



QUALIFICATION FILE

Guest Service Associate (Front Office)

- 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 (Front Office)																	
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: 2022/TH/THSC/05474	Qualification Name of existing/previous version: Guest Service Associate (Front Office)																
4.	a. OEM Name b. Qualification Name (Wherever applicable)																		
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-04-TH-02013-2024-V1-THSC	6. NCrF/NSQF Level: 4																
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 performs either front office associate or reservation desk associate operations as per organizational service standards.																	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 60%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 30%;">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 including apprenticeship</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 including apprenticeship
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 including apprenticeship																	
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	17	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	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)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended				
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)
		Classroom (offline)		216:00	120:00	336:00
		Online	174:00			174:00
		(Refer Blended Learning Annexure for details)				
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/4224.0100				
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Guest Service Executive (Front Office)				
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> 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)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9907. 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 (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
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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.	Perform Front Office Activities	THC/N0130 & v4.0	Core	4	5	35	45	70	0	150	60	65	0	25	150	20
2.	Handle Guest Service during the Stay	THC/N0107 & v3.0	Core	4	4	40	50	30	0	120	20	20	0	10	50	20
3.	Handle Guest Reservation Activities	THC/N0119 & v4.0	Core	4	3	30	40	20	0	90	40	40	0	20	100	20
4.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 &v2.0	Non-Core	4	1	15	15	0	0	30	40	40	0	20	100	15
5.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 & v4.0	Non-Core	4	1	15	15	0	0	30	10	5	0	5	20	10
6.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 & v2.0	Non-Core	4	1	15	15	0	0	30	30	35	0	15	80	10
7.	Employability Skills (60 Hours)	DGT/VSQ/N0102 &v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	05

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)	
Duration (in Hours) / Total Marks						17	174	216	120	0	510	220	235	0	95	550	100

Assessment - Minimum Qualifying Percentage

Please 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 / 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	<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 / 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	<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: 72820
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:	-

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	<p>Specialized knowledge</p> <ul style="list-style-type: none"> Organizational code of conduct, business etiquette, and grooming standards Customer complaints handling procedure and escalation matrix Hotel amenities and facilities Operating procedure of the room equipment/appliances Working of PMS (Property Management System) Details of local tourist spots, monuments, shopping areas, transportation, special tourism promotions, cultural events etc. Different cuisines offered in the restaurant Operational hours and details of different services in the hotel Accessible and restricted areas in the hotel premises Procedure for accepting and delivering guest mails/messages/packages Organizational policies on 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 	<ul style="list-style-type: none"> A Guest Service Associate (Front Office) should have a knowledge of legislation, standards, policies, regulations, front office operations and organizational SOPs and guidelines for front office, etc. These are all trade related facts and the person needs to have this factual knowledge. Hence Level 4 	4

	<p>organizational policies</p> <ul style="list-style-type: none"> • 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 • Basic first-aid procedures • Standard waste management policy • Organization's policy on reporting and documentation • Organizational code of conduct, business etiquette, and grooming 		
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	<p>standards</p> <ul style="list-style-type: none"> • Organizational SOPs and guidelines for front office • Organization's pricing, discount policy, and approval matrix • Types of service departments in the hotel like F&B, housekeeping, etc. • Duties and responsibilities of front office personnel • List of items to be kept in Front Desk safety locker (e.g. license firearms/valuables) during check-in • Front office service cycle and daily operations • Organization's guest profile and classification of guests (business/leisure) • Regulatory requirements for guest registration/check-in and check-outs • Types of rooms available, the facilities, tariff, and BAR (Best Rates Available), corporate rates, contracted rates, group rates, etc. meal plans, and other details • Packages, incentives and loyalty program offered by the organization • Guest registration process • Acceptable identity / proof documents • Types of reservation - tentative, waitlisted, confirmed • Different modes of reservation - written/verbal/online • Cancellation/no-show policies for guests • Peak/lean season for occupancy status and flow of guests • Hotel property management system for check-in, check-out, room availability, invoicing, etc. • Foreign exchange policies and rates 		
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	<ul style="list-style-type: none"> • Usage of internet and e-mails • Types of vouchers like Visitors Paid Outs (VPO's), petty cash, charge voucher, cash receipt voucher, etc. • Digital payment methods • Daily cash management process • Types of ledger, like guest ledger, city ledger etc. and other cashiering reports/records • Invoice processing procedure • Organizational culture and typical guest profile • Organization's code of conduct • Organization pricing and discount policy • Organizational SOPs and guidelines for front office • Different modes, sources and types of reservation • Standard reservation, cancellation and amendments procedure • Legal and operational aspects of guest registration • Forecasting techniques for revenue and occupancy • Different types of rooms in the accommodation industry 		
<p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p>	<p>Specialized skills</p> <ul style="list-style-type: none"> • Manage time effectively for prompt and improved guest services • Resolve delay or other problems during registration/check-in or check-out of guests and conflicts related to confidentiality and privacy by reporting the issue in time • Maintain documentation as per specified format • Plan, prioritize and sequence work 	<ul style="list-style-type: none"> • A Guest Service Associate (Front Office) needs to have good written and oral communication skills to deal with supervisors, team members and guests. The person should also be acquainted with natural environment to carry out his duties efficiently. • Hence Level 4 	<p>4</p>

