



QUALIFICATION FILE

Guest Service Associate (Housekeeping)

- Short Term Training (STT) Long Term Training (LTT) Apprenticeship
- Upskilling Dual/Flexi Qualification For ToT For ToA
- General Multi-skill (MS) Cross Sectoral (CS) Future Skills OEM

NCrF/NSQF Level: 4

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	Guest Service Associate (Housekeeping)																				
2.	Sector/s	Tourism & Hospitality																				
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2021/TH/THSSC/04457 and v2.0	Qualification Name of existing/previous version: Guest Service Associate (Housekeeping)																			
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>																					
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-04-TH-02019-2024-V1-THSC	6. NCrf/NSQF Level: 4																			
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate																				
8.	Brief Description of the Qualification	The individual at work cleans the guest rooms and public areas. The individual may also clean the carpeted areas or polish various floors and surfaces.																				
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" data-bbox="904 890 2096 1232"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>12th grade pass or equivalent</td> <td></td> </tr> <tr> <td>2.</td> <td>11th grade pass</td> <td>1.5 year relevant experience including apprenticeship.</td> </tr> <tr> <td>3.</td> <td>10th grade pass</td> <td>3-year relevant experience including apprenticeship.</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 3.0</td> <td>3-year relevant experience</td> </tr> <tr> <td>5.</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5-year relevant experience</td> </tr> </tbody> </table> b. Age - 17 years			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th grade pass or equivalent		2.	11th grade pass	1.5 year relevant experience including apprenticeship.	3.	10th grade pass	3-year relevant experience including apprenticeship.	4.	Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience	5.	Previous relevant Qualification of NSQF Level 3.5	1.5-year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																				
1.	12th grade pass or equivalent																					
2.	11th grade pass	1.5 year relevant experience including apprenticeship.																				
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4.	Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience																				
5.	Previous relevant Qualification of NSQF Level 3.5	1.5-year relevant experience																				
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	Minimum Duration of the Course: 27 Maximum Duration of the Course: 14	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II																			

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA															
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>228</td> <td>45</td> <td>273</td> </tr> <tr> <td>Online</td> <td>147</td> <td></td> <td></td> <td>147</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		228	45	273	Online	147			147
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)													
Classroom (offline)		228	45	273													
Online	147			147													
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5131.0202															
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Guest Service Executive (Housekeeping)															
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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:															
18.	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: SHI and LD															
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 <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9007. Monitor and maintain health, hygiene and safety at workplace															
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No															

22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	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/NS QF 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.	Communicate effectively and maintain service standards	THC/N9901 &v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	10	
2.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9903 &v2.0	Non-Core	4	1	15	15	0	0	30	10	10	0	5	25	5	
3.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9906 &v2.0	Non-Core	4	1	15	15	0	0	30	25	35	0	15	75	10	
4.	Employability Skills (60 Hours)	DGT/VSQ/N0102 &v1.0	Non-Core	4	1	12	18	0	0	30	20	30	0	0	50	5	
Duration (in Hours) / Total Marks						4	57	63	0	0	120	95	115	0	40	250	30

Elective NOS/s 1: Housekeeping Associate

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.	Clean Carpet and Upholstery	THC/N0240 &v2.0	Core	4	4	40	50	30	0	120	65	80	0	40	185	20
2.	Polish the Floors and Surfaces	THC/N0241 &v2.0	Core	4	4	40	50	30	0	120	80	95	0	40	215	20
3.	Perform Cleaning Activities in Guest Room & Public Areas	THC/N0208 &v3.0	Core	4	5	40	50	60	0	150	90	100	0	60	250	30
Duration (in Hours) / Total Marks					13	120	150	120	0	390	235	275	0	140	650	70

Elective NOS/s 2: Laundry Associate

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.	Prepare for Laundry Duties	THC/N0219 & v3.0	Core	4	3	20	40	30	0	90	40	40	0	20	100	20
2.	Perform Laundry Operations	THC/N0221 &v3.0	Core	4	5	50	90	10	0	150	80	80	0	40	200	30
3.	Deliver laundered items	THC/N0222 &v3.0	Core	4	2	20	35	5	0	60	40	40	0	20	100	20
Duration (in Hours) / Total Marks					10	90	165	45	0	300	160	160	0	80	400	70

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:**Minimum Pass Percentage – Aggregate at qualification level: 70 %** (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 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 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	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> 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: 194186
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 <i>(Mandatory)</i>	<i>Attached</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Attached</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Attached</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Attached</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	-

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	Specialized knowledge <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • A Guest Service Associate (Housekeeping) should have factual knowledge of the trade like occupational health and safety requirements, organization's policy, usage of PPE, cleaning methods, waste management, maintenance procedure of cleaning tools and equipment etc. • Hence Level 4 	<p style="text-align: center;">4</p>

