QUALIFICATION FILE

Front Office Assistant

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

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

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

NCrF/NSQF Level: 3

Submitted By:

Tourism and Hospitality Skill Council

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

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

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Section 1: Basic Details

1.	**Qualification Name**	Front Office Assistant	
2.	**Sector/s**	Tourism & Hospitality	
3.	**Type of Qualification:** ☐ New ☒ Revised ☐ **Has Electives/Options** ☐**OEM**	**NQR Code & version of existing/previous qualification**: QG-03-TH-00035-2023-V1-THSC	**Qualification Name of existing/previous version:** Front Office Assistant
4.	a. **OEM Name** b. **Qualification Name** (*Wherever applicable*)		
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval*)	QG-03-TH-02012-2024-V1-THSC	**6. NCrF/NSQF Level:** 3
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other** (*Wherever applicable specify multiple entry/exits also & provide details in annexure*)	Certificate	
8.	**Brief Description of the Qualification**	The individual at work assists front office associate in performing front office activities and also provides assistance in bell desk activities if required.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:** <table><tr><th>S. No.</th><th>Academic/Skill Qualification (with Specialization - if applicable)</th><th>Required Experience (with Specialization - if applicable)</th></tr><tr><td>1.</td><td>Grade 10 or equivalent</td><td>-</td></tr></table> b. **Age**– 14 years	
10.	**Credits Assigned to this Qualification, Subject to Assessment** (*as per National Credit Framework (NCrF)*)	10	**11. Common Cost Norm Category (I/II/III)** (*wherever applicable*): II
12.	**Any Licensing requirements for Undertaking Training on This Qualification** (*wherever applicable*)	NA	

13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☐Offline ☐Online ☒Blended						
		Training Delivery Modes	**Theory (Hours)**	**Practical (Hours)**	**OJT Mandatory (Hours)**	**OJT Recommended (Hours)**	**Total (Hours)**	
		Classroom (offline)		120.00	60.00	0.00	180.00	
		Online	120				120:00	

14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/44224.0100
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	Front Office Assistant -->Guest Service Associate (Front Office) --> Front Office Executive -->Duty Manager
16.	**Other Indian languages in which the Qualification & Model Curriculum are being submitted**	Hindi
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ **Yes** ☒ **No URLs of similar Qualifications:**
18.	**Is the Job Role Amenable to Persons with Disability**	☐ **Yes** ☒ **No** **If "Yes", specify applicable type of Disability:**
19.	**How Participation of Women will be Encouraged**	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	☒ **Yes** ☐ **No** THSC/N9906. Follow Health, Hygiene and Safety practices
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	**Schools ☒ Yes ☐ No Colleges ☒ Yes ☐ No**
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name:** Dr. Sunita Badhwar **Email:** sunita.badhwar@thsc.in **Contact No.:** 011-41608056/8057 Ext.1102 **Website:** www.thsc.in
23.	**Final Approval Date by NSQC:** 31/01/2024	**24. Validity Duration:** 3 years **25. Next Review Date:** 31/01/2027

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

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

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

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1.	Assist in Performing Front Office Activities	THC/N0129 &v2.0	Core	3	6	63	57	60	0	180	40	40	0	20	100	40
2.	Communicate effectively and maintain service standards	THC/N9901 & v2.0	Non-Core	3	1	15	15	0	0	30	40	40	0	20	100	30
3.	Maintain organisational confidentiality and respect guests' privacy	THC/N9903 & v2.0	Non-Core	3	1	15	15	0	0	30	10	10	0	5	25	15
4.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	3	1	15	15	0	0	30	25	35	0	15	75	10
5.	Employability Skills (30 Hours)	DGT/VSQ/N0101 & v1.0	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	5
Duration (in Hours) / Total Marks				-	**10**	**120**	**120**	**60**	**0**	**300**	**135**	**155**	**0**	**60**	**350**	**100**

Assessment - Minimum Qualifying Percentage
*Please specify **any one** of the following:*

Minimum Pass Percentage – Aggregate at qualification level: __50__% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

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

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	NA
3.	**Tools and Equipment Required for Training**	☒Yes ☐No *(If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	NA
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	NA
4.	**Assessment Mode** *(Specify the assessment mode)*	Blended
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** No
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** No
3.	**Government /Industry initiatives/ requirement (Yes/No):** Yes
4.	**Number of Industry validation provided: 21**
5.	**Estimated nos. of persons to be trained and employed:** 3000
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	*Attached*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Attached*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Attached*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Attached*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Attached*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Attached*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Attached*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Attached*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Attached*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Attached*
12.	**Any other document you wish to submit:**	-