	<p>operations as per job requirements</p> <ul style="list-style-type: none"> • Solve problem when required • Fill in relevant forms, formats and checklist accurately • Improve work processes by incorporating guests' feedback • Analyze the impact of not adhering to the health and safety procedures • Read and interpret instructions, procedures, information, and signages in the workplace, comments received from guest and supervisor • Communicate effectively and cordially with guests and respond to their queries/requests • Exhibit politeness and courteousness under all circumstances and situations • Interact with co-workers to work efficiently 		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness, self-entrepreneurship readiness <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 (Front Office) 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. 	4
Broad Learning Outcomes/Core Skill	Specialized/ complex jobs/tasks <ul style="list-style-type: none"> • Communicate effectively and maintain service standards 	<ul style="list-style-type: none"> • A Guest Service Associate (Front Office) is responsible for performing front office activities such as prepare for front office operations, handle 	4

	<ul style="list-style-type: none"> • Maintain organizational confidentiality and respect guests' privacy • Follow Health, Hygiene and Safety practices • Perform front office activities • Handling guest services during stay • Handle guest reservation activities 	<p>guest complaints, assist guest during check in or check-out as per the organizational service standards in predictable and familiar situation.</p> <ul style="list-style-type: none"> • Hence Level 4 	
<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 • Complete the pre-arrival process • Complete guest registration process • Check reservation details, check-in and allot room to guest • Respond to guest queries and requests • Receive and deliver mails/messages/packages to guest • Attend to guest reservation • Modify and cancel guest reservation 	<ul style="list-style-type: none"> • A Guest Service Associate (Front Office) is responsible for his own work like receiving guests, answers their queries, guest check-in/check-out process and cashiering activities etc. • Hence Level 4 	<p>4</p>

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	1
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.	Sample vouchers	Standard	As per required
8.	Petty cash vouchers	Standard	As per required
9.	Paid out vouchers	Standard	As per required
10.	Allowance/discount vouchers	Standard	As per required
11.	Deposit receipt	Standard	As per required
12.	Sample invoices	Standard	As per required
13.	Sample ID proof	Standard	As per required
14.	Guests Register	Standard	As per required
15.	Card swiping machine	Standard	1
16.	Property Management System (PMS)	Standard	As per required
17.	Screening machine	Standard	As per required
18.	Various equipment and appliances	Standard	As per required
19.	Sample revenue and occupancy forecasting report	Standard	As per required
20.	Sample guest reservation report	Standard	1
21.	Sample Whitney slip and bedroom journal	Standard	As per required
22.	Sample of escalation matrix	Standard	As per required
23.	Organisation structure	Standard	As per required
24.	Handouts of IPR guidelines and regulations	Standard	As per required
25.	Safety glasses	Standard	1
26.	Head protection	Standard	1
27.	Rubber gloves	Standard	1
28.	Safety footwear	Standard	1
29.	Warning signs and tapes	Standard	1
30.	Fire extinguisher	Standard	1
31.	First aid kit	Standard	1
32.	Relevant Standard Operating Procedures	Standard	1
33.	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@meinstitute.org / toradm@meinstitute.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, Banglore	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 / tajrventures@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	66000	19800	6600	2000	NA	NA
2024-2025	72600	21780	7260	2100	NA	NA
2025-2026	79860	23960	7986	2400	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
v3.0		58934	46913	42222	31922	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 STT
2. Industry funded STT
3. 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/N0130: Perform front office activities	<i>Prepare for front office operations</i>	10	10	-	5
	PC1. identify the operational structure of different front office functions, like reception, reservation, guest services, accounts, communication, etc.	-	-	-	-
	PC2. interact with the supervisor/manager to understand service requirements and clarify doubts	-	-	-	-
	PC3. report for duty on time	-	-	-	-
	PC4. wear proper uniform as per the organizational policies	-	-	-	-
	<i>Complete the pre-arrival process</i>	10	10	-	5
	PC5. check occupancy forecast, expected arrivals and, departures, guest confirmation, VIP in-house, special movements or events etc.	-	-	-	-
	PC6. review the room assignment/allocation status, especially for VIPs, etc.	-	-	-	-
	PC7. print Registration Card (for pre-registered guests)	-	-	-	-
	PC8. prepare amenity voucher	-	-	-	-
	PC9. check that all special guest requests are taken care of	-	-	-	-
	PC10. ensure all travel arrangements like pick-up, if any, are taken care of	-	-	-	-
	PC11. arrange for special welcome arrangements as required	-	-	-	-
	PC12. ensure all VIP/group arrival requirements are arranged for accordingly	-	-	-	-
	<i>Complete guest registration process</i>	20	20	-	5
	PC13. greet and welcome the guest as per organizational policy	-	-	-	-
	PC14. enquire the name of the guest to search for the reservation record	-	-	-	-
	PC15. collect mandatory information from the guests	-	-	-	-
	PC16. cross-check the identity document details of the guests against original	-	-	-	-
	PC18. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
	PC19. prepare advance receipt for advance payment	-	-	-	-
	PC20. present the receipt to the guests as per organizational standards	-	-	-	-
	PC21. update advance payment details in the PMS	-	-	-	-
	<i>Check reservation details and allot room to guest</i>	20	25	-	10
PC22. cross-check the reservation details with the guest	-	-	-	-	
PC23. check for details such as room type, meal plan, number of people, etc. and confirm the guest's room preference (e.g., pool view, suite, non-smoking, etc.)	-	-	-	-	
PC24. check for availability of room as per guest's preference	-	-	-	-	