	<ul style="list-style-type: none"> • 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 • Basic first-aid procedures • Standard waste management policy • 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 		
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	<ul style="list-style-type: none"> • 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 • Basic first-aid procedures • Standard waste management policy • Organizational code of conduct, business etiquette, service guidelines and policies • Laundry workflow and departmental organization • Types of in-house laundry items like bed linen, curtains, table cloths, etc. • Different types of fabrics and their properties • Standard guest and in-house laundry collection procedures • Washing procedures for various fabrics • Linen inspection and segregation process • Sorting procedures for various items • Standard tagging or marking process • Various types of records to be maintained like laundry form, uniform, and linen registers, etc. • Procedure to wash the clothes • Types and operating procedure of laundry machines • Steps of laundering and washing mechanism • Types of fabrics and washing requirements • Types of stain and their removal procedures • Types of detergents and cleaning agents used for washing • Methods of sorting the fabrics • Washing, drying and ironing procedures • Stain identification techniques • Dry cleaning process 		
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	<ul style="list-style-type: none"> • Types of care symbols on the garments • Cleaning and maintenance procedures for different washing machines and dryers • Inspection methods for quality of laundered items • Ironing techniques for different items • Packing and folding techniques of different type of laundry items • Standard procedure to present the invoice to the guest • Delivery procedures for laundered items 		
<p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p>	<p>Specialized skills</p> <ul style="list-style-type: none"> • Solve problem when required • Improve work processes by incorporating guests' feedback • Read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor • Resolve conflicts related to confidentiality and privacy by reporting the issue in time • Read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace • Fill in relevant forms, formats and checklist accurately • Analyze the impact of not adhering to the health and safety procedures • Read and interpret instructions, procedures, information, and signages in the workplace • Prioritize work processes in order to complete the work as per agreed schedule • Fill-in checklists, log sheets etc. • Read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace 	<ul style="list-style-type: none"> • A Guest Service Associate (Housekeeping) have good written and oral communication skills to deal with supervisors and clients. The person should also be acquainted with natural environment to carry out his duties efficiently. • Hence Level 4 	<p>4</p>

	<ul style="list-style-type: none"> • Prioritize work processes in order to complete them as per agreed schedule • Improve and modify own work practices • Communicate effectively with guests and co-workers • Communicate effectively with the guests regarding confidentiality • Interact with coworkers to work efficiently • Coordinate with other departments for smooth functioning • Solve problem when required GS5. improve work processes by incorporating guests' feedback 		
<p>Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill</p>	<p>Team readiness, self-entrepreneurship Readiness</p> <ul style="list-style-type: none"> • Read and write different types of documents/instructions/correspondence • Communicate effectively using appropriate language in formal and informal settings • Behave politely and appropriately with all • How to work in a virtual mode • Perform calculations efficiently • Solve problems effectively • Pay attention to details • Manage time efficiently • Maintain hygiene and sanitization to avoid infection 	<ul style="list-style-type: none"> • A Guest Service Associate (Housekeeping) should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc. 	<p>4</p>
<p>Broad Learning Outcomes/Core Skill</p>	<p>Specialized/ complex jobs/tasks</p> <ul style="list-style-type: none"> • Communicate effectively and maintain service standards • Maintain organisational confidentiality and respect guests' privacy • Follow Health, Hygiene and Safety practices • Clean carpet and upholstery • Floor/surface polishing • Perform cleaning activities in guest room & public areas 	<ul style="list-style-type: none"> • A Guest Service Associate (Housekeeping) is responsible for Clean carpet and upholstery , prepare for laundry duties privacy, deliver laundered items etc. undertaking systematic periodic cleaning of the guest floors and public areas as per the organizational service standards which are all carried out in familiar, predictive and routine situations. • Hence Level 4 	<p>4</p>

	<ul style="list-style-type: none"> • Prepare for laundry duties • Perform laundry operations • Deliver laundered items 		
<p>Responsibility</p>	<p>Self and team responsibility – Sr. Technician or Master Technician</p> <ul style="list-style-type: none"> • 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 • Perform pre-cleaning activities • Clean carpets • Clean furniture upholstery • Perform post-cleaning activities • Perform pre-polishing activities • Remove soft and stubborn stains • Polish the surface manually • Polish surface using machine • Prepare for cleaning activities • Clean guest room • Clean guest bathroom • Collect and sort guest laundry • Collect and sort in-house linen • Collect and sort uniform • Remove the stains through spotting • Hand wash the garments • Perform machine washing and drying 	<ul style="list-style-type: none"> • A Guest Service Associate (Housekeeping) undertakes systematic periodic cleaning of the guest floors and public areas, also carries out other housekeeping duties, communicate effectively, Maintain personal and workplace hygiene, Secure organization's and guest's IPR. He is completely responsible for his own work. • Hence Level 4 	<p>4</p>

