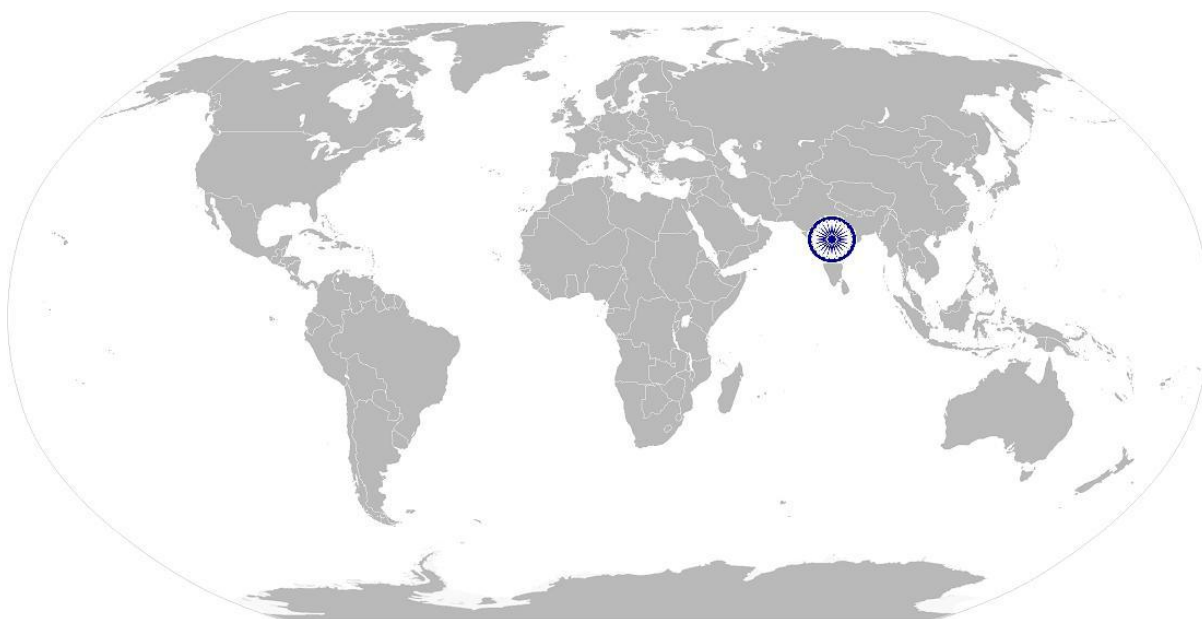
**Follow gender and age sensitive service practices**

	<p>KB6. process of handling and reporting abuse</p> <p>KB7. how to be vigilant for breach of safety at smallest level</p> <p>KB8. how to maintain customers' and colleagues' safety without making the environment threatening</p> <p>KB9. different types of potential security threats to domestic and international tourists</p> <p>KB10. standard procedures to be followed in the event of terrorist attack</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p>
	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to safety maintenance requirements</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette</p> <p>SA5. communicate with the women at workplace and the customers with respect</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele</p> <p>SB2. address the complaints and handle dissatisfied customers</p>
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. coordinate with different departments and work as team</p> <p>SB4. contribute to quality of team work and achieve smooth workflow</p> <p>SB5. share work load as required</p>
	<b>Analytical Thinking</b>
	NA

**THC/N9904**

**Follow gender and age sensitive service practices**

	<p><b>Critical Thinking</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB6. improve work processes by interacting with customers and adopting best practices</li> <li>SB7. resolve recurring problems based on the complaints received from women customers and at the workplace</li> <li>SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong</li> <li>SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards</li> <li>SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment</li> </ul>
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**THC/N9904**

**Follow gender and age sensitive service practices**

## **NOS Version Control**

NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016



**THC/N9905**

**Maintain IPR of organisation and customer**

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# National Occupational Standard



## Overview

This unit is about securing intellectual property rights of the company and respecting customer's copyright

THC/N9905

Maintain IPR of organisation and customer

National Occupational Standard

<b>Unit Code</b>	<b>THC/N9905</b>
<b>Unit Title (Task)</b>	<b>Maintain IPR of organisation and customers</b>
<b>Description</b>	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Secure company's IPR</li> <li>Respect customers copyright</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Securing company's IPR</b>	<p>To be competent, the user/ individual must be able to:</p> <p>SB6. prevent leak of new plans and designs to competitors by reporting on time</p> <p>SB7. be aware of any of company's product, service or design patents</p> <p>SB8. report IPR violations observed in the market, to supervisor or company head</p>
<b>Respecting customer's copyright</b>	<p>To be competent, the user/ individual must be able to:</p> <p>SB9. read copyright clause of the material published on the internet and any other printed material</p> <p>SB10. protect infringement upon customer's business or design plans</p> <p>SB11. consult supervisor or senior management when in doubt about using information available from customer</p> <p>SB12. report any infringement observed by anyone in the company</p>
<b>Knowledge and Understanding (K)</b>	
<b>B. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA6. company's policies on intellectual property rights</p> <p>KA7. company's IPR infringement reporting policy</p> <p>KA8. company's Human Resource policies</p> <p>KA9. company's reporting structure</p> <p>KA10. company's documentation policy</p> <p>KA11. company's customer profile</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p> <p>KB3. significance of damages resulting from IPR infringement</p> <p>KB4. industrial and political espionages</p>



**THC/N9905**

**Maintain IPR of organisation and customer**

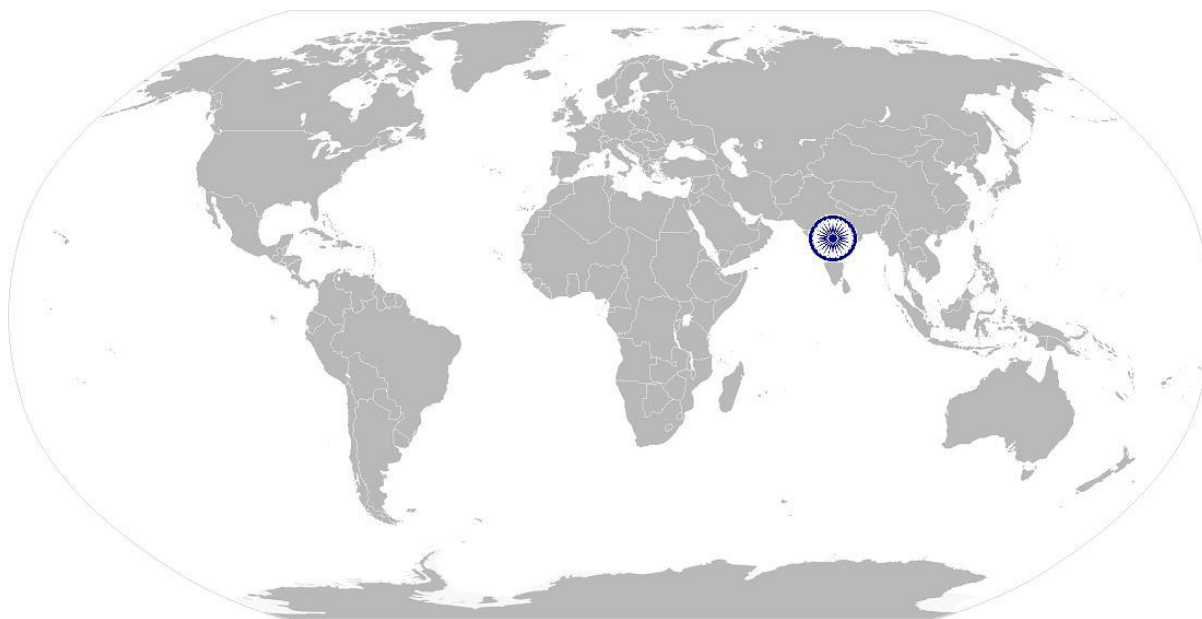
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand: SA3. fill up documentation pertaining to one's role in protecting IPR infringement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with the customers about IPR protection and building trust
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues SB2. prevent information leakages SB3. avoid being caught up in copyright issues
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand: SB4. basics of what constitutes IPR violations under WTO agreement SB5. penalties to company or individual on evidence of IPR violations SB6. likely effect of IPR violation on customer
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. improve work IPR related safety and adopting best practices SB8. resolve conflicts related to IPR by reporting in time