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Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	**Range of knowledge** • Organization's policy on reporting • Organizational code of conduct, business etiquette, and grooming standards • Organizational SOPs and guidelines for front office • Types of service departments in the hotel like F&B, housekeeping, etc. • Responsibilities of front office trainees • Front office service cycle and daily operations • Luggage, parcels/deliverables screening process • Types and usage of luggage trolley or carts • Procedure for accepting and delivering guest mails/messages/packages • Regulatory requirements for guest registration/check-in and check-outs • Hotel layout/floor plans, fire exits, and placement of fire-fighting equipment • Types of rooms available, the facilities, tariff, and BAR (Best Available Rates), Corporate Rates, Contracted Rates, Group Rates, check-in, and check-out policies, etc. meal plans, and other details • Basic functioning and operating procedures of various office equipment, such as photocopier, printers, etc. • Guest registration process • Acceptable identity/proof documents • Peak/lean season for occupancy status and flow of guests • Usage of the internet and e-mails • Luggage tagging methods	• A Front Office Trainee should have knowledge of basic facts, process and principles of the trade like standards, policies, regulations, front office operations and organizational SOPs and guidelines for front office etc. • Hence Level 3	3

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

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	• Basic first-aid procedures • Standard waste management policy		
Professional and Technical Skills/ Expertise/ Professional Knowledge	**Range of technical skills** • Manage time effectively for prompt and improved guest services • Solve problem when required • Improve work processes by incorporating guests' feedback • Read organisational policy documents, information displayed at the workplace, and comments • Resolve conflicts related to confidentiality and privacy by reporting the issue in time • Analyze the impact of not adhering to the health and safety procedures • Read and interpret instructions, procedures, information, and signages in the workplace • Communicate effectively and cordially with guests and seniors • Received from guest and supervisor • Communicate effectively with the guests regarding confidentiality • Exhibit politeness and courteousness under all circumstances and situations	• A Front Office Trainee needs follow service established standards, Communication, Health, Hygiene and Safety practices, etc. with minimum required clarity. The person should have basic communication and numeracy skills to perform his tasks efficiently. • Hence Level 3	3
Employment Readiness & Entrepreneurship **Skills & Mind-set/Professional Skill**	**Team readiness & Enterpreurial Readiness** • Communicate effectively using appropriate language • Behave politely and appropriately with all • Perform basic calculations • Solve problems effectively • Be careful and attentive at work • Ue time effectively • Maintain hygiene and sanitisation to avoid infection	• A Front Office Assistant should have good oral and writtem communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc.	3
Broad Learning Outcomes/Core Skill	**Carry out Range of tasks and may provide range of solutions**	• A Front Office Trainee is responsible for assist in limited range of activities like performing	3

	• Assist in performing front office activities • Communicate effectively and maintain service standards • Maintain organisational confidentiality and respect guests' privacy • Follow Health, Hygiene and Safety practices	front office activities as per the organizational service standards. This requires limited range of routine and predictable activities. • Hence Level 3	
Responsibility	**Accountable/ responsible - Jr. Technician & Technician** • Assist in front office operations • Assist in bell desk activities • Communicate effectively with guests, colleagues and superiors • Maintain professional etiquette • Provide specific services as per the guests' requirements • Maintain organisational confidentiality • Respect guest's privacy • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management	• A Front Office Trainee is responsible for assisting in front office activities and bell desk activities under close supervision of the supervisor. • Hence Level 3	3

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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment
Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Photocopier	Standard	As per required
2.	Printer	Standard	1
3.	Telephone	Standard	1
4.	Fax machine	Standard	As per required
5.	Computer	Standard	As per required
6.	Key racks	Standard	As per required
7.	Reservation report	Standard	As per required
8.	Arrival report	Standard	As per required
9.	Departure report	Standard	As per required
10.	Check-in report	Standard	As per required
11.	Check-out report	Standard	As per required
12.	Pick-up drop report	Standard	As per required
13.	Rate variance report	Standard	As per required
14.	Amenity vouchers	Standard	As per required
15.	Petty cash vouchers	Standard	As per required
16.	Paid out vouchers	Standard	As per required
17.	Allowance/discount vouchers	Standard	As per required
18.	Deposit receipt	Standard	As per required
19.	Floor plan and Layout	Standard	As per required
20.	Sample guest's ID proof	Standard	As per required
21.	Guest register	Standard	As per required
22.	Different luggage trolley and cart	Standard	As per required
23.	Tags	Standard	1
24.	Luggage screening machine	Standard	1
25.	Sample of escalation matrix,	Standard	1
26.	Organisation structure	Standard	1
27.	Handouts of IPR guidelines and regulations	Standard	1
28.	Safety glasses	Standard	1
29.	Head protection	Standard	1
30.	Rubber gloves	Standard	1
31.	Safety footwear	Standard	1
32.	Warning signs and tapes	Standard	1
33.	Fire extinguisher	Standard	1
34.	First aid kit	Standard	1
35.	Standard Operating Procedures	Standard	1
36.	Sample reports	Standard	