	<ul style="list-style-type: none"> • Dry clean the garments • Iron the garments • Perform additional laundry services • Check quality of laundered items • Deliver guest laundry • Deliver in-house laundry and uniform 		
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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.	Sample of escalation matrix	Standard	As per required
2.	Organisation structure	Standard	As per required
3.	Handouts of IPR guidelines and regulations	Standard	As per required
4.	Safety glasses	Standard	1
5.	Head protection	Standard	1
6.	Rubber gloves	Standard	1
7.	Safety footwear	Standard	1
8.	Warning signs and tapes	Standard	1
9.	Fire extinguisher	Standard	1
10.	First aid kit	Standard	1
11.	Relevant Standard Operating Procedures	Standard	1
12.	Sample reports	Standard	As per required

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers

9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk

Annexure: Industry Validations Summary

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

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	AGR Talent Consulting LLP	Er. BS. Tiwari	Admin & HR	D-27, Sector 51, Noida, Uttar Pradesh 201301	0120-357916, 9811259809	hr.agrtalent@gmail.com	-
2.	Barista Coffee Company Limited	Rajat Agrawal	CEO	Unit no 301-304, third floor, Vipul Agora Mall, MG Road, Sector-28, Gurugram, Haryana-122001	8586984639	rajat.agrawal@barista.co.in	-
3.	Barbeque-nation Hospitality Limited	Amit Sharma	HR Manager	Saket Callipolis, Unit No. 601 & 602, 6 th Floor, Doddakannalli Village, Varthur Hobli, Sarjapur Road, Bengaluru-560035, Karnataka, India	7011735311	da@barbequenation.com	-
4.	CATS Edutech	Ashwani Kumar Rattan	Director	Balaji Complex 2 nd Floor, Kirana Oli, Kamptee-441001, Dist.-Nagpur (MH) 441001, India	9823059980	ashwani@catsedutech.com	-
5.	ChefKart Hospitality Private Limited	Ameya Kannamwar	Chief Operations Officer	C-1/1, 2 nd floor Ardee City, sector 52, Gurgaon, Haryana-122011	8967667496	ameya@thechefkart.com	-
6.	HIM AANCHAL CHEF'S ASSOCIATION	Rajindar kumar	Secretary	KSHITIJ VILLA, PARECHI, PO AG OFFICE, Shimla, India, Himachal Pardesh	9816850006	surinderkumar@gmail.com	-

7.	Holiday Inn New Delhi International Airport	Mukesh Kumar	Director-Human Resource	Asset Area 12, Hospitality District, Aero city, Delhi International Airport, New Delhi-110037, India	8826996447	mukesh.kumar1@ihg.com	-
8.	J&K youth Development Forum	-	-	Khaliqa Town Square, hospital road, Duderhoma, Ganderbal, Jammu 7 Kashmir-191201	7006306075	jkydfngo@gmail.com	-
9.	Kaahlian technology Pvt Ltd	Rajani Kant	Director	Boomerang building, A 005, Lower ground, Chandivali, Andheri east, Mumbai, Maharashtra 400072	9209052021	ingfo@rozagarkhoj.com	-
10.	Multi Channel educational institute Pvt. Ltd	Zubair Ahmad Gadda	Director	Post Office Road, Lal bazar, Srinagar, Jammu & Kashmir, India, 190023	+91-194-2420129/ 8713000062/82	director@meinstitue.org/directoradm@meinstitue.org	-
11.	Orange Tiger Hospitality Pvt Ltd	Bharat Alagh	Vice president Operations and Culinary	302, Mewad, Patanwala Industrial Estate, Lal Bahadur Shastri Marg, Ghatkopar West, Mumbai, Maharashtra 400086	9811118705	Bharat.alagh@othpl.com	-
12.	PSIPL	Deepak shanbhag	CEO	7 th Floor, 73, Unit no 73 kalpataru Square, Off. Andheri Kurla road, Mumbai, Maharashtra 400059	0223377100	Deepak.shan@psipl.co.in	-
13.	Sarovar Hotels Pvt.Ltd	Nihar Mehta	General manager-Human Resources	Global foyer,504, 5 th floor, Golf course road, sector 43, Gurugram - 122009	9650653332	Nihar@sarovarhotels.com	-
14.	Shilton hospitality LLP	Santhosh Kumar G Designation	Assistant general Manager	Shilton hospitality LLP, office 2, Ulsoor road, Bangalore	9972471542	santoshkumar@shiltonhospitality.com	-
15.	Tarja ventures Private Limited	Shehreyar Majeed	Director	Block-Z-23, Dayal Sir Colony, Uttam Nagar, New Delhi-110059, Delhi	7006306075/941900 1418	info@tajirventures.com/tajraventures@gmail.com	-
16.	Wipzo Enterprises	Mr. Mohammad Safeer	Managing Director	-	7007676323	Wipzocoko@gmail.com	-