**THC/N9905**

**Maintain IPR of organisation and customer**

## NOS Version Control

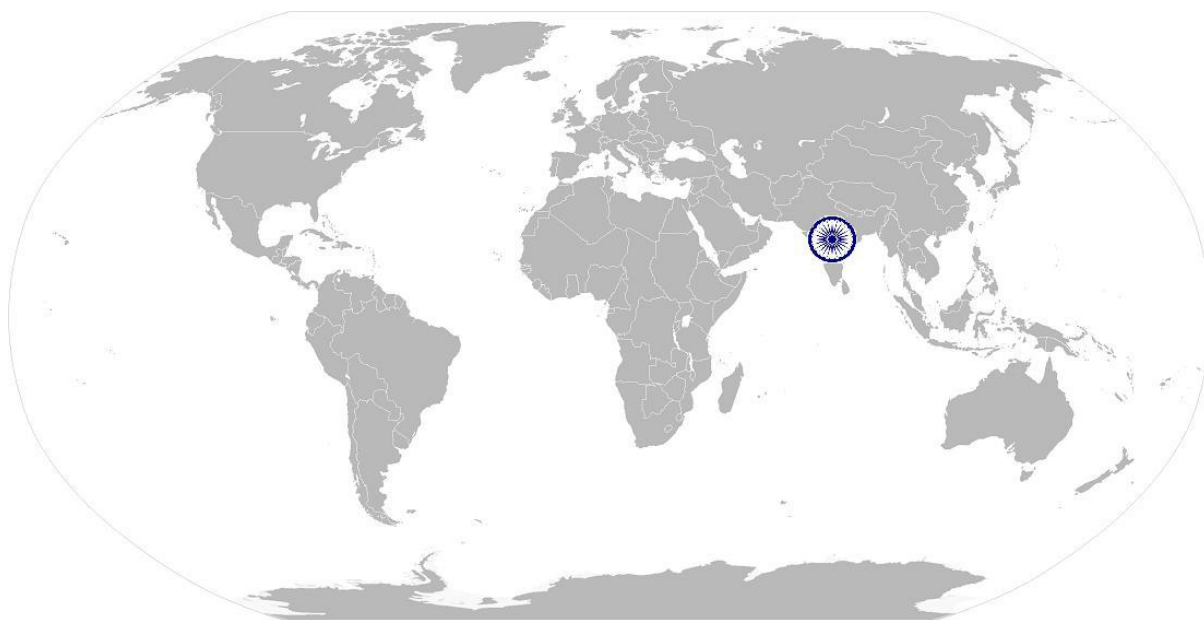
NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	<ol style="list-style-type: none"> <li>Hotels</li> <li>Travel and Tours</li> <li>Restaurants</li> <li>Facility Management</li> <li>Cruise Liners</li> </ol>	Last reviewed on	25/03/2015
Occupation	Housekeeping	Next review date	25/03/2016



THC/N9906

Maintain health and hygiene

# National Occupational Standard



## Overview

This unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centers.

## THC/N9906

## Maintain health and hygiene

### National Occupational Standard

<b>Unit Code</b>	<b>THC/N9906</b>
<b>Unit Title (Task)</b>	<b>Maintain health and hygiene</b>
<b>Description</b>	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure cleanliness around workplace in hospitality and tourist areas</li> <li>• Follow personal hygiene practices</li> <li>• Take precautionary health measures</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Ensuring cleanliness around workplace</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep the workplace regularly clean and cleared-off of food waste or other litter</p> <p>PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal</p> <p>PC3. ensure that the trash cans or waste collection points are cleared everyday</p> <p>PC4. arrange for regular pest control activities at the workplace</p> <p>PC5. to maintain records for cleanliness and maintenance schedule</p> <p>PC6. ensure the workplace is well ventilated with fresh air supply</p> <p>PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well</p> <p>PC8. ensure the workplace is provided with sufficient lighting</p> <p>PC9. ensure clean work environment where food is stored, prepared, displayed and served</p> <p>PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.</p> <p>PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning</p> <p>PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids</p> <p>PC13. ensure to clean the store areas with appropriate materials and procedures</p> <p>PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal</p>
<b>Following personal hygiene practices</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.</p>

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	<p>PC16. ensure to wash hands using suggested material such as soap, one use disposable tissue, warm water, etc.</p> <p>PC17. wash the cups, glasses or other cutlery clean before and after using them</p> <p>PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc.</p> <p>PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc.</p> <p>PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc. occurs in the workplace</p>
<b>Taking precautionary health measures</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. report on personal health issues related to injury, food, air and infectious diseases</p> <p>PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people</p> <p>PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes</p> <p>PC25. ensure to use single use tissue and dispose these tissues immediately</p> <p>PC26. coordinate for the provision of adequate clean drinking water</p> <p>PC27. ensure to get appropriate vaccines regularly</p> <p>PC28. avoid serving adulterated or contaminated food</p> <p>PC29. undergo preventive health check-ups at regular intervals</p> <p>PC30. take prompt treatment from the doctor in case of illness</p> <p>PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on health and hygiene at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000</p> <p>KB2. health risks to the worker or customer</p> <p>KB3. healthy work practices</p> <p>KB4. equipment and hand swab tests</p> <p>KB5. internal hygiene-audit tests</p> <p>KB6. personal protective equipment to be worn and care</p>