Classroom Aids
The aids required to conduct sessions in the classroom are:

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

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Annexure: Industry Validations Summary

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile *(if available)*
1.	Barbeque Nation	Jayanta Soha	Sr. Manger HR	Barbeque Nation Hospitality Limited,601 Doddakannalli Village, Varthur Hobli,. Sarjapur Road, Bengaluru – 560035	9330430689	Jayanta.s@barbequenation.com	-
2.	Best Western	Amit Sharma	Corp. Training Manager	Bestwestern India,Jasola , New Delhi	8377833382	Amit.shama@bhindia.in	-
3.	Bikaji Foods International	Vineet Manocha	President-Culinary	Bikaji Foods International Ltd , Karni Industrial Area,Bikaner 334001	7738930777	Vineetmanocha@hotmailcom	
4.	Bottle lab technologies pvt ltd	Jyoti Dhaundiyal	City Head (Operations)	HTC aspire, 4th Floor (401) No. 19, Ali Askar Road, Bangalore, Karnataka -560052	9634678540	jyoti.dhaundiyal@thesmartq.com	
5.	Devyani International Limited	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase - 1, New Delhi, 110020	7738074059	kirti.bhushan@dil-rjcorp.c	
6.	The Fern Residency	Avani Kulshreshtha	Human Resources	The Fern Residency, Noida Link Road Sec 100, Hazipur Secto104 Noida, Uttar Pradesh 20130	8929079713	hr.fr.noida@fernhotels.com	
7.	Holiday Inn	Mukesh Kumar	Director-Human Resource	Asset Area 12 Hospitality District, Aerocity, New Delhi, Delhi 110037	8826996447	Mukesh.kumar1@ihg.com	
8.	Hotel CK Internatinal	Hoshiar Singh	General Manager		9805091617	gm@hoteckinternational	
9.	Hotel KC Cross Roads Panchula	Ravi Chauhan	FOM	Hotel KC Cross Roads Panchula Site No.1 Sector 10. Opp Bus Stand Panchkula-134113	7573415785	reservation.kchotelsandresort.com	
10.	HPDC-Hotel Peterof , Chaura Maidan	NandLal Sharma	Dy. Genral Manager	HPDC-Hotel Peterof , Chaura Maidan- Near All India Radio , Shimla -171004	9818455077	chefnandlal@gmail.com	

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11.	IHHR Hospitlity	N Satish Mohan	AGM Operations and Audit	Plot 9 D Block, Samalka, New Delhi, Delhi 110037	9891834909	Satish.mohan@ihhrhospitality.in	
12.	LiteBite Foods Pvt.Ltd.	Supreet Kaur	HR Manager	LiteBite Foods Pvt.Ltd. 317 Udyog Vihar Phase IV	8130595480	Supreet.kaur@LBF.co.in	
13.	Mc Donalds	Achyut Vats	Shift Manager	Mc Donalds Crown Interior Mall,Faridabad 121003	8252931845	Achyut.vats@gmai.com	
14.	Orange Tiger Hospitality	Bharat Algah	VP Operations and Culinary	Orange Tiger Hospitality Pvt Ltd.	9811118705	Bharat.alagh@othpl.com	
15.	PSIL	Dharmendra Patil		Property Solutions (India) Pvt. Ltd. Unit no 11,Ground floor, Kalpataru Square, Off. Andheri Kurla Road, KondivitaLane, Andheri (E), Mumbai 400059.	9898049090	dharmendra.patil@psipl.co.in	
16.	Ritz Hotel	Piyush Kapoor	General Manager	Raja Motels Pvt Ltd , 45 , the Mall, Amritsar	9872855208	info@ritzhotel.in	
17.	Royal; Caribbean Cruise Lines	Jai Kumar	Executive Chef	Royal; Caribbean Cruise Lines 1050 Miami Florida	9873461253	jaikumarbhasin@yahoo.com	
18.	Serene Suites	Aman Mahajan	Managing Partner	-	9816466999	Serensuites@gmail.com	
19.	Shilton Hotels	Santosh Kr. G	Assistant General Manager	Shilton Hospitality LLP, Office 2, Ulsoor Road, Bangalore	9972471542	santhoshkumar@shiltonhospitality.com	
20.	The Grand Hotel, ND	Sudershan Singh Bhandari	Executive Chef	The Grand New Delhi, Nelson Mandela Road, Vasant Kunj. New Delhi.	9810911114	Id:ssb.ssb@outlook.com	
21.	Hotel Twin Tower	Ramesh Dogra	General Manager - Sales	Hotel Twin Tower New Kufri, Shimla	9816325865	sales@hoteltwintowers.com	