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	23100	176000	2310	25300	NA	NA
2024-2025	25410	193600	2541	27830	NA	NA
2025-2026	27950	212960	2795	30610	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		20489	15398	13858	12762	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. Govt. funded RPL
2. Govt. funded STT
3. Industry funded STT
4. NAPS

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English and Hindi

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	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N9901: Communicate effectively and maintain service standards	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	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	-	-	-	-
	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 them to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to the colleagues timely	-	-	-	-
	PC10 report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	-	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 personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	-	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 company standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if asked	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-	
PC19. follow gender and age sensitive service practices at all times	-	-	-	-	
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-	
	Total Marks	40	40	-	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	<i>Maintain organisational confidentiality</i>	6	6	-	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	-	-	-	-
	<i>Respect guests' privacy</i>	4	4	-	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	-	5
THC/N9906: Follow health, hygiene and safety at workplace	<i>Maintain personal and workplace hygiene</i>	10	10	-	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	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 personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	-	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	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	-	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	-	-	-	-
	<i>Follow effective waste management</i>	5	10	-	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	-	15
DGT/VSQ/N0101: Employability Skills (60 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English				
	<i>Career Development & Goal Setting</i>	1	2	-	-
	PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-	
<i>Communication Skills</i>	2	2	-	-	
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-	
PC13. work collaboratively with others in a team	-	-	-	-	
<i>Diversity & Inclusion</i>	1	2	-	-	
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-	
PC15. escalate any issues related to sexual harassment at workplace	-	-	-	-	

	according to POSH Act				
	<i>Financial and Legal Literacy</i>	2	3	-	-
	PC16. select financial institutions, products and services as per requirement	-	-	-	-
	PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
	PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	<i>Essential Digital Skills</i>	3	4	-	-
	PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
	PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
	<i>Entrepreneurship</i>	2	3	-	-
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-

	PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	20	30	-	-
	Grand Total	100	110	0	40
THC/N0240: Clean carpet and upholstery	<i>Perform pre-cleaning activities</i>	15	20	0	10
	PC1. inspect the carpet or upholstery for stains and other marks that needs to be cleaned	-	-	-	-
	PC2. determine the method of cleaning to be performed like soap and water, chemical treatment etc.	-	-	-	-
	PC3. identify the appropriate chemical solution as per the requirement	-	-	-	-
	PC4. collect supplies and cleaning equipment required for performing cleaning operation	-	-	-	-
	PC5. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles, if required	-	-	-	-
	PC6. clean and sanitize all equipment before use	-	-	-	-
	<i>Clean carpets</i>	20	30	0	10
	PC7. remove or rearrange furniture and other items to access all areas that need to be cleaned	-	-	-	-
	PC8. power vacuum the carpeted area/carpet to remove dry soil	-	-	-	-
	PC9. mix water and detergents/chemicals/soap in containers as per specifications	-	-	-	-
	PC10. treat the carpet using appropriate solutions like stain remover, girt remover, odour remover etc.	-	-	-	-
	PC11. leave the solution on the carpet for specified time to loosen the dirt as per SOP	-	-	-	-
	PC12. brush/scrub the carpet (use scrubber machine, if required)	-	-	-	-
	PC13. clean old, valuable or delicate rug by hand to avoid damage	-	-	-	-
	PC14. rinse the carpet thoroughly without over wetting the carpet	-	-	-	-
	PC15. perform spot cleaning for deep stains using stain removal treatment	-	-	-	-
	PC16. use hot water extraction/rotary shampooing techniques if carpet is still not clean	-	-	-	-
PC17. dry the carpet using drying machines	-	-	-	-	
<i>Clean furniture upholstery</i>	15	15	0	10	
PC18. dry dust the furniture to clean the dirt	-	-	-	-	