**THC/N9906**

**Maintain health and hygiene**

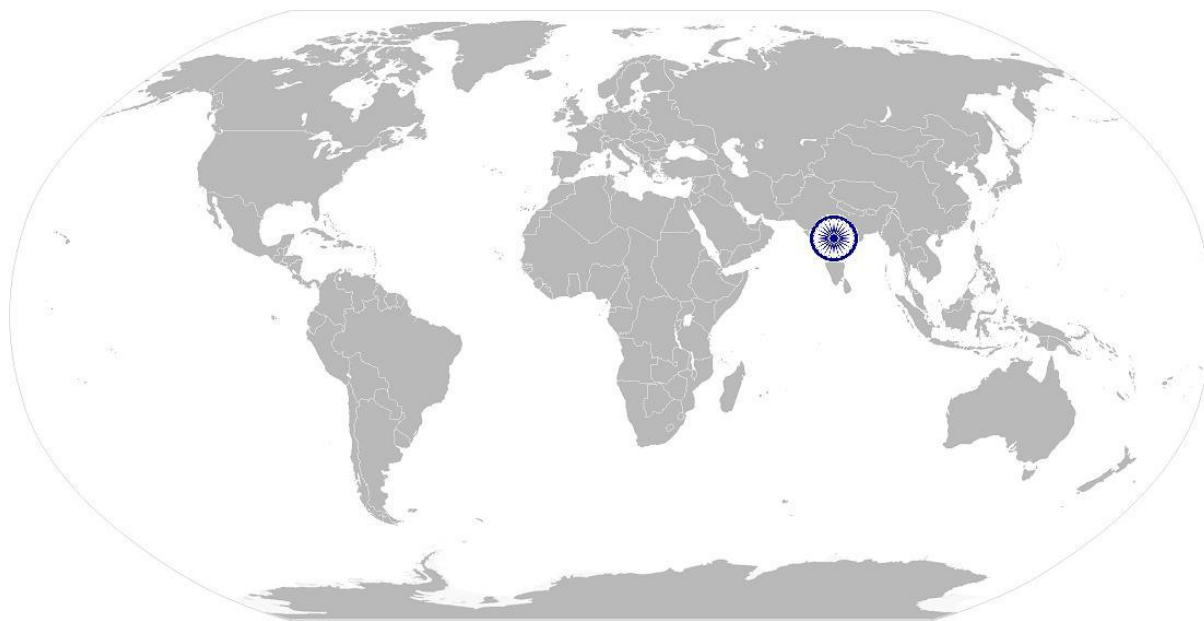
	<p>KB7. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB8. acceptable ventilation standards</p> <p>KB9. technical layout standards and placements of equipment</p> <p>KB10. safe disposal methods for waste</p> <p>KB11. compliance norms for established health and hygiene procedures at workplace</p> <p>KB12. safe handling of chemicals</p> <p>KB13. standard material handling procedure</p> <p>KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists</p> <p>KB15. precautionary rules to follow for maintaining health and hygiene</p> <p>KB16. municipal or community rules for handling and disposing-off waste</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices</p> <p>SA2. understand internationally or nationally accepted signage related to hygiene and health</p> <p>SA3. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA4. read notes or comments from the supervisor or customer</p>
	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. fill up any documentation required to maintain health and hygiene</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. receive instructions from doctor and supervisor on medical care</p> <p>SA7. verbally report hygiene hazards and poor organisational practice</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to select appropriate hand tools and personal protection equipment</p> <p>SB2. how to select the cleaning procedures and effective hygiene practices as required</p>
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA



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	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to use the acids, detergents, lubricants, etc., for cleaning</p> <p>SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others</p>

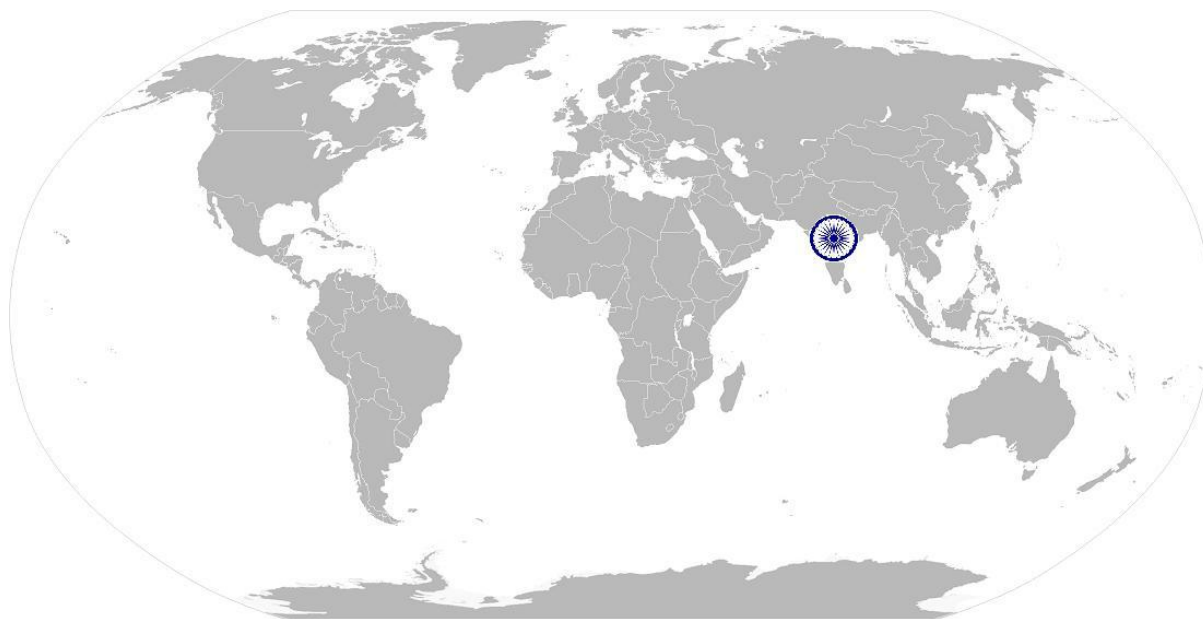


**THC/N9906**

**Maintain health and hygiene**

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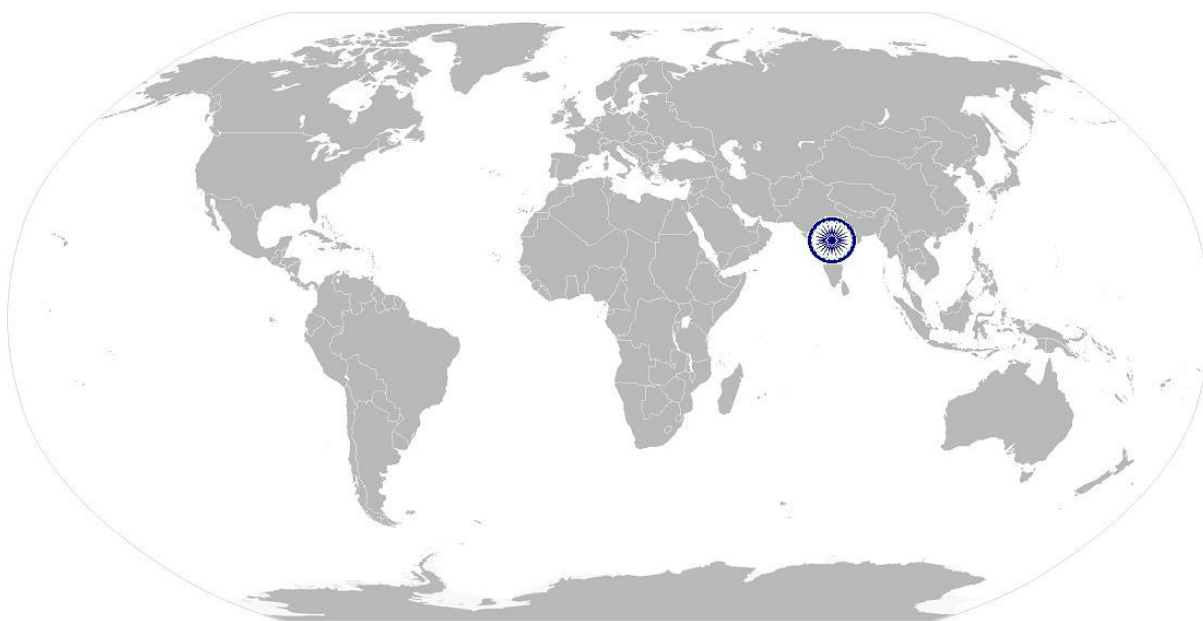
NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016