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Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-2024	1100	2750	110	176	NA	NA
2024-2025	1210	3025	121	193	NA	NA
2025-2026	1331	3327	133	212	NA	NA

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		757	531	478	358	NA	NA	NA	NA	NA	NA	NA	NA

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

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

1. Industry funded STT
2. NAPS

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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

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

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Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Assist in front office operations	30	30	0	15
	PC1. ensure availability at the front desk	-	-	-	-
	PC2. make sure work area is always kept in a tidy and organized condition	-	-	-	-
	PC3. attend phone calls, and reroute them to the concerned person	-	-	-	-
	PC4. receive couriers, messages and parcels and forward them to the addressed person as per SOP	-	-	-	-
	PC5. file all the reports and records properly as per organizational standards	-	-	-	-
	PC6. arrange all the keys in the key rack as per SOP	-	-	-	-
	PC7. assist in preparing and distributing amenity vouchers	-	-	-	-
	PC8. greet and welcome the guests visiting the hotel	-	-	-	-
THC/N0129: Assist in performing front office activities	PC9. assist Front Office Associate in the guest's check-in during the peak hours to ease traffic at front office like making photocopies of documents, etc.	-	-	-	-
	PC10. assist Front Office Associate in managing all the necessary preparations for important events and conventions	-	-	-	-
	PC11. escort the guest to the room and explain about all the hotel and room's facilities	-	-	-	-
	PC12. liaise with F&B and housekeeping department regarding guest's requirements	-	-	-	-
	Assist in bell desk activities	10	10	0	5
	PC13. assist Bell Desk Associate with guest luggage handing during arrival and departure of the guests	-	-	-	-
	PC14. provide assistance to bell desk in tagging all guest luggage	-	-	-	-
	PC15. help bell desk in distributing all night audit reports to concerned departments	-	-	-	-
	PC16. assist the guest to his or her room or other areas of the hotel in case of physical disabilities	-	-	-	-
Total Marks		**40**	**40**	**0**	**20**
	Communicate effectively with guests, colleagues and superiors	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
THC/N9901: Communicate effectively and maintain service standards	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-

	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	Maintain professional etiquette	**10**	**10**	**0**	**5**
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	Provide specific services as per the guests' requirements	**10**	**10**	**0**	**5**
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-
	Total Marks	**40**	**40**	**0**	**20**
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	*Maintain organisational confidentiality*	**6**	**6**	**0**	**3**
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	Respect guest's privacy	**4**	**4**	**0**	**2**
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	Total Marks	**10**	**10**	**0**	**5**
THC/N9906: Follow Health, Hygiene and Safety practices	*Maintain personal and workplace hygiene*	**10**	**10**	**0**	**5**
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-

	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	Take precautionary health measures	5	5	0	0
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	Follow standard safety procedure	5	10	0	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	Follow effective waste management	5	10	0	5
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	25	35	0	15
DGT/VSQ/N0101 - Employability Skills (30 hours)	*Introduction to Employability Skills*	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	Basic English Skills	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	Communication Skills	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	Financial and Legal Literacy	3	4	-	-

	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	Essential Digital Skills	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-
	Entrepreneurship	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	Customer Service	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	1	3	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Total Marks	**20**	**30**	**-**	**-**
	Grand Total	**135**	**155**	**-**	**60**

<p style="text-align:center">Annexure: Assessment Strategy</p>

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

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Front Office Assistant) will be assessed separately.
2. The candidate must score 50% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
   • Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:

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

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization

Glossary

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

Front Office Assistant