	PC19. vacuum the upholstery to remove dust and lint	-	-	-	-
	PC20. clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners	-	-	-	-
	PC21. apply appropriate cleaning agent to remove stains and leave it on as per SOP to remove stubborn stains	-	-	-	-
	PC22. use steam vacuum to clean the upholstery	-	-	-	-
	PC23. check for any stain or dirt and damage after cleaning the furniture/upholstery	-	-	-	-
	PC24. perform another stain treatment on areas if not completely cleaned during the initial steam vacuuming	-	-	-	-
	<i>Performing post cleaning activities</i>	15	15	0	10
	PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness	-	-	-	-
	PC26. crop the top of stained areas that cannot be cleaned, as per SOP	-	-	-	-
	PC27. carry out minor repairs with a needle and thread to fix frayed edges	-	-	-	-
	PC28. apply stain and moth repellent chemicals, if required	-	-	-	-
	PC29. apply chemical agents or color seal to lock the color	-	-	-	-
	PC30. rake the carpet or upholstery to restore its texture and appearance	-	-	-	-
	PC31. apply protective solution and deodorizers	-	-	-	-
	PC32. apply stain prevention solution to the furniture/upholstery	-	-	-	-
	PC33. reset furniture once cleaning is complete	-	-	-	-
	Total Marks	65	80	0	40
THC/N0241: Polish the floors and surfaces	<i>Pre-polishing activities</i>	20	30	0	10
	PC1. examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished	-	-	-	-
	PC2. determine the type of surface, e.g. natural marble or cultured marble	-	-	-	-
	PC3. assess the type of stain like simple or stubborn	-	-	-	-
	PC4. determine the type of treatment required to polish the surface	-	-	-	-
	PC5. arrange all supplies and equipment required for polishing	-	-	-	-
	<i>Remove soft and stubborn stains</i>	15	20	0	10
	PC6. ensure complete access to the area to be polished by removing all furniture and decorative items	-	-	-	-
	PC7. protect walls and built-in furniture as per organizational SOP	-	-	-	-
	PC8. place warning signs to prevent entry to the work area	-	-	-	-
	PC9. remove any old, cracked, broken and damaged tile using hammer and chisel as per organizational SOP	-	-	-	-
	PC10. clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit	-	-	-	-
PC11. clean the soft stains using appropriate method using water, mild soap, sponge etc.	-	-	-	-	

PC12. scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP	-	-	-	-
PC13. prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth	-	-	-	-
PC14. apply the chemical solution suitable for the surface	-	-	-	-
PC15. cover the paste completely with plastic wrap with holes in it	-	-	-	-
PC16. tape down the edges and leave it for drying	-	-	-	-
PC17. wipe and clean the chemical solution with a soft cloth	-	-	-	-
PC18. repeat the process if stain remain	-	-	-	-
<i>Polish the surface manually</i>	20	20	0	10
PC19. apply a thin layer of polish using clean soft cloth and allow it to dry	-	-	-	-
PC20. rinse the surface with warm water, if applicable or use the clean soft cloth, as required	-	-	-	-
PC21. wipe the surface gently in a circular motion	-	-	-	-
PC22. spray sealant over the entire surface and leave it on for 15-30 minutes	-	-	-	-
PC23. dry the surface completely using a soft towel	-	-	-	-
PC24. repeat the sealer application process	-	-	-	-
<i>Polish surface using machine</i>	25	25	0	10
PC25. remove any residual wax or sealant from marble/granite	-	-	-	-
PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush	-	-	-	-
PC27. wipe with a clean mop/cloth when stripper begins to blister	-	-	-	-
PC28. repeat the process till the bottom layer of wax or sealant is removed	-	-	-	-
PC29. attach the coarsest grit to the sanding machine	-	-	-	-
PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP	-	-	-	-
PC31. operate the sanding machine side-to-side with two to four passes	-	-	-	-
PC32. mop the surface after sanding	-	-	-	-
PC33. dry the surface using wet/dry vacuum cleaner	-	-	-	-
PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved	-	-	-	-
PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine	-	-	-	-
PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding	-	-	-	-
PC37. add a buffer pad to the sanding machine	-	-	-	-
PC38. spray polishing solution on the surface	-	-	-	-
PC39. buff the marble / granite surface with a rotary floor machine till it shines	-	-	-	-
PC40. mop the area to remove any dust/rubble	-	-	-	-

	Total Marks	80	95	0	40
THC/N0208: Perform cleaning activities in guest room & public areas	<i>Prepare for cleaning activities</i>	20	20	0	10
	PC1. receive instructions from supervisor on special guest requirements/events	-	-	-	-
	PC2. collect the floor master key and sign the key control register	-	-	-	-
	PC3. collect fresh linen as per occupancy status from the linen room	-	-	-	-
	PC4. identify the appropriate cleaning agent as per the requirement	-	-	-	-
	PC5. collect cleaning equipment required for performing cleaning operation	-	-	-	-
	PC6. load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.	-	-	-	-
	PC7. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles, if required	-	-	-	-
	PC8. sanitize all equipment and supplies	-	-	-	-
	<i>Clean guest room</i>	20	25	0	15
	PC9. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
	PC10. ensure proper ventilation in the room by drawing the curtains	-	-	-	-
	PC11. check all the curtain hooks/rings and tracks while drawing the curtains	-	-	-	-
	PC12. remove used cutlery, crockery and food trays, if any and inform room services to collect them	-	-	-	-
	PC13. check functioning of all the electrical appliances	-	-	-	-
	PC14. inform supervisor for maintenance work of non-functional appliance, if required	-	-	-	-
	PC15. empty ashtrays, waste paper basket, and the Sani bin from bathroom into the trash bag on the cart	-	-	-	-
	PC16. dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixture and accessories in the guest room	-	-	-	-
	PC17. remove cobwebs or dust from the ceilings, if required	-	-	-	-
	PC18. vacuum clean the upholstered items in the room	-	-	-	-
	PC19. vacuum the carpet edge and floor	-	-	-	-
	PC20. clean window frame and glass panes, if required	-	-	-	-
	PC21. remove stains from furniture using appropriate cleaning agent	-	-	-	-
	PC22. damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver	-	-	-	-
	PC23. perform spot cleaning, if required	-	-	-	-
	PC24. handle cleaning agents without spilling in the room to be cleaned	-	-	-	-
PC25. clear up any spillage as per the type of floor and the size and type of spillage	-	-	-	-	
PC26. clean and polish the surface without causing any damage to the surfaces	-	-	-	-	