THC/N9907

Maintain safety at workplace

# National Occupational Standard



## Overview

This unit is about following workplace safety standards to have a hazard-free environment and avoid downtime because of disruption from personal injuries and hazardous system failures.

THC/N9907

Maintain safety at workplace

National Occupational Standard

<b>Unit Code</b>	<b>THC/N9907</b>
<b>Unit Title (Task)</b>	<b>Maintain safety at workplace</b>
<b>Description</b>	This OS unit is about following workplace safety standards to have a hazard-free work environment and avoid downtime because of disruption from personal injuries and hazardous system failures
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Take precautionary measures to avoid work hazards</li> <li>• Follow standard safety procedure</li> <li>• Use safety tools or personal protective equipment</li> <li>• Achieve safety standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Taking precautionary measures to avoid work hazards</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various hazards in the work areas</p> <p>PC2. take necessary steps to eliminate or minimize them</p> <p>PC3. analyse the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. 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.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p>
<b>Following standard safety procedure</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. be aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC8. practice correct emergency procedures</p> <p>PC9. check and review the storage areas frequently</p> <p>PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC11. ensure to be safe while handling materials, tools, acids, chemicals, detergents, etc.</p> <p>PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed</p> <p>PC13. ensure safe techniques while moving furniture and fixtures</p> <p>PC14. ensure to reduce risk of injury from use of electrical tools</p> <p>PC15. read the manufacturer's manual carefully before use of any equipment</p> <p>PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries</p> <p>PC17. keep the floors free from water and grease to avoid slippery surface</p> <p>PC18. ensure to use non slip liquids and waxes to polish and treat floors, if required</p> <p>PC19. use rubber mats to the places where floors are constantly wet</p>

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**Maintain safety at workplace**

	<p>PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.</p> <p>PC21. use flat surfaces, secure holding and protective wear while using such sharp tools</p> <p>PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC23. practice ergonomic lifting, bending, or moving equipment and supplies</p>
<b>Using safety tools or Personal Protective Equipment</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. ensure the workers have access to first aid kit when needed</p> <p>PC25. ensure all equipment and tools are stored and maintained properly and safe to use</p> <p>PC26. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC27. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC28. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc., are available</p>
<b>Achieving safety standards</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC31. comply with the established safety procedures of the workplace</p> <p>PC32. report to the supervisor on any problems and hazards identified</p> <p>PC33. ensure zero accident at workplace</p> <p>PC34. adhere to safety standards and ensure no material damage</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context (Knowledge of the company / organization and its processes)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on safety procedures at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. personal protective equipment should be worn and how it is cared for</p> <p>KB2. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB3. how to provide the first aid treatment at workplace</p> <p>KB4. significance of accidental risks to the worker and productivity loss</p>

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**Maintain safety at workplace**

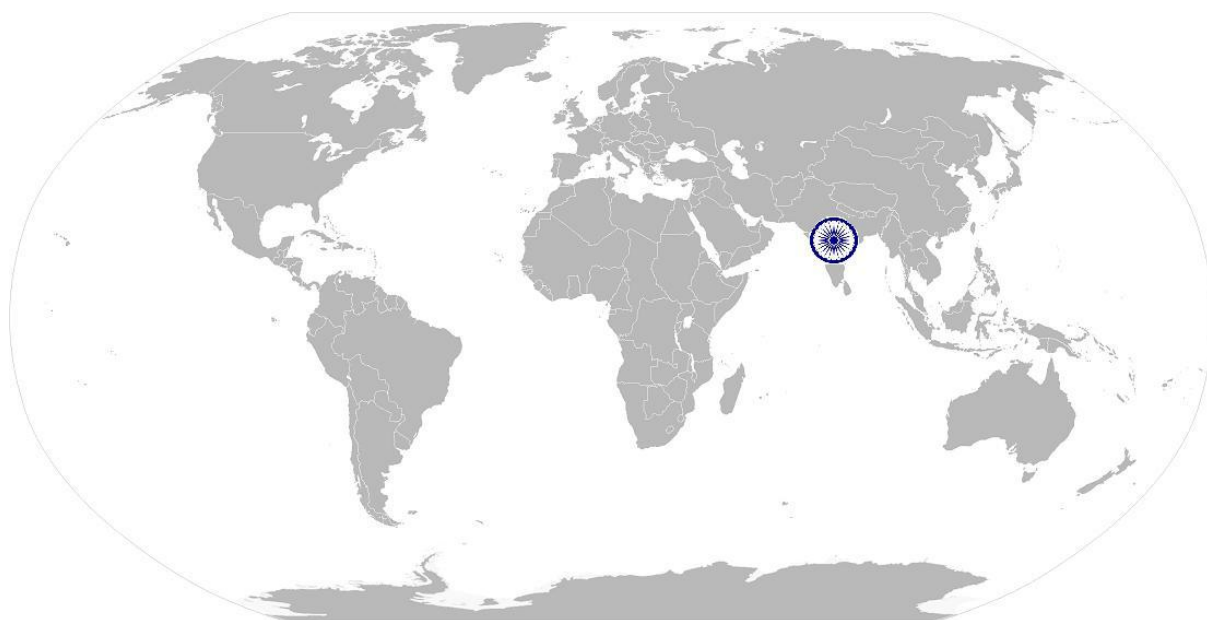
	<p>KB5. reporting procedure or hierarchy for signs of damage and potential hazards</p> <p>KB6. methods to minimize accidental risks</p> <p>KB7. safe handling chemicals, acids, etc. for cleaning</p> <p>KB8. material handling procedure</p> <p>KB9. standard operating procedure for safety drills and equipment maintenance</p> <p>KB10. precautionary activities to be followed for work place safety</p> <p>KB11. optimal operation of tools and electrical equipment</p> <p>KB12. emergency procedures to be followed in case of an mishap such as fire accidents, etc.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret relevant organisation policies, procedures and diagrams that identify safety practices.
	SA2. read job sheets, company policy documents and information displayed at the workplace
	SA3. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA4. fill up documentation to one's role
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to:
	SA5. verbally report safety hazards and poor organisation practice
	SA6. communicate supervisor about the work safety issues
	SA7. receive instructions from supervisor on minimizing the accidental risks
	SA8. communicate co-workers about the precautions to be taken for accident free work
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. select appropriate hand tools and personal protection equipment
	SB2. identify first aid needs in case and of an injury
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	NA
<b>B. Professional Skills</b>	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to:



