







Facilitator Guide







Sector

Tourism and Hospitality

Sub-Sector

Hotels

Occupation

Front Office Management

Reference ID: THC/Q0102, Version 1.0

NSQF level: 4

Front Office Associate

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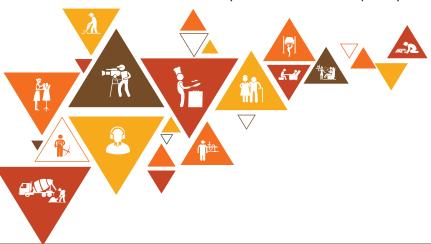
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Skilling is building a better India.
If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi Prime Minister of India



Acknowledgements

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The preparation of this manual would not have been possible without the Tourism and Hospitality Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry.

This facilitator guide is dedicated to the aspiring trainers who desire to achieve special skills which will be a lifelong asset for their future endeavors.

About this Guide -

This Facilitator Guide is designed to enable training for the Front Office Associate Qualification Pack (QP).

Each National Occupational Standard (NOS) is covered across Unit/s.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

The guide aims to build trainer capability to deliver training programs by:

- Assisting a trainer to create conducive environment for learning
- · Establishing standardization in training content and delivery
- Providing necessary knowledge and information on the Qualification Pack-National Occupational Standards for Home Delivery Boy
- Providing learning/reference material comprising Facilitation Notes, Tips, What to Say, What to Do, What to Ask etc. thereby enhancing quality of training delivery

Symbols Used





Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Learning Outcomes



Sav



Demonstrat



Exercise



Team Activity



Facilitation Notes



Resources



Activity



Summary



Role Play



Example

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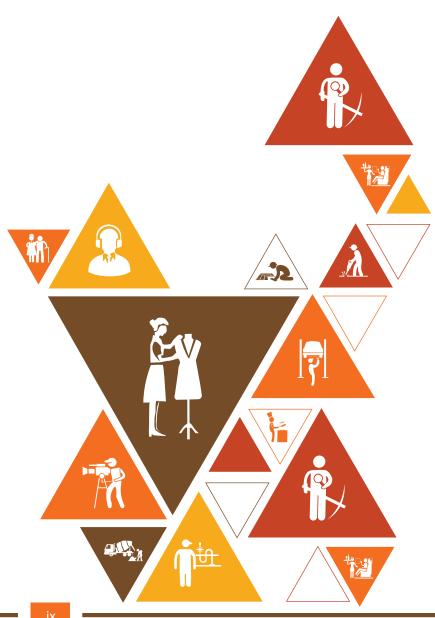
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1. Introduction

Unit 1.1 – Icebreaker

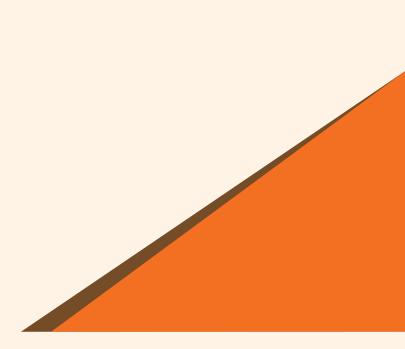
Unit 1.2 – Introduction to the Training Programme

Unit 1.3 – Introduction to the Tourism and Hospitality sector

Unit 1.4 – Introduction to Lodging

Unit 1.5 - Attributes of Front Office Associate





Key Learning Outcome

After attending this session, you will be able to:

- 1. Discuss the purpose and benefits of training programme
- 2. Discuss the National Occupation Standards and Qualification Pack
- 3. Explain the responsibilities and personal attribute of a Front Office Associate

Unit 1.1: Icebreaker

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

1. Build rapport with fellow participants of the trainer



- My name is _____ and I will be your trainer for this session.
- Thank you all for your participation.
- Please take your respective seats.

Notes for Facilitation



Add more details when introducing yourself, such as your experience, your native place, your education, your hobbies, etc.

Resources to be used



Pencil and paper (optional)

Activity



- Ask the students to introduce themselves one by one.
- Ask them to think of three statements about themselves; two of which must be true and one must be
- Tell them that when one student is introducing himself/herself, the rest of the class has to guess and vote which of the three statements is false.
- Give them some time to prepare and think.
- Invite each student to come in front and say the three statements while introducing himself/herself.
- To prevent chaos, repeat each statement said by the student and ask the rest of the class toraise their hands to vote for the false statement.
- At the end, ask the student to reveal the false statement.

Notes for Facilitation



- Optionally, start the above activity by providing the students an example of the three statements related to themselves and asking the students to vote for the false statement. (For example, I play football. My favourite singer is Taylor Swift. I stay in Delhi.)
- Encourage shy students to provide information about themselves by approaching them and helping them to come up with the three statements.



- Now that we all know each other, let's move on to knowing the objective of this module.
- I would request you all to participate and ask questions whenever you are in doubt.
- Let's make this session as interactive as we can.

- Notes for Facilitation 🗏



Start the session only when the entire class is settled down.

Note 🗐 –			

Unit 1.2: Introduction to the Training Programme

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Discuss the purpose and benefits of training program
- 2. Discuss the National Occupation Standards and Qualification Pack
- 3. Explain the responsibilities and personal attribute of a Front Office Associate

Unit 1.2.1: Purpose and Benefits of the Training Programme

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Chart



- Welcome the students and ask them if they know about each other.
- If not than let then introduce to each other.
- Ask the students if they have undergone any training.
- Ask the students to outline the benefits one would derive from training.

- Ask the students to list down the benefits of the training programme.
- Discuss the activities involved in a training programme.

Say

5

• Explain the training cycle.