PC27. re-arrange all the furniture and article after cleaning as per standard layout	-	-	-	-
PC28. spray room freshener to ensure room is free from unpleasant odour	-	-	-	-
PC29. ensure surfaces are dry and free of smears/dirt when work is finished	-	-	-	-
PC30. spray wash, scrub and clean the balcony railings	-	-	-	-
PC31. collect dirty linen in the floor cart/trolley	-	-	-	-
PC32. replace bed and bath linen in rooms (both checked out and occupied rooms)	-	-	-	-
PC33. replenish guest supplies like snacks, tea/coffee bags etc.	-	-	-	-
PC34. verify the heating, lighting and ventilation systems are set correctly after cleaning	-	-	-	-
PC35. collect and segregate waste according to organization's waste management policy	-	-	-	-
PC36. complete the documentation accurately	-	-	-	-
PC37. report damage to the supervisor, if any	-	-	-	-
<i>Clean guest bathroom</i>	15	15	0	10
PC38. empty the waste bins and place new bin liner	-	-	-	-
PC39. scrub and finish the platform, bathtub and washbasin and taps so that they are free of dirt and spots	-	-	-	-
PC40. flush the WC and apply cleaning agent, leave it for a while	-	-	-	-
PC41. scrub and clean the WC using a toilet brush damp dust the door and fixtures as well, the toilet roll holder, faucets etc.	-	-	-	-
PC42. clean and disinfect bath room phone	-	-	-	-
PC43. clean all the tiles, shower area, and vanity area using appropriate cleaning agent	-	-	-	-
PC44. wipe and clean the vanity mirror	-	-	-	-
PC45. clean bathroom walls using wet mop or sponge	-	-	-	-
PC46. wipe shower curtain, working from top towards the bottom, with a dry cloth if there is a stain then replace with clean one	-	-	-	-
PC47. replenish toiletries and other bathroom supplies if required	-	-	-	-
PC48. check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.	-	-	-	-
PC49. sweep and mop the bathroom floor using appropriate disinfectant	-	-	-	-
PC50. clean the bathroom door and fixtures	-	-	-	-
PC51. check bathroom doormat and replace, if required	-	-	-	-
PC52. report any damage spotted to the housekeeping control desk	-	-	-	-
PC53. leave the bathroom door open for air to circulate	-	-	-	-
<i>Clean elevators</i>	10	10	0	5
PC54. ensure that the elevator is taken off service mode	-	-	-	-

PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator	-	-	-	-
PC57. open and wipe the lift doors	-	-	-	-
PC58. clean from top towards bottom while cleaning the elevator cabin	-	-	-	-
PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth	-	-	-	-
PC60. clean the mirrors and check the surface for streaks	-	-	-	-
PC61. wipe button with a damp duster	-	-	-	-
PC62. mop floor to eliminate stains	-	-	-	-
PC63. vacuum carpets using a high-power vacuum cleaner	-	-	-	-
PC64. report loose or ripped carpeting to the supervisor	-	-	-	-
PC65. keep the lift door open till the floor and walls are completely dried	-	-	-	-
PC66. spray air freshener after cleaning	-	-	-	-
PC67. put the elevator back in service mode	-	-	-	-
<i>Clean lobby and Front Office area</i>	15	20	0	10
PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets	-	-	-	-
PC69. arrange the flowers, if required	-	-	-	-
PC70. water indoor plants as per the requirement	-	-	-	-
PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork	-	-	-	-
PC72. clean the glass surface and windows using glass-cleaner	-	-	-	-
PC73. damp-dust the doors, door handles, and knobs	-	-	-	-
PC74. suction clean the carpeted areas as per the requirement	-	-	-	-
PC75. remove any stain on the carpet or upholstery immediately	-	-	-	-
PC76. clean the lights and lighting fixtures	-	-	-	-
PC77. dust and wipe the railings, fixtures, and furniture	-	-	-	-
PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution	-	-	-	-
PC79. sweep, mop or vacuum the floors, as required	-	-	-	-
PC80. spray room freshener at the end of cleaning	-	-	-	-
<i>Clean dining area</i>	10	10	0	10
PC81. open all the drapes/blinds for better lighting in the area	-	-	-	-
PC82. vacuum clean the carpet area	-	-	-	-
PC83. remove any food stains from the carpet, using appropriate cleaning agent	-	-	-	-
PC84. sweep and mop without leaving any food or spillage on the hard floor area	-	-	-	-
PC85. dust and wipe the furniture in the dining area	-	-	-	-
PC86. polish the furniture if required	-	-	-	-
PC87. clean wall hangings like paintings, pictures, etc. artworks, and corners	-	-	-	-