	PC25. inform walk-in guests about any non-availability of room and inform the next available date/time	-	-	-	-
	PC26. inform guests of reservation of any non-availability of preferred room and provide alternate options	-	-	-	-
	PC27. allot the room if it is already blocked for the guest as per reservation status/instructions or allot a VR (Vacant Ready) room	-	-	-	-
	PC28. handle any special request from guest, e.g. wheelchair etc.	-	-	-	-
	PC29. negotiate with the guest requesting adhoc discounts, as per organizational guidelines	-	-	-	-
	PC30. offer discount based on the seasonal occupancy and within the organization's stipulated limit	-	-	-	-
	PC31. reconfirm the type of room, tariff, and other agreed details to the guest before allotting the room	-	-	-	-
	PC32. allot adjacent rooms, if available to the guests travelling in a group/families	-	-	-	-
	PC33. ensure collection of advance money from the guests if the reservation is not pre-paid	-	-	-	-
	PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
	PC35. upsell and cross- sell services to maximize revenue for the organization	-	-	-	-
	PC36. update reservation status to check-in and link to guest history, manually or in the Property Management System (PMS)	-	-	-	-
	PC37. ensure guest's satisfaction with room allocation as per their preference	-	-	-	-
	PC38. handover room keys to bell attendant to escort guest to room	-	-	-	-
	PC34. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	-	-	-	-
	Total Marks	60	65	0	25
	<i>Respond to guest queries and requests</i>	10	10	-	5
THC/N0107: Handle guest services during stay	PC1. respond to guest queries/request on reservation/rooms/facilities, etc.	-	-	-	-
	PC2. assist guests with requests/information on transportation, restaurants in the city, shopping areas, etc.	-	-	-	-
	PC3. respond to clarification request on operating procedure of any equipment/controls inside the guest room	-	-	-	-
	PC4. change guest's room as per guest preference or request, if possible	-	-	-	-

	PC5. coordinate with bell desk to carry outroom change procedure and luggage movement in presence of guest	-	-	-	-
	<i>Receive and deliver mails/messages/packages to guest</i>	10	10	-	5
	PC6. screen packages/parcels for securitycheck	-	-	-	-
	PC7. deliver any received message/mail/package to the correct guest room on time	-	-	-	-
	PC8. enter messages /mail /facsimiles/parcel/package details in the logbook with guest name, room number and staff responsible for delivery	-	-	-	-
	PC9. keep the deliverables safely at the Front Office/Bell Desk, if the guest is not in the room or, if the guest is not in-house but is due for arrival that and set an alert on the PMS	-	-	-	-
	PC10. inform guest if there are any visitors	-	-	-	-
	Total Marks	20	20	0	10
THC/N0119: Handle guest reservation activities	<i>Attend to guest reservation</i>	20	20	-	10
	PC1. respond to guest inquiries as per SOP	-	-	-	-
	PC2. provide the details and availability of various rooms and respective facilities to the guest based on guest preference and availability	-	-	-	-
	PC3. inform guests about various plans, packages, and seasonal rates during their request for booking as per the reservation policy of the hotel and the reservations agreement guidelines	-	-	-	-
	PC4. obtain necessary details from guests to process the reservation	-	-	-	-
	PC5. maintain reservation record of the guests	-	-	-	-
	PC6. inform concerned departments like housekeeping, travel, etc. about changes in the guest reservations to arrange the requirements accordingly	-	-	-	-
	<i>Modify and cancel guest reservation</i>	20	20	-	10
	PC7. make changes in guest reservation if requested by the guest like modifying reservation dates, altering type of room reserved, upgrading/ downgrading room reservations in case of room unavailability	-	-	-	-
	PC8. inform the guest about the cancellation policy and provide reservation cancellations services on guest's request	-	-	-	-
	PC9. inform the guests about the modification/reservation cancellation made	-	-	-	-
	PC10. process refund payments to guests in the event of cancellation	-	-	-	-
	Total Marks	40	40	0	20

THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</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. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	-	5
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-	
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-	
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-	
Total Marks		40	40	-	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	-	3
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2	

	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slip etc.	-	-	-	-
	Total Marks	10	5	-	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	<i>Ensure personal and workplace hygiene</i>	15	15	-	5
	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trash cans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	-	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-	
PC17. recycle waste wherever applicable	-	-	-	-	
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-	
	Total Marks	30	35	-	15
DGT/VSQ/N0102: 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	220	235	0	95

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 (Front Office)) 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 Procedure
VPOs	Visitors Paid Outs
PPE	Personal Protective Equipment

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.