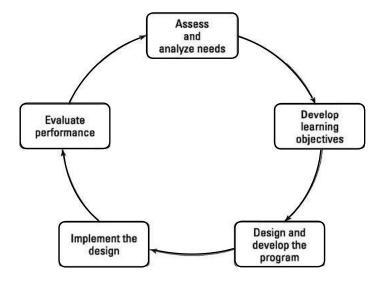


Fig 1.2.1.1- Training process

• Give a brief note on the need of undergoing training.

Brief them about Training Need Analysis (TNA) is the process of identifying the gap between employee training and needs of training. Training can be described as "the acquisition of skills, concepts or attitudes that result in improved performance within the job environment".

- Tell them about the training objective and needs like:
 - 1. Identify performance gaps
 - 2. Aligns training with organizational objectives
 - 3. Determines the 'Where', 'What', 'Who' factors of training. Explain the benefits of training
- Speed up the transition of adopting change
- Reduce the risk and impact on the business and ensure that your people are not only prepared for the change but fully equipped
- Help the trainee to achieve his goals and dreams in life. Reduce the risk and impact on the business and ensure that your people are not only prepared for the change but fully equipped.

Have a picture of training cycle drawn in the chart.

Summary



Make them understand that the training is an ongoing process.

Good for your business

Training can improve business performance, profit and staff morale.

Advantages to your business include:

- you choose what new skills your workforce gains, targeting skills to meet the needs of your operation for now and in the future training your staff can result in better customer service, better work safety practices and productivity improvements
- you demonstrate to your workforce that you value them enough to invest in them, improving loyalty and staff retention. In turn, retention is a saving to you.

Good for your workers

Training has many benefits for your staff:

They acquire new skills, their contribution to the business and building their self-esteem within the organization - positions with better prospects and/or better pay they're unskilled to do new and different tasks, which keeps them motivated and fresh because they're being trained on your time, they see that you value them enough to invest in them. A good company is seen as one that retrains rather than churns.

Unit 1.2.2: Introduction to QP and NOS

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Qualification Pack of Front Office Associate.



Ask the students to give the expansion of QP & NOS.

- Invite a student and give him/her the participant handbook.
- Ask the student to read the contents.
- Make the students go through the participant handbook.
- Make them find out the NOS codes of any one task.



- Explain the expansion of QP & NOS
- Give a brief note on the correct procedure of using the QP & NOS for gaining required skill and



- Set the audio-visual projector.
- Assemble the students in the classroom.
- Show the ppt of Qualification pack and make them take notes on that.
- Ensure that they understand the concepts of the Qualification Pack.

Summary



Make them understand the number of NOS in the Front Office Associate QP.

Unit 1.2.3: Responsibilities of Front Office Associate

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- News paper showing advertisement.



- Ask the students about various personnel working in Front Office department.
- Display pictures of uniformed staff of different hotels and their departments and ask students to identify the front office staff.
- Also ask the students the role of receptionist in an organization.

Explain



- Explain the role of Front Office associate in the Hotel Industry.
- Explain the job specification of a Front office Associate.

Content Synopsis

• Ensure salesmanship:

They motivate the guest to spend more on various hotel facilities.

As a problem solver:

In case they have a problem or complaint, the staffs have to be diplomatic and resourceful to solve the problem at the shortest possible time.

• A reference point:

The front office staff should have the excellent intra-communication skills to provide best possible reference point for the guests.

As a coordinator:

Since they are reference point, the front office staffs are required to coordinate with other departments, airlines, travel agencies and city tour officers to give the guests personalized services.

As an image builder:

As an extension to their salesman's role, front office staff can certainly generate a good image for the establishment in their manner of dress, communication, personal conduct and efficiency.

Explain the job specification of a Front office Associate includes the age limit, educational qualification, professional qualification, work experience and languages known.

In view of the important role they play the front office staff must have the following essential attributes –

A high sense of personal grooming:

Uniforms must be clean and neatly pressed. Hair should be groomed well.

Personal hygiene:

• As they are constantly in touch with hotel guests, a clean appearance helps to project a good image not only of them but of the establishment as well.

Self confidence:

• This is necessary as front office personnel meet guests of different countries, statuses and cultures.

Correct and clear communicator:

It helps in communicating with guests who cannot speak English or the local language

Diplomacy:

• Very often there are situations, where a guest is irate over something; a diplomatic dealing helps in diffusing the explosive moments.

Calmness:

• Front office staff should have high degree of the nature of calmness to take the busy demands of a front office's operations.

Strong memory:

Front office staff should have ability to remember names and faces.

- As hotel is a meeting place of social elites all the grace and etiquette associated with good society comes into play.
- **Smiley face:** Guests like to be handled by a cheerful staff at the desk.
- Physical ability: Front office operations requires the staff to stand for long hours at a stretch. The staff must be sturdy, agile and active.

- Tell the students to take their notebooks and pen.
- Make the students write down the various jobs performed by a receptionist.

- Have an advertisement copy of Front office Associate which would have details about job specification and salary etc.
- Display the picture of receptionist, both male and female.

Summary



Explain their role of creating the first impression for the organization and how they excel as a good salesperson.

Unit 1.2.4: Growth Path and Qualification Pack

Resources to be used



- Audio Visual room pointer
- Whiteboard
- Marker & Duster

Ask (ask

- Pick out a student and ask if he /she likes to be in the same job position after 10 yrs.
- Then raise a question on the criteria for promotions.
- Ask them if they know the meaning of appraisal.

Do 🗸

- The teacher should invite a student to the white board.
- Give them the marker.
- Make the student write down the various traits involved in the appraisal forms.
- Then appreciate for his/her work.
- Now write down the left-out points and explain them.

Say



- Define the meaning of the word appraisal as an assessment or estimation of the worth, value, or quality of a person or thing.
- Set the projector and screen. Connect your laptop.
- Show the organization chart of front office department.