	PC88. polish metal, glass, and wood items and surfaces, if required	-	-	-	-
	PC89. wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical	-	-	-	-
	PC90. report any repair or maintenance requirement to housekeeping control desk	-	-	-	-
	PC91. report any lost and found items as per SOP	-	-	-	-
	PC92. collect all dirty table linens and replace with fresh ones	-	-	-	-
	Total Marks	90	100	0	60
THC/N0219: Prepare for laundry duties	<i>Collect and sort guest laundry</i>	15	15	0	8
	PC1. attend to a guest request for laundry	-	-	-	-
	PC2. enter the call in the guest message register	-	-	-	-
	PC3. inform guests about laundry collection schedules such as time of collection, or how to leave it in the room, etc.	-	-	-	-
	PC4. pick up the laundry bag and filled laundry form from the guest room	-	-	-	-
	PC5. note any special request such as removal of stains, alteration or button replacement, etc.	-	-	-	-
	PC6. inform the guest about the feasibility of the request, extra time needed and extra charges for the requirement	-	-	-	-
	PC7. check and verify the clothes against the list and transfer them to the linen room	-	-	-	-
	PC8. sort the garments for pressing/dry-cleaning/washing and place them in the respective bins	-	-	-	-
	PC9. put the items that can color-bleed in hand wash bin	-	-	-	-
	PC10. send the express laundry and pressing items to the respective sections immediately	-	-	-	-
	PC11. segregate all clothes color-wise and fabric wise for machine wash	-	-	-	-
	PC12. check the clothes for any repair or stray items left in the pocket	-	-	-	-
	PC13. report immediately to the superiors in case any valuable items like cash, jewelry, credit cards, etc. are found in guests cloth pockets	-	-	-	-
	PC14. mark or tag the clothes as per organizational standards	-	-	-	-
	PC15. record the details in the prescribed format	-	-	-	-
	PC16. submit all the details and forms to the Laundry Manager	-	-	-	-
	<i>Collect and sort in-house linen</i>	15	15	0	8
	PC17. collect soiled linen from housekeeping	-	-	-	-
	PC18. sort the soiled linen according to the degree of soiling into various categories like stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles	-	-	-	-
	PC19. sort the linen further by its type like towels, bedsheets, etc.	-	-	-	-
PC20. monogram the new linen before washing so that it can easily be identified and controlled for pilferage	-	-	-	-	

	PC21. separate the linen that requires repair and send to the tailor	-	-	-	-
	PC22. separate and cut down the condemned or discarded linen before washing and send it to the tailor room for further use	-	-	-	-
	PC23. remove all fancy accessories and attachments such as rings, buckles, false collars of curtains etc.	-	-	-	-
	<i>Collect and sort uniform</i>	10	10	0	4
	PC24. collect the soiled uniforms from the uniform department	-	-	-	-
	PC25. take physical count in front of the uniform attendant	-	-	-	-
	PC26. enter all details in the uniform exchange register	-	-	-	-
	PC27. sort uniform color wise and fabric wise	-	-	-	-
	PC28. separate dark load from the light and white load	-	-	-	-
	Total Marks	40	40	-	20
THC/N0221: Perform laundry operations	<i>Remove the stains through spotting</i>	15	15	0	5
	PC1. identify the type of stain	-	-	-	-
	PC2. clean the table and the steam gun nozzle	-	-	-	-
	PC3. arrange the chemicals required for spotting	-	-	-	-
	PC4. place stain right side up on the perforated plate	-	-	-	-
	PC5. steam the stain using a spray gun and steam pedal	-	-	-	-
	PC6. apply appropriate chemical on the stain	-	-	-	-
	PC7. rub the stain and reapply steam	-	-	-	-
	PC8. dry the fabric after the stain is removed	-	-	-	-
	<i>Hand wash the garments</i>	15	15	0	10
	PC9. prepare the required solution or cleaning agent	-	-	-	-
	PC10. segregate the hand wash clothes into light and dark color	-	-	-	-
	PC11. separate the items in which the color bleeds	-	-	-	-
	PC12. soak each lot separately	-	-	-	-
	PC13. rub lightly with hands or brush, as appropriate	-	-	-	-
	PC14. rinse the washed clothes	-	-	-	-
	PC15. dry the clothes by hanging them	-	-	-	-
	PC16. send the linen or garments for processing to the steam or cotton press unit according to fabric	-	-	-	-
	<i>Perform machine washing and drying</i>	10	10	0	5
	PC17. load the machine as per its optimum capacity	-	-	-	-
	PC18. measure required chemicals into the appropriate suspenders	-	-	-	-
	PC19. set the program in the machine as per the fabric and wash load type	-	-	-	-
	PC20. monitor the washer for correct water levels, water temperature, proper draining and for any leakage, etc.	-	-	-	-
	PC21. unload the machine at the end of the wash cycle	-	-	-	-