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**Maintain safety at workplace**

	SB3. use safety equipment such as fire extinguisher during fire accidents
	SB4. store chemicals and tools in a safe way
	SB5. use tools and equipment without causing any injury to fellow workers
	<b>Critical Thinking</b>
	NA

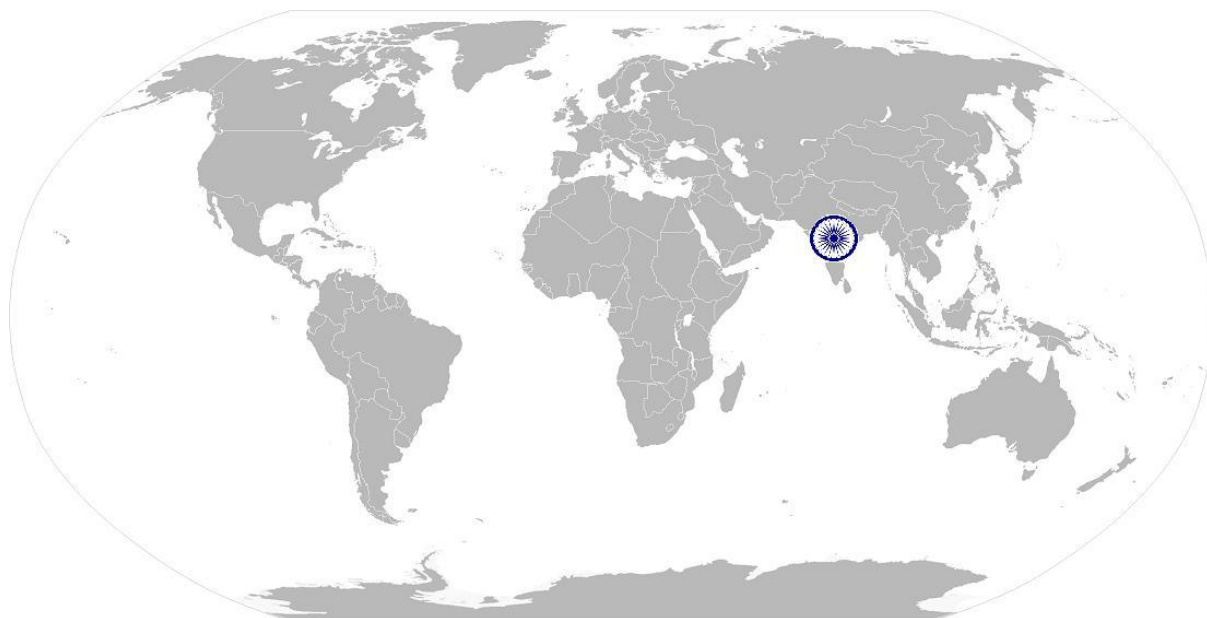


THC/N9907

Maintain safety at workplace

## NOS Version Control

NOS Code	THC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	15/03/2015
Industry Sub-sector	<ol style="list-style-type: none"> <li>Hotels</li> <li>Travel and Tours</li> <li>Restaurants</li> <li>Facility Management</li> <li>Cruise Liners</li> </ol>	Last reviewed on	26/03/2015
Occupation	Housekeeping	Next review date	26/03/2016

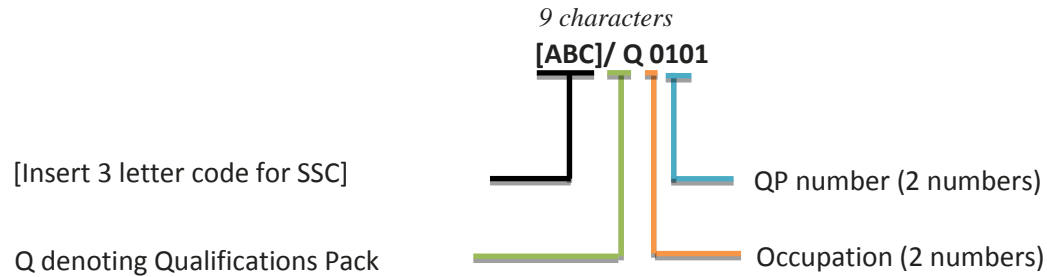


## Qualifications Pack for Room Attendant

### Annexure

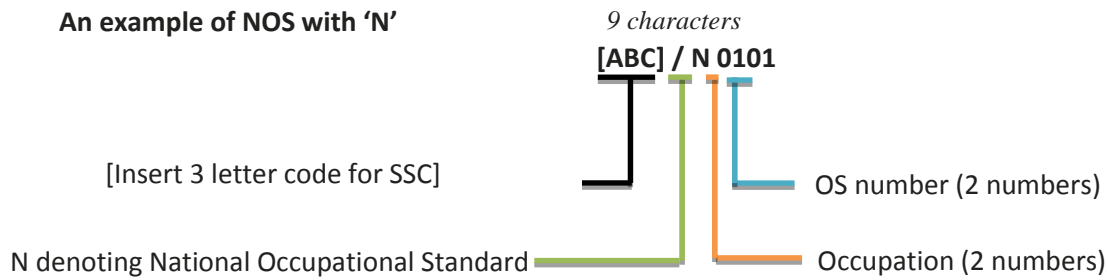
#### Nomenclature for QP and NOS

##### Qualifications Pack



##### Occupational Standard

##### An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

## Qualifications Pack for Room Attendant

### ASSESSMENT CRITERIA

<b>Job Role : Room Attendant</b> <b>Qualification Pack : THC/Q0202</b> <b>Sector Skill Council : Tourism and Hospitality</b>	
1.	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 of 60% in all Generic NOS's and 75% in Other NOS's.
5.	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.