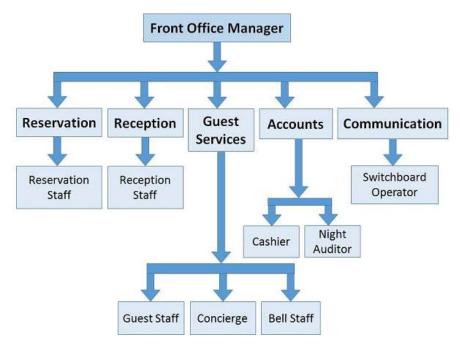


Fig 1.2.4.1- Hierarchy of front office department

• Explain the time frame required to reach the topmost level of the department.

Tip (

Have a copy of the salary structure of the different levels to create interest.

Summary



• Elaborate on the importance of self-development to reach topmost level.

Unit 1.3: Introduction to Tourism and Hospitality Sector

- Unit Objectives 🧖



At the end of this unit, students will be able to:

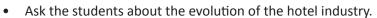
- 1. Discover historical background of tourism and hospitality sector
- 2. Examine American inns and English inns & International and domestic hotel chains

Unit 1.3.1: Tourism and Hospitality Sector

Resources to be used



- Audio Visual room
- Pointer
- Laptop
- Whiteboard
- Marker & Duster
- Quiz questions
- Scoring board



- Pick out a student and ask the student about the types of ancient accommodations.
- Ask the students to list the famous tourist spots in India.

- Teacher must take the laptop with ppt on tourist spots and hotels in India.
- Show the students various famous tourist spots and hotels in India.
- Call the student one by one and give the pointer to them.
- Let them identify the names of the tourist spots, the importance and their location.
- Divide the students in four groups and show them the slides now.

- Conduct a quiz on types of hotel and tourist spots of India.
- Finally teach them and tell the right information regarding those spots.

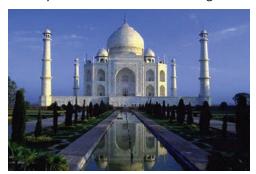




Fig 1.3.1.1- Tourist spots in India

Explain



- Connect the laptop to the projector. Switch on the audio visual
- Show the students some examples of chain of hotels (Domestic and International).
- Show the pictures of ancient inns, dharmashalas, sarai, youth hostel etc.













































Fig 1.3.1.2 - Various brands of hotels

- Tell the students about the evolution of the hotel industry.
- Tell the students about the change in the tourism industry over the past few decades.
- Tell the students about the different types of tourism.
- Describe the difference between American inns and English inns.

Share an audio visual on types of hotels.



Fig 1.3.1.3 - Types of hotels

Summary



Summarize the developments taken place in the hotel and tourism sector.

Unit 1.3.2: Sectors of the Hospitality Industry

Resources to be used



- Audio Visual room
- Charts
- Whiteboard
- Marker & Duster

- Ask the students the different means of transport.
- Ask the students to name a few travel agents.

Activity



- Show pictures of different airlines and make them identify their names.
- Invite the students to the white board and ask them to write the names of few amusement parks.

Team Activity 🕍



Divide the students into groups and ask them to debate on the various tourism sectors.



- Explain the students the different types of accommodation.
- Explain them the different modes of transport used in the tourism sector.
- Tell the students the difference between a travel agent and a tour operator.

Notes for Facilitation



Explain the 4 A's of Tourism (Attraction, Access, Accommodation & Amenities)

Unit 1.3.3: Hotel Industry

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster



- Ask the students how a hotel differs from a home.
- Ask the students regarding the amenities found in the hotel.

Sav



- Educate the students with the terms associated with accommodation industry.
- Brief them about different plans like American plan, European plan, continental plan, Bermuda plan and MAP (Modified American Plan).
- Explain different terms used in Front Office Department.
- Explain them the difference between budget hotels and luxury hotel.
- Difference in the size of bed, bathtub and shower facility, spacious luxury rooms, standardized service and staff.



Show the students images of different types of accommodation as mentioned in the participant guide.

Notes for Facilitation



- Brief the students about the facilities offered in different types of rooms.
- Explain the students about the International and Domestic hotel chains.
- Brief on evolution of hotel industry in India.

Unit 1.4: Introduction to Lodging

- Unit Objectives 🏻 🎯



At the end of this unit, students will be able to:

- 1. Discover historical background of tourism and hospitality sector
- 2. Examine American inns and English inns & international and domestic hotel chains

Unit 1.4.1: Introduction to Lodging

Resources to be used



- Audio Visual room
- Charts
- Whiteboard
- Marker & Duster

- Ask the students what do you mean by the word "lodge".
- Ask the students the need to start a hotel.

Exercise 💆



- Teacher will go to class with printed exercise of match the followings.
- Give the students sheets of papers.
- Have match the following exercise on types of accommodation.
- The students will have a thorough knowledge on types of rooms.

Summary



Summarize the historical background of tourism and hospitality sector of different nations.

Unit 1.5: Attributes of Front Office Assoicate

Unit Objectives <a>©



At the end of this unit, students will be able to:

1. Examine attributes of front office staff.

Unit 1.5.1: Attributes of Front Office Associate

Resources to be used



- Audio Visual room
- Charts
- Whiteboard
- Marker & Duster
- Front Office Lab
- A Telephone kit

- Ask the students what qualities a receptionist should possess.
- Ask them about the body language to be maintained at the reception.

Explain



- Explain the attributes of a Front office associate.
- Explain to them that telephone etiquettes mean that an individual needs to follow a set of rules and regulations while interacting with the other person over the phone.
- The person giving the information is called the sender and the second party is the recipient.