	PC22. hang the items that require steam press for air drying	-	-	-	-
	PC23. dry the other items in the dryer	-	-	-	-
	PC24. monitor the dryer for correct load, right program settings, etc.	-	-	-	-
	PC25. send the machine dried items to be pressed to the respective pressing units	-	-	-	-
	<i>Dry clean the garments</i>	20	20	0	10
	PC26. place the small and delicate items in a net bag before loading in the machine	-	-	-	-
	PC27. load the machine as per capacity	-	-	-	-
	PC28. measure and add required chemicals as per the fabric	-	-	-	-
	PC29. operate the dry-cleaning machine as per specifications	-	-	-	-
	PC30. send the items to respective pressing units after dry-cleaning	-	-	-	-
	<i>Iron the garments</i>	10	10	0	5
	PC31. clean and feather brush the press unit	-	-	-	-
	PC32. ensure there are no previous day's clothes on the shelf or rack	-	-	-	-
	PC33. arrange a sufficient number of hangers	-	-	-	-
	PC34. fill up spray bottles with fresh water for dampening the clothes	-	-	-	-
	PC35. iron the clothes manually or using the press unit, as applicable	-	-	-	-
	<i>Perform additional laundry services</i>	10	10	0	5
	PC36. assist the Laundry Manager in maintaining the inventory of laundry detergents and other required chemicals	-	-	-	-
	PC37. clean the laundry machines as per specifications	-	-	-	-
	PC38. keep storage areas and carts well-stocked, clean, and tidy	-	-	-	-
	PC39. track maintenance and repairs of laundering equipment as directed by the Laundry Manager	-	-	-	-
	PC40. keep the facility clean at all times	-	-	-	-
	PC41. report any technical problems in the machinery or deficit in the inventory to laundry Manager	-	-	-	-
	Total Marks	80	80	0	40
THC/N0222: Deliver laundered items	<i>Check quality of laundered items</i>	10	10	0	5
	PC1. check the garments for missing buttons, stains, zippers, tears, etc.	-	-	-	-
	PC2. inspect the linen for wear and tear and stubborn stains	-	-	-	-
	PC3. check for any discoloration of items	-	-	-	-
	PC4. verify the quality of washing and dry cleaning for all items	-	-	-	-
	PC5. ensure all items are properly pressed and folded as per the standards	-	-	-	-
	<i>Deliver guest laundry</i>	15	15	0	10
	PC6. verify the items with the laundry slip	-	-	-	-
	PC7. remove the tag from guest laundry	-	-	-	-
	PC8. ensure guest requirements for all items are met	-	-	-	-
	PC9. pack the garment in a proper laundry bag as per the procedure	-	-	-	-

	PC10. deliver the guest items on time	-	-	-	-
	PC11. make sure the right items are returned to their correct owners	-	-	-	-
	PC12. request guest to count or check the items and confirm	-	-	-	-
	PC13. present the invoice for guest signature, as per standards	-	-	-	-
	PC14. submit the signed invoice to supervisor for further processing as per SOP	-	-	-	-
	<i>Deliver in-house laundry and uniform</i>	15	15	0	5
	PC15. fold the laundry items manually or using automatic folding and stacking machines, as applicable	-	-	-	-
	PC16. transport the ready laundered linen to the designated area such as linen room	-	-	-	-
	PC17. deliver the laundered uniform to the designated department	-	-	-	-
	PC18. keep stock organized in designated locations	-	-	-	-
	Total Marks	40	40	0	20
	Grand Total (Core + Elective 1)	335	385	0	180
	Grand Total (Core + Elective 2)	260	270	0	120

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location

- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Guest Service Associate (Housekeeping)) will be assessed separately.
2. The candidate must score 70% 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	Standard Operating procedures
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights

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.