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0208</b> <b>Prepare for housekeeping operations</b>	PC1. Check assigned area as per duty roster	50	1.5	1.0	0.5
	PC2. Check the occupancy rate for the areas assigned		1.5	1.0	0.5
	PC3. Inspect the area for the cleaning		1.0	0.5	0.5
	PC4. Identify the types of surfaces to be cleaned		2.0	1.0	1.0
	PC5. Assess requirement for housekeeping equipment and consumables as per the occupancy rate		1.5	0.5	1.0
	PC6. Identify requirement of ppe to be used		1.5	0.5	1.0
	PC7. Ensure that the data and information received is complete and correct		1.5	1.0	0.5
	PC8. Identify workplace procedures for housekeeping		2.0	1.0	1.0
	PC9. Choose the appropriate equipment and materials taking into account factors such as manufacturers' instructions, risk, efficiency, access, time, surface and type of soiling		1.5	0.5	1.0
	PC10. Obtain the ppe required		2.5	0.5	2.0
	PC11. Obtain the appropriate equipment and materials and consumables and if the same are not available, select suitable alternatives or inform the appropriate person		1.5	0.5	1.0
	PC12. Wear the personal protective equipment required for the cleaning method and materials being used		1.5	1.0	0.5
	PC13. Follow the instructions and procedures for		2.5	1.0	1.5

### Qualifications Pack for Room Attendant

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	entering and leaving the workplace				
	PC14. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		1.5	0.5	1.0
	PC15. Ensure that all surfaces to be cleaned are accessible and can be reached to perform adequate cleaning		2.0	1.0	1.0
	PC16. Ensure that there is adequate ventilation for the work being carried out		2.0	0.5	1.5
	PC17. Identify and follow specific requirements for housekeeping activities in different parts of the work area assigned		2.0	0.5	1.5
	PC18. Select equipment and consumables e.g. Cleaning agents in accordance with work area requirements		2.0	0.5	1.5
	PC19. Follow the manufacturer's instructions for using any tools, equipment, consumables and cleaning agents		1.5	1.0	0.5
	PC20. Carry towels, cleaning items, and cleaning supplies using wheeled carts or as per unit procedure		1.5	0.5	1.0
	PC21. Disinfect equipment and supplies, using appropriate solutions or steam-operated sterilizers		1.5	0.5	1.0
	PC22. Ensure levels of personal hygiene meet workplace requirements and are maintained throughout the cleaning process		1.5	1.0	0.5
	PC23. Ensure that the right people know when cleaning is taking place and when the area will be free for use again		1.5	0.5	1.0
	PC24. Follow the correct procedures to deal with any lost property or unattended items		2.5	0.5	2.0
	PC25. Check and prepare cleaning equipment as per manufacturers' instructions before use		2.5	1.0	1.5
	PC26. Prepare work area and equipment so that the job can be done efficiently, correctly and safely		2.5	0.5	2.0
	PC27. Complete preparation for housekeeping duties following workplace procedures and ensure removal of waste		1.5	0.5	1.0
	PC28. Complete checklists and records for preparation for housekeeping duties		2.0	1.0	1.0
	<b>POINTS</b>		50	20	30
	<b>TOTAL POINTS</b>			<b>50</b>	



### Qualifications Pack for Room Attendant

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0210 Provide janitorial service</b>	PC1. Choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt	50	1.0	0.5	0.5
	PC2. Choose a method of removing the dust and debris that is right for the floor and the amount of dust and debris involved		1.0	0.5	0.5
	PC3. Clear any large items of debris by hand, safely		1.0	0.5	0.5
	PC4. Mix and apply the cleaning solution		1.5	0.5	1.0
	PC5. Carry out the cleaning as per organization's standards and procedure		1.5	0.5	1.0
	PC6. Remove the ground-in soil/dirt without damaging the surface and leave the floor and the surrounding area dry and free of smears		1.0	0.0	1.0
	PC7. Remove the loose dust and debris carefully and put the dust and debris into the correct container for disposal		1.0	0.0	1.0
	PC8. Leave the floor clear of dust and debris and put everything back in the right place when work is finished		1.0	0.0	1.0
	PC9. Choose a method of clearing up the spillage, if any, that is right for the floor and the size and type of spillage		1.0	0.0	1.0
	PC10. Remove the spillage safely and leave the floor surface clean and dry		1.0	0.5	0.5
	PC11. Empty all waste from the bins in the area of responsibility		1.0	0.5	0.5
	PC12. Re-line or clean bins as per procedure		1.0	0.0	1.0
	PC13. Put the garbage and debris in the correct container and remove the left-over cleaning solution aside		1.0	0.0	1.0
	PC14. Report any stains that cannot be removed to the supervisor		1.0	0.0	1.0
	PC15. Follow any special procedures for entering the toilets and washrooms		1.0	0.5	0.5
	PC16. Make sure that there is enough ventilation in the area being cleaned		1.0	0.0	1.0
	PC17. Follow any relevant codes of practice to make sure to protect oneself and others throughout the process e.g. Put-up appropriate signage		1.0	0.0	1.0
	PC18. Choose equipment and cleaning agents that are suitable for the surface		1.0	0.5	0.5
	PC19. Mix and apply cleaning agents		1.0	0.5	0.5
	PC20. Clean washrooms and bathroom including bath tubs		1.5	0.5	1.0
	PC21. Clean basins and taps so that they are free		1.0	0.5	0.5

### Qualifications Pack for Room Attendant

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	of dirt and removable marks				
	PC22. Clean the inside and outside of the washroom so that it is free of dirt and removable marks		0.5	0.0	0.5
	PC23. Check that washrooms are free flushing and draining		1.5	0.5	1.0
	PC24. Clean the fixtures and fittings in an order that is least likely to spread infection		1.0	0.0	1.0
	PC25. Clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks		1.0	0.5	0.5
	PC26. Clean the surrounding floors, walls, mirrors and other surfaces		1.0	0.0	1.0
	PC27. Make sure waste bins are empty, clean and ready for use		1.0	0.5	0.5
	PC28. Identify waste and get it ready for dispatch		1.0	0.5	0.5
	PC29. Make sure that plug holes, waste outlets and over flows are free from blockages		1.5	0.5	1.0
	PC30. Report any faults and problems to the appropriate person		1.0	0.5	0.5
	PC31. Check that holders contain the correct amount of consumables		1.5	0.0	1.5
	PC32. Check supplies and accessories including bathroom linen in the washrooms and washroom		1.0	0.5	0.5
	PC33. Make sure that customer supplies and accessories are clean and free from damage		1.0	0.5	0.5
	PC34. Replenish, replace and refill supplies as per organization procedure		1.5	0.5	1.0
	PC35. Follow the manufacturers' instructions correctly when refilling or replacing items		1.0	0.5	0.5
	PC36. Make sure the area has the right amount of supplies and consumables when work is finished		1.5	0.5	1.0
	PC37. Report any stock shortages to the appropriate member of staff		1.5	0.0	1.5
	PC38. Ensure cleaning equipment is clean and in working order when work is finished taking appropriate action to deal with any items that are not		1.0	0.5	0.5
	PC39. Put everything back in the right place when work is finished		1.5	0.5	1.0
	PC40. Remove or replace personal protective equipment following workplace		1.5	0.5	1.0
	PC41. Ensure floor cleaning duties are conducted following workplace procedures and waste removed		1.5	0.5	1.0
	PC42. Notify maintenance requirements of any		1.0	0.5	0.5