Activity



- Arrange the room for showing a video of the activities of a front office personnel.
- Invite a student to enact the DOC of a FOA at his/her job place.
- The teacher will call another student to tell the don'ts as shown in the video.

Practical | %



- Take the students to the Front office lab.
- Now make them assemble near the Reception desk.
- Conduct mock practical of handling telephone.
- The students must be taught of how to lift the receiver.
- They must know which is speaking end and receiving end.
- How they must wish and reply to the guest queries.



- Ask them to enact the role of Front office personnel both professional and unprofessional.
- Ask the other students to point out the unprofessional behavior.

Exercise 2



The teacher will have to tell the students to write down 10 qualities of the front office associate.

Summary 🗏



Summarize the attributes of a front office staff and its uses.

- Pleasant Demeanor
- Attention to Detail
- Ability to Multitask
- Discretion
- Team Player









Maintain Health and Hygiene

Unit 2.1 - Personal Hygiene

Unit 2.2 – Health and Hygiene Procedures

Unit 2.3 – Housekeeping and Waste Disposal



THC /N9906

Key Learning Outcome

After attending this session, you will be able to:

- 1. Explain the importance of personal hygiene
- 2. Discover the tips to maintain good personal habits and personal appearance
- 3. Discuss the health and hygiene procedures to be followed at workplace
- 4. List the ways to maintain good health
- 5. Discover interdepartmental relation with housekeeping
- 6. Examine waste disposal methods

Unit 2.1: Personal Hygiene

Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Explain the importance of personal hygiene.
- 2. Discover the tips to maintain good personal habits and personal appearance.

Unit 2.1.1: Personal Hygiene

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Chart



- Ask the students the meaning of personal hygiene.
- Ask the students the difference between cleanliness and hygiene.

Activity



- Select a student who is well groomed and explain them about personal grooming.
- Invite a student to tell about the do's and don'ts of personal hygiene.

Explain



- The teacher will explain about personal grooming and hygiene.
- Brush your hair before going on duty.
- Ensure that shoes are clean and polished before going on duty.
- Females must wear appropriate stockings with black court shoes where heels do not exceed two inches.
- Males must wear black socks and shoes.

- Clean pressed uniforms must be worn with neatly brushed hair, polished shoes, clean name badge and no buttons missing.
- Change your socks/stockings daily.
- Ensure nails are well-trimmed, only clear or pale nail polish for female staff





• Display the chart on personal hygiene.

Unit 2.2: Health and Hygiene Procedures

- Unit Objectives 🧖



At the end of this unit, students will be able to:

- 1. Discuss the health and hygiene procedures to be followed at workplace
- 2. List the ways to maintain good health

Unit 2.2.1: Health and Hygiene Procedures at Workplace

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Wash basin (Hand Wash Practical's)
- Dettol hand wash liquid
- Clean hand towel



Demonstrate 🗀



- The teacher will take the students to the hand wash area.
- She /he will bring soap and clean towel to the wash area.
- Then will demonstrate the procedure of hand washing at the workplace.

Hand Washing Steps

- Wet hands with clean and warm running water.
- Apply a small amount of soap.
- Rub your palms together, away from the water.
- Rub your fingers and thumbs and the skin in between them.
- Scour your palms with your nails.
- Rub the back of each hand.
- Rinse with clean running water.
- Dry with a clean towel or paper towel.

Activity



- Tell the students to write down the hygiene practices carried out by them in their notebook.
- The teacher will tell the students to wash their hands as per the standard. (practical class)



- With the help of Audio-visual aids show the preventive measures to protect them from infectious diseases at workplace.
- Teacher will also make a chart and display on the points like:
 - o getting immunized against infectious diseases
 - o washing and drying hands regularly
 - o staying at home if they are sick
 - o Cover your mouth and nose when you cough or sneeze
- Provide immunizations to workers (such as the seasonal influenza vaccine.)
- Provide appropriate protection to staff who, by the nature of their work, may be required to have contact with people who are sick.
- Keep workplace clean

Unit 2.2.2: Ways to Maintain Good Health

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Basic training kitchen



Invite the student to tell the ways to maintain a good health

Demonstrate 🛱



- Arrange the room for preparing healthy and balanced food
- The teacher has to bring the necessary ingredients
- Demonstrate to the students by preparing the healthy foods and junk foods and tell the importance of their nutritious aspects

Activity



- The teacher will go to the class with some empty charts and color pencils.
- Divide the students into groups.
- Now ask them to prepare a balanced diet for a day.
- Give the task of drawing pictures of such food using color pencils to one of the groups.
- Ask the students to maintain a record on their daily routine for a week.



- Explain the mental health benefits of regular exercise:
 - o Improves memory
 - o Lengthens attention span
 - Boosts decision making skills
 - o Improves multi-tasking and planning
- Explain the draw backs of insufficient sleep and how it affects the daily routine.
- Start the class by telling a fact that in May 2003 a study published in the "European Journal of Applied Physiology" examined the energy levels of men who had a normal night's sleep and men who did not sleep. The men who did not sleep showed lower energy levels.



Fig 2.2.2.1 - Effects of sleep deprivation



Fig 2.2.2.2- Benefits of exercise

Teacher will tell them that lack of sleep results in :

- affect your concentration and impair your memory
- feel lazy and less motivated
- increases your hunger and appetite and possibly results in obesity

Unit 2.3: Housekeeping and Waste Disposal

Unit Objectives 6



At the end of this unit, students will be able to:

- 1. Analyse the necessity of housekeeping
- 2. Evaluate wase management and its disposal

Unit 2.3.1: Interdepartmental Relation with House Keeping

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Housekeeping Lab Guest room
- Chart



- Ask the students why coordination is required between the departments
- Different departments in the hotel

Explain



- Coordination of front office with housekeeping department plays an important role, both departments coordinates for:
 - Room Status
 - o VIPs rooming
 - Group Rooming
 - o Crew Rooming
 - o Flower arrangement's
- Explain to the students about the importance of interdepartmental relationship in the hospitality industry.
- Explain interdepartmental coordination with the help of http://ihmnotes.blogspot.in/2013/02/role-offront-office-in.html



Fig 2.3.1.1- Interdepartmental communication

Demonstrate



- Demonstrate on how to make a guest room ready prior to check-in.
- Teacher will write the flow process of guest rooming in the white board.
- Tell the steps involved when a Guest arrives at the reception to check in:
- · Greet the guest.
- Enquire the Last name / First name of the guest.
- · Search for the reservation record and print registration card
- Take all necessary details and copies of documents before rooming him/her.



Fig 2.3.1.2- Process chain for front office department

Activity

Prepare a chart on different types of rooms.

Unit 2.3.2: Waste Management and Disposal

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Equipment used for waste disposal.



- Ask the students what is waste management and disposal?.
- Ask the students the hazards of using plastic products.

Demonstrate

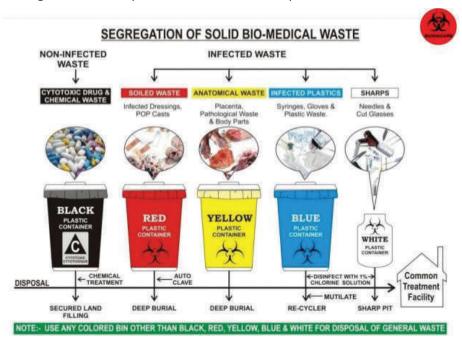


Write down the importance of saving water.

Sav



Teacher will bring a chart and explain the various waste disposal methods.



Flg 2.3.2.1- Waste Categorization

- Explain the importance of recycling
- Explain different ways to keep Earth clean
- How to conserve nonrenewable resources
- Advantages and disadvantages of waste disposal
- Teacher will teach how to produce compost at home

Tip 🖳

- Display poster on conservation of water and energy.
- Display poster on the standard proportion of cleaning agents used.
- Show videos on consequences of improper waste disposal.



Fig 2.3.2.2- Recycling benefits









Maintain Standard of Etiquette and Hospitable Conduct

Unit 3.1 – Etiquettes, Manners and Professional Behavior

Unit 3.2 - Branding





Key Learning Outcome 💆

After attending this session, you will be able to:

- 1. Discuss the importance of etiquettes, manners and professional behavior
- 2. Discuss the importance of branding
- 3. Examine brand application and brand development
- 4. List the benefits of branding

Unit 3.1: Etiquettes, Manners and Professional Behavior

Unit Objectives 6



At the end of this unit, students will be able to:

1. Discuss the importance of etiquettes, manners and professional behavior

Unit 3.1.1: Etiquettes, Manners and Professional Behavior

Resources to be used



- Audio Visual room
- Laptop
- Slides
- pointer

- Ask the students what do they understand by etiquetters?
- What is the difference between etiquettes, manners and professional behaviour?

Activity



- Invite a student to stand in a correct posture and ask students if it's correct
- List down why professional behavior is required in hotel industry

- Show the students a video on right standing posture and professional behavior.
- Teacher can show a parable to ensure moral values and right attitude towards work.



- Explain the importance of etiquettes and manners.
- He/she will tell the significance of business etiquettes.
- How it will create a good impression.
- Ways it can help advance in one's career.
- Explain about the importance of professional behavior in the hotel industry.

Tip



- Provide information on good manners.
- Ensure that the students regularly use the magical words such as Please, Thank you, Sorry, etc.

Unit 3.2: Branding

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Discuss the importance of branding
- 2. Explain brand application and brand development
- 3. List the benefits of branding

Unit 3.2.1: Introduction to Branding

Resources to be used



- Audio Visual room
- Magazines
- Newspapers
- Charts

Activity

- Show the students the pictures of advertisements and ask them to identify the brand
- Give the caption and ask the students to identify the brand



Fig 3.2.1.1- Various brands



- Brief the students the elements involved in branding.
- Point out the importance of logos in branding.
- Role of communication in marketing brands.

Unit 3.2.2: Brand Application

Resources to be used



Advertisement of various brands



Ask the students the various taglines used in branding

Activity



- Explain any two taglines with their connectivity.
- Kodak -save moments save life.
- BMW- The ultimate driving machine.



- "Gods own country" of Kerala tourism
- The teacher will have to tell about the misty hills, quaint backwaters, wildlife, cultural heritage of the state of Kerala
- "Incredible India" of India Tell about the Taj Mahal, the Himalayas, Rajasthan deserts
- The Bengal Tigers, The Yoga capital, temples and sculptures to be mentioned

Unit 3.2.3: Developing a Brand

Resources to be used



- Audio Visual room
- Advertisements





Ask the students when the branding should start.

Activity



Tell the students the various brands of hotels and restaurants.





Fig 3.2.2.1- Hotel brands



- Explain how branding can help the development of the business.
- Brief the students that Branding should match with the standards.

Unit 3.2.4: Benefits

Resources to be used



- White board
- Marker

Ask the students why brand image is very important.



- Teacher will tell that branding is the process of creating distinctive and durable perceptions in the minds of consumers.
- Explain the benefits of branding
 - 1. Recognition and Loyalty
 - 2. Image of Size If you can create effective branding, then it can make your business appear to be much bigger than it really is.
 - 3. Image of Quality A strong brand projects an image of quality in your business.
 - 4. Image of Experience and Reliability
 - 5. Multiple Products If your business has a strong brand, it allows you to link together several different products or ranges.