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	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	damaged items to appropriate personnel				
	PC43. Complete and ensure checklists and records for housekeeping duties are maintained		1.0	0.5	0.5
	PC44. Check work areas to ensure required workplace standards are met		1.5	0.0	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0212 Clean furniture, fittings and vertical surfaces</b>	PC1. Remove loose dust and debris making sure it spreads as little as possible either manually or with a vacuum cleaner, as required	50	1.0	0.5	0.5
	PC2. Examine the upholstered material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling		1.0	0.5	0.5
	PC3. Identify whether the material is colour-fast and shrink-resistant for furnishings		1.5	0.5	1.0
	PC4. Identify and report damaged or deteriorating surfaces and/or those which may require restorative work		2.0	0.5	1.5
	PC5. Soften ground-in soil and stains before trying to remove them		1.5	0.5	1.0
	PC6. Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material		1.5	0.5	1.0
	PC7. Examine the treated area and apply more treatment if it will help to remove the stain safely		1.5	0.5	1.0
	PC8. Leave the material free of excess moisture and ground-in soil		2.0	0.5	1.5
	PC9. Make sure that furnished areas are free from unpleasant smells		1.5	0.5	1.0
	PC10. Choose a cleaning agent and equipment appropriate for the marks, surface and type of dirt on the furniture		2.5	0.5	2.0
	PC11. Scrape off anything that is stuck on to the furniture and fittings		1.5	0.5	1.0
	PC12. Mix and apply the cleaning agent/solution smoothly and evenly; go from mild to harsh if stain cannot be identified		1.5	0.5	1.0
	PC13. Leave the surface clear of the marks that can be reached and spot cleaned		3.0	1.0	2.0
	PC14. Leave the surfaces dry and free of smears		1.5	0.5	1.0

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	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	and dirt, when work is finished				
	PC15. Put everything back in the right place when work is finished		1.5	0.5	1.0
	PC16. Report any marks that cannot be reached or spot cleaned to the person in charge		1.5	0.5	1.0
	PC17. Deal with cleaning equipment correctly after use		1.5	0.5	1.0
	PC18. Sort out and handle the waste safely and according to instructions		2.5	0.5	2.0
	PC19. Make sure that waste containers are taken safely to the right collection/ disposal point		1.5	0.5	1.0
	PC20. Loosen dirt that is stuck on to the glass surface without causing damage		1.5	0.5	1.0
	PC21. Remove loose dust and debris first		1.5	0.5	1.0
	PC22. Remove loose dust, making sure it spreads as little as possible		1.5	0.5	1.0
	PC23. Clean walls (interior) so they are free from dust, cobwebs, dirt, grease, spots and stains		1.5	0.5	1.0
	PC24. Choose a cleaning agent and equipment that are right for the surface and type of dirt follow manufacturer's instructions correctly when one mix and apply the cleaning agent		2.5	0.5	2.0
	PC25. Apply cleaning agents to fixtures and lights and ensure they are clean and workable		2.5	0.5	2.0
	PC26. Check that heating, lighting and ventilation systems are set correctly after cleaning		2.5	0.5	2.0
	PC27. Rub off the dirt thoroughly from the glass surface and remove it without damaging the surface		1.5	0.5	1.0
	PC28. Put everything back in the right place when one have finished efficiently, correctly and safely		1.5	0.5	1.0
	PC29. Collect and segregate waste according to instruction without causing any spillage or clutter		1.5	0.5	1.0
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>				<b>50</b>

	Performance criteria	Total Marks (700)	Out Of	Theory	Skills Practical
<b>THC/N0214 Replace linen and make beds</b>	PC1. Choose and collect clean, laundered and correct type and quantity of linen and bed coverings as well as bathroom linen from the store	50	1.5	0.5	1.0
	PC2. Check that the linen collected meets the required standard		1.5	0.5	1.0

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	Performance criteria	Total Marks (700)	Out Of	Theory	Skills Practical
	PC3. Deal with any linen or bed coverings that do not meet the required standard in line with suitable workplace procedures		1.5	0.5	1.0
	PC4. Transport linen and bed coverings correctly and safely to the work areas		1.0	0.5	0.5
	PC5. Handle and move the linen and bed coverings securely		1.5	1.0	0.5
	PC6. Secure linen stores against unauthorized access where necessary		1.0	0.5	0.5
	PC7. Remove all linen and bed covering from the beds		1.5	0.5	1.0
	PC8. Handle and store soiled linen and bed coverings correctly		1.5	0.5	1.0
	PC9. Inspect the bed and mattress before making and get the bed ready for making		1.5	1.0	0.5
	PC10. Make sure the bed base, bed head, linen and bed coverings are clean and not damaged		2.0	0.5	1.5
	PC11. Make the bed with the right linen and bed coverings depending on the type of customer, as per the organization's policy		2.5	0.5	2.0
	PC12. Ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient manner		2.5	1.0	1.5
	PC13. Make the bed with the correct linen and bed coverings according to whether the customer is a new or stay over customer		2.5	0.5	2.0
	PC14. Leave the bed neat, smooth and ready for use		2.5	0.5	2.0
	PC15. Deal with customers' personal property according to the organization's procedures		2.5	0.5	2.0
	PC16. Perform turn down service as per defined timeline and procedure		2.0	1.0	1.0
	PC17. Remove soiled bathroom linen including bath rugs		2.0	0.5	1.5
	PC18. Fold the towels, napkins and place them at the appropriate place		2.5	0.5	2.0
	PC19. Change the bath rugs and mats		2.0	0.5	1.5
	PC20. Remove used bath robe and replace with a fresh one		2.0	0.5	1.5
	PC21. Ensure that the bed linen, rugs and mats are soft, clean and free from damage		2.0	0.5	1.5
	PC22. Leave the bathroom neat & tidy and ready for use		2.5	0.5	2.0
	PC23. Deal with customers' personal property according to the organization's procedures		2.0	0.5	1.5
	PC24. Complete and check complete checklists		2.0	0.5	1.5

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	Performance criteria	Total Marks (700)	Out Of	Theory	Skills Practical
	and records				
	PC25. Report any lost and found property to authorized person as per procedure		2.0	0.5	1.5
	PC26. Check work areas to ensure required workplace standards are met		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0215 Conduct periodic deep cleaning</b>	PC1. Ensure availability of necessary information about the schedule and requirements for periodic room servicing	50	2.5	1.0	1.5
	PC2. Obtain the necessary stock to replace items in the room		2.5	1.0	1.5
	PC3. Carry out the required periodic room servicing		3.0	1.0	2.0
	PC4. Leave the room in the required condition		3.0	0.5	2.5
	PC5. Follow the correct procedures for items replaced		3.0	0.5	2.5
	PC6. Identify and report anything that needs specialist maintenance		3.0	0.5	2.5
	PC7. Make sure one has the necessary information about the schedule		3.0	1.0	2.0
	PC8. Check requirements for periodic deep cleaning		2.5	1.0	1.5
	PC9. Prepare areas for periodic deep cleaning		2.5	0.5	2.0
	PC10. Choose correct cleaning equipment and materials for each part of the area		2.5	1.0	1.5
	PC11. Carry out periodic deep cleaning as required		3.0	1.0	2.0
	PC12. Leave the room in the required condition		2.5	0.5	2.0
	PC13. Identify and report any items that need specialist maintenance		3.0	1.0	2.0
	PC14. Conduct assigned cleaning duties following workplace procedures and ensure removal of waste		2.5	0.5	2.0
	PC15. Notify maintenance requirements of any damaged items to appropriate personnel		3.0	1.0	2.0
	PC16. Complete checklists and records for housekeeping duties		2.5	1.0	1.5
	PC17. Report any lost and found property to authorized person as per procedure		3.0	1.0	2.0
	PC18. Check work areas to ensure required workplace standards are met		3.0	1.0	2.0
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	