4. Learn a Foreign or Local Language(S) Including English

Unit 4.1 – Achieving Language Proficiency





Key Learning Outcome 💆

After attending this session, you will be able to:

- 1. State the importance of learning foreign or local language
- 2. List the important terms frequently used by a Front Office Associate

Unit 4.1: Achieving Language Proficiency

Unit Objectives 6



At the end of this unit, students will be able to:

- 1. Explain the importance of learning foreign or local language
- 2. List the important terms frequently used by a Front Office Associate

Unit 4.1.1: Importance of Foreign or Local Language

Resources to be used



- Audio visual aid
- White board
- Duster
- Headphone
- Language lab

Ask the students how many foreign or local languages they know

Activity



- Teacher will take the students to language lab
- Then he/she will play the audio of greeting/wishing the guest in different languages
- Invite the students one by one to listen that carefully
- Now give them time to practice on the same by making them repeat it
- Make the students learn how to greet the guest in different languages



Discuss with the students the advantages of knowing many foreign languages

Elaborate |



- Explain to the students the various terminologies used in front office
 - o Allowance A benefit given to the guest in cash or credit
 - American Plan Charges for room and all meals
 - o Arrival A guest who has come for check-in
 - o Bed & Breakfast Plan Charges for room and English breakfast
 - o Blocking To reserve a room on the reservation chart for a guest expected to arrive
 - o Credit A facility that enables a guest to use goods and services now but paid later
 - o Crew Airline flight and cabin crew
- Explain the students, the importance of spoken English
 - o Tell the students that one can maintain cordial relationship with people
 - Helps to get interesting international business opportunities. (even we can communicate by email, important meetings are usually done by conference calls)
 - o Ease when travelling
 - o Understanding information technology
 - o Even we can communicate by email
 - o Important meetings are usually done by conference calls
 - o English is the official language in many countries

Exercise



- 1. Ask the students to write the various terminologies used in front office in their notebook
- 2. Go to class with a printed exercise of match the following:
 - In the left side you can give some terms of front office
 - In the right side of the sheet give the explanations in wrong order
 - Ask them to match the correct answers









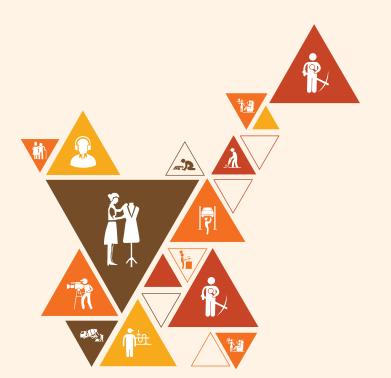
5. Record Guest Details for Registration

Unit 5.1 – Welcoming the Guest

Unit 5.2 – Guest Registration

Unit 5.3 – Accommodation Management and Tariff

Unit 5.4 -Reservation



THC/N0108

Key Learning Outcome

After attending this session, you will be able to:

- 1. Explain the techniques of welcoming the guest
- 2. Explain the guest registration system
- 3. Follow the guest registration system
- 4. Discuss accommodation management
- 5. Identify the role of front office in accommodation management
- 6. Draw the layout of small and large hotels
- 7. Explain the tariff system
- 8. Explain the reservation system
- 9. List the functions of reservation desk

Unit 5.1: Welcoming the Guest

Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

1. Explainthe techniques of welcoming the guest

Unit 5.1.1: Welcoming the Guest

Resources to be used



- Front Office Lab
- Chart with do's when communicating with guest

Explain



- Brief the students how to greet and welcome the guest
- Have a great smile and create a good impression
- Greet according to the day
- Have an eye contact
- Explain them how to handle guests courteously
- Instruct them to use the right words to impress guests
- Never say 'no', 'can't 'impossible'

Role Play



Ask the students to enact the role play of receiving a guest

qiT



- Show them the gestures followed by front office personal.
- Display a chart with the following tips:
 - o "NO" vs Find a solution No is not the answer
 - "We can't do that" vs "Please allow me to figure out a solution"
 - "We're sold out" vs "Tonight our hotel is fully committed, can I offer to help you find nearby accommodations?"
 - "Checking out/in?" vs "Good Morning/Afternoon, how may I assist you?"

- o "I don't know" vs "Please allow me to find out this for you"
- o "I don't work in that department" vs "I'm happy to help you find that right person to better answer your question"

Unit 5.2: Guest Registration

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Explain the guest registration system
- 2. Follow the guest registration system

Unit 5.2.1: Guest Registration

Resources to be used



- Front Office Lab
- Guest registration card
- Debit/Credit Card
- Form and formats
- Tariff card

Explain



- Explain the students, the steps by step procedure for a guest registration
- Greet and address the guest with his/her name
- Retrieve registration details
- Verify details with the guest
- Take necessary documents like passport, visa if it's a foreign guest
- Payment cards to be taken and then deliver the key to bell boy
- Bell boy to escort the guest to the room

Activity



- Show a sample guest registration card.
- Teach them how to fill it
- Ask the students to practice how to fill a guest registration card themselves

Demonstrate 🔄



Show the students few samples of credit and debit card.



- Explain to the students the importance of passport during registration
- Explain C Form
- Also brief the importance to fill `C' form for foreigners



Show them a sample passport, tariff card and welcome card

Unit 5.3: Accommodation Management and Tariff

- Unit Objectives 🏻 🏻

At the end of this unit, students will be able to:

- 1. Discuss accommodation management
- 2. Identify the role of front office in accommodation management
- 3. Draw the layout of small and large hotels
- 4. Explain the tariff system

Unit 5.3.1: Accommodation Management and Tariff

Resources to be used



- White Board
- Marker
- **Audio Visual Aids**

Ask the students the names of hotels in different tourist locations.

- Discuss with the students the different types of accommodations available at different tourist locations
- Commercial/Business hotels, Motels, Resorts, Transit hotels, casino, etc.

Exercise |

- Ask them to collect information about the local hotels and accommodations in their city/town.
- Ask them to draw the layout of a front office department of a hotel.

Tip 🖳

• Show them images of the different types of accommodation.







Fig 5.3.1.1- Various types of accommodation

Unit 5.3.2: Role of Front Office in Accommodation Management

Resources to be used



- White Board
- Marker
- **Audio Visual Aids**

Ask

- Ask the students if they have seen the lobby of a hotel
- Ask the students what are the different equipment's found in a reception area.
- Ask them what's the need of hierarchy in a hotel

Explain

Explain the hierarchy of front office staff for large and medium hotels.

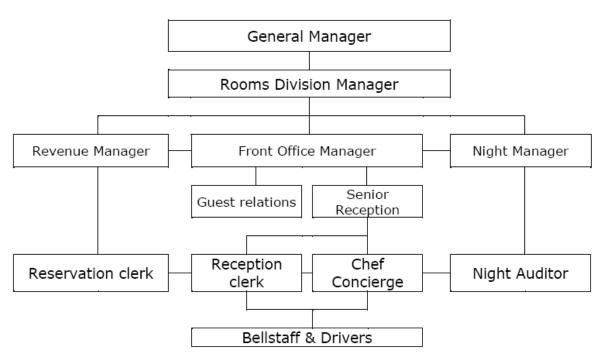


Fig 5.3.2.1- Hierarchy of hotels

- Explain the functions of front office department.
- Explain the duties and responsibilities of the front office staff.
- Welcoming the guest, rooming the guest, taking reservations, taking care of guest queries and complaints, giving wake up calls, settlement of bills, paging.

Team Activity 🕍



Invite few students to do the role play of different front office staff

Exercise



Draw the layout of the front office department of a small and large hotel.

Unit 5.3.3: Tariff

Resources to be used



- Sample Tariff cards
- White board
- Marker



Ask the students about the importance of having different room rates.

Explain



- Explain different types of room rates like crib rate, corporate rate, rack rate, off-season rate
- Explain the advantages of various rates.
- Explain the terminology related to rates like AP, MAP, CP, EP.



Divide the class into groups and ask them to do a survey on the different tariffs of the local hotels.

Unit 5.4: Reservation

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

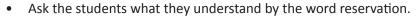
- 1. Explain the reservation system
- 2. List the functions of the reservation desk

Unit 5.4.1: Reservation Systems

Resources to be used



- Computer
- Whitney rack
- Reservation diary



Ask the students the modes of reservations.

Explain



- Explain types of reservation Guaranteed reservation and Non-guaranteed reservation
- Explain different sources of reservations:.
 - o Property Direct
 - o Central Reservation System (CRS)
 - o Global Distribution System (GDS
 - o Inter-sell Agency
 - o Corporate call centers
 - o Hotel website
 - o Tour operators
- Explain the various methods of reservation Non -Automatic, Semi Automatic and Automatic
- Explain the Whitney system of reservation with images and mention its uses
- Show the students through audio visual images and make them understand the diary system





Fig 5.4.1.1- Reservation documents

Demonstrate



• Show the method of filling the reservation form.

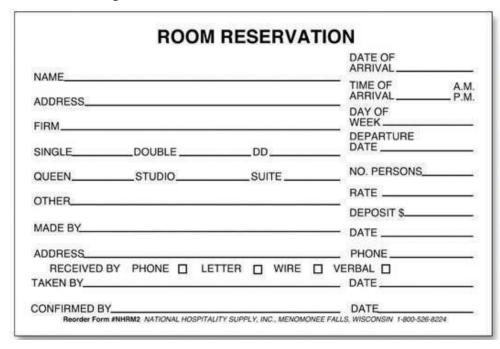


Fig 5.4.1.3- Reservation form

• Then invite the student to the board and ask them to try filling the form.

- Field Visit 🐧



• Take the students to the local hotels and show them the reservation systems.

Practical



- Show a sample Guest registration card.
- Teach them how to fill it.
- Ask the students to practice how to fill a GRC themselves.











6. Follow Check – In Procedure And Allot Room

Unit 6.1 – Types of Rooms

Unit 6.2 - Rooms Allotment

Unit 6.3 – Property Management System





Key Learning Outcome

After attending this session, you will be able to:

- 1. List different types of hotel rooms
- 2. Identify which room type suits which guest
- 3. Explain the room allotment process
- 4. Examine how to deal with difficult situations which arise while allotting rooms
- 5. Explain the property management system

Unit 6.1: Types of Rooms

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. List the different types of hotel rooms.
- 2. Identify which room type suits which guest.

Unit 6.1.1: Types of Rooms

Resources to be used



- White Board
- Marker
- **Audio Visual Aids**



Ask the students the purpose of having different types of rooms

Say 🚂



Briefly tell the students about the different types of rooms

Explain



- Show the different types of rooms with help of a PowerPoint presentation
- Explain the furnishings of different rooms.





Twin Bedded Room



Double Room



Fig 6.1.1.1- Types of hotel rooms

- Field Visit



Take the students to a star property and show them the categories of rooms.

Activity 2



- Ask students to collect pictures of different types of rooms in a hotel.
- Let them paste the pictures and make an album.

Unit 6.2: Rooms Allotment

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Explain the room allotment process
- 2. Examine how to deal with difficult situations which arise while allotting rooms.

Unit 6.2.1: Rooms Allotment

Resources to be used



- White Board
- Marker
- Arrival register



- Ask the students what are the different points that needs to be kept in mind during room allotment.
- Ask them how to handle a disabled guest



- Explain how to handle guest requests and complaints.
- Teach the students how to allot the rooms on guest preference.
- Which type of room to be given for couple, aged people, sick guests, disabled and so on.
- The order of room allotment like guaranteed booking, wait listed, walk ins.
- Explain different types of room bookings.