	Performance criteria	Total arks (700)	Out of	Theory	Skills Practical
<b>THC/N0216 Maintain area neat and tidy</b>	PC1. Empty waste containers and dispose of waste correctly	100	2.5	1.0	1.5
	PC2. Arrange furniture neatly		3.5	1.0	2.5
	PC3. Keep displays neat, tidy and up-to-date		3.5	1.0	2.5
	PC4. Spot and report any faults e.g. Lights not working, damage to furniture and fixtures etc. In the area to the appropriate member of staff		2.5	1.0	1.5
	PC5. Regularly and discreetly check that the areas are clean, tidy and free from obstructions in line with company safety and security policies		3.5	1.5	2.0
	PC6. Identify and report anything that needs specialist maintenance		2.5	1.0	1.5
	PC7. Report any items which are found lying unclaimed		5.0	1.5	3.5
	PC8. Choose the right cleaning equipment and materials for the area being cleaned		3.5	1.0	2.5
	PC9. When necessary, put up hazard warning signs		3.5	1.0	2.5
	PC10. When necessary, wear protective clothing		2.5	1.0	1.5
	PC11. Clean off dust, dirt, debris and removable marks from the surfaces being cleaned		3.0	1.0	2.0
	PC12. Store the cleaning equipment correctly and safely after use		3.0	1.0	2.0
	PC13. Notify maintenance requirements of any damaged items to appropriate personnel		2.5	1.0	1.5
	PC14. Conduct assigned cleaning duties following workplace procedures and ensure the area is neat and tidy		3.5	1.5	2.0
	PC15. Report any lost and found property to authorized person as per procedure		3.0	1.0	2.0
	PC16. Check work areas to ensure required workplace standards are met		2.5	1.0	1.5
	<b>POINTS</b>		50	17.5	32.5
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0217 Collect and dispose waste properly</b>	PC1. Wear appropriate protective clothing as required for the waste involved	50	4.0	1.0	3.0
	PC2. Remove waste from the areas cleaning safely and according to regulations, instructions and good practice		3.5	1.0	2.5

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	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC3. Collect waste according to instruction without causing any spillage or clutter		3.5	1.5	2.0
	PC4. Sort out and segregate waste according to type, making sure it is handled safely		4.0	1.5	2.5
	PC5. Reduce the volume of waste by breaking down, compressing or shredding as required		3.0	1.5	2.0
	PC6. Pack waste and store in appropriate waste containers/ assigned bins		4.0	1.5	2.5
	PC7. Clean the waste bins if dirty		3.5	1.0	2.5
	PC8. Change waste bags regularly and promptly when full and to avoid foul smell		3.5	1.5	2.0
	PC9. Keep waste areas and its contents clean, tidy and sanitized at all times		3.5	1.0	2.5
	PC10. Make sure that sites of cleaning operations are clear of waste that is not to be left at the site		3.5	1.0	2.5
	PC11. Make sure that waste containers are taken safely to the allocated collection point and made secure where necessary		3.5	1.5	2.0
	PC12. Complete records to maintain a waste audit trail in line with the unit procedures		3.0	1.5	1.5
	PC13. Identify and report problems associated with the collection and storage of waste according to company procedures		3.5	1.5	2.0
	PC14. Follow the legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions		4.0	1.0	3.0
	<b>POINTS</b>		50	17.5	32.5
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N0207 Report, record and prepare</b>	PC1. Fill up checklists for assigned work areas to record status of work as per procedure and timelines prescribed	50	2.5	1.0	1.5
	PC2. Fill up checklists for equipment and		2.5	1.0	1.5

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	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
documentation	machines provided for serviceability and maintenance				
	PC3. Fill up register or requisition for requirement of housekeeping supplies		2.5	1.0	1.5
	PC4. Fill up register to record attendance as per duty roster		2.0	0.5	1.5
	PC5. Fill up description of work carried out during the shift		3.0	1.0	2.0
	PC6. Record unfinished tasks in the log book		3.0	1.0	2.0
	PC7. Record deviations from the sop, if any, in the log book		3.0	1.0	2.0
	PC8. Report any lost and found belongings		2.5	0.5	2.0
	PC9. Report any incidents and accidents which need to be brought to the notice of superiors		2.5	0.5	2.0
	PC10. Ensure that the report draws valid conclusions from the presented data		2.0	0.5	1.5
	PC11. Adopt the most suitable method of presentation		2.0	0.5	1.5
	PC12. Record unresolved issues and other escalations in the log book		2.5	0.5	2.0
	PC13. Record jobs related problems to supervisor for support		3.0	1.0	2.0
	PC14. Monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem		2.0	0.5	1.5
	PC15. Refer the problem to a competent internal specialist if it cannot be resolved		3.0	1.0	2.0
	PC16. Prepare regular reports and documents as required by organization's procedures e.g. Occupancy report, duty roster etc		2.5	0.5	2.0
	PC17. Prepare special reports as required from time to time by the management, e.g. Monthly consumption report of amenities etc.		2.5	0.5	2.0
	PC18. Ensure that the report includes all necessary information and is accurate, clear and concise		2.5	1.0	1.5
	PC19. Ensure the presentation of results conforms to relevant procedures carried out		2.5	1.0	1.5

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	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC20. Present the report to the relevant people within agreed timescales, using appropriate templates and formats		2.0	0.5	1.5
	<b>POINTS</b>		50	15	35
	<b>TOTAL POINTS</b>			<b>50</b>	

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

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Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
PC21. brief the customers clearly		0.5	0.5	0.0
PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
PC25. listen actively in a two way communication		1.5	0.5	1.0
PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
PC37. explain the terms and conditions clearly		3.0	0.5	2.5
<b>POINTS</b>		50	18.5	31.5
<b>TOTAL POINTS</b>			<b>50</b>	

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	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N9903 Maintain standard of etiquette and hospitable conduct</b>	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	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
	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



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	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	<b>POINTS</b>		50	14	36
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N9904 Follow gender and age sensitive service practices</b>	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	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

### Qualifications Pack for Room Attendant

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

	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N9905 Maintain IPR of organisation and customers</b>	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the		7.0	3.5	3.5

### Qualifications Pack for Room Attendant

	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	company				
	<b>POINTS</b>		50	27.5	22.5
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<b>THC/N9906 Maintain health and hygiene</b>	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.2
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.2
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.2
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.2
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.2
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.2
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.2
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.2
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.2
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.2
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.2
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.2
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.2
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.2
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.2
	PC17. wash the cups		1.5	0.5	1.2
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.2
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.2

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	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.2
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.2
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.2
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		1.5	0.5	1.2
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.2
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1.2
	<b>POINTS</b>		50	15.5	34.5
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
<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

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

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	Performance Criteria	Total Marks (700)	Out of	Theory	Skills Practical
	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>GRAND TOTAL</b>				