Activity



- Give the students the task of room allotment.
- Ask the students to draw the format of arrival register.

Unit 6.3: Property Management System

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

1. Explain the property management system

Unit 6.3.1: Property Management System

Resources to be used



- White Board
- Marker
- **Property Management System**



Ask the students if they know how to operate a computer.



- Teacher has to give facts and figures like this- A report suggests that hotels are fast adopting cloud technology like property management systems. 34% of hoteliers use property management software while 25% use pen and paper, 9% use reservation software alone, 8% use custom-built software and 16% have no system in place. The graph highlights that independent hotels make up the majority of PMS buyers.
- Explain the importance of the property management system in front office.
 - o Guest's first impression
 - Streamlined check in and checkout
 - o Clear communication
 - No double bookings
 - o Focus on your guests
- Tell them the names of the different PMS software used in Front Office.
 - o Cloud beds. Cloud beds' reservation system
 - o eZee Frontdesk by eZee Technosys. eZee Frontdesk's dashboard
 - o Frontdesk Anywhere
 - o Hotelogix PMS by Hotelogix

- Maestro PMS
- MSI CloudPM by MSI
- o OPERA Property Management System (PMS) by Oracle
- RDPWin

Unit 6.3.2: Arrivals and Check-in's

Resources to be used 💇



- White Board
- Marker
- **Property Management Sysstem**



- Explain the students the step by step procedure of checking the next day arrivals with the help of Property Management system
- From the main menu, select Front Desk
- Select Arrivals
- You will get the Arrival screen.
- Various fields will be seen for making your search of arriving guest easier.
- Now enter the search information into the appropriate field.
- Use 'clear' feature for new search.

Activity



Invite few students and ask them to prepare the arrival list

Unit 6.3.3:Checking in a guest

Resources to be used



- White Board
- Marker
- Propert Management System software

Steps



- Explain the students the step by step procedure to check-in a guest
- From the main menu, select Front Desk and Arrivals.
- Select Arriving guest.
- You will get the Arrival screen.
- Select 'edit' if you need to change in room type, check-out date, etc.
- Then select check-in.
- 'Payment method' screen appears, room number automatically appears if not available it will remain blank.
- Next click the option of payment, if its credit or debit card.
- Enter card no. and expiry date, then select ok.
- If print out is required, click in 'yes' option for print.
- Explain the students the different modes of payment
- Tell the students how to make reservations, room allotment and guest in on PMS software.

Activity



• Write the flow process of check – in procedure.

- Exercise



• Ask the students to write the answers for the exercise given in participant handbook.









7. Attend to Guest Queries

Unit 7.1 - Concierge Services

Unit 7.2 – Guest Amenities and Facilities



THC/N0107

Key Learning Outcome

After attending this session, you will be able to:

- 1. Explain the importance of concierge services
- 2. Explaine the concierge services
- 3. Explain the job description of a concierge
- 4. Discuss various amenities and facilities available in hotels

Unit 7.1: Concierge Serivces

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Discuss the importance of concierge services
- 2. Explain the concierge services
- 3. Explain the job description of a concierge

Unit 7.1.1: Concierge Services

Resources to be used



- White Board
- Marker
- Audio- Visual
- Pamphlets of Sight Seeing



- Ask them the places of interest in their city.
- Ask the students if they have seen a concierge in hotels.



- Teacher has to brief the activities performed by the concierge desk.
 - o facilitate travel
 - o improving hospitality
 - o assisting visitors
 - o keeping patrons informed
 - o guest services like arranging parties, trips, conventions, etc.

Activity



- Invite few students to plan a local sightseeing trip.
- Invite the students to make necessary arrangements for a conference.

Unit 7.2: Guest Amenities and Facilities

- Unit Objectives 🧖



At the end of this unit, students will be able to:

1. Discuss various amenities and facilities available in hotels

Unit 7.2.1: Guest Amenities and Facilities

Resources to be used



- Audio- Visual
- Chart
- **Guest Room**



- Go to the class with samples of guest amenities.
- Explain the meaning of `amenities.
- Then tell the difference of amenities placed in VIP, VVIP and ordinary rooms.
- List the guest amenities and facilities provided in star hotels.

Amenities (Standard)

Amenities (Executive)

Towel

Bath towel

Bath robe, shaving lotion, mini bar, etc.

- Slippers
- Toothbrush
- Shaving razor
- Hairbrush
- Hair band
- Cotton swab
- Negative ion hairdryer
- Sleepwear
- Shampoo, conditioner, body soap, and hand soap bottles also available.
- Explain the various recreational activities provided to the guests.

Activity



Ask the student to setup the model guest room with the guest amenities.

- Notes for Facilitation 壃



- List down the facilities provided in a 5-star hotel on the white board.
 - o Airport Transfer
 - o 24-hour Room Service
 - o Business Centre
 - o Free Wi-Fi up to 500MB/day
 - o Executive Lounge
 - o Executive Floor
 - o Ladies floor
 - o Conference Centre
 - o Executive Health Centre (gym, sauna and swimming pool)
 - o Car Rental Service
 - o Free Parking
 - o Laundry / Dry Cleaning
 - o Complimentary Daily Local Newspaper
 - o Shoe Polishing machine
 - o Foreign Exchange
 - o Baby Sitting / Child Care
 - o Medical facilities (doctor on call)











8. Communicate with Customers and Colleagues

Unit 8.1 – Introduction to Communication

Unit 8.2 – Communicating with the Team

Unit 8.3 – Communicating with Guest





Key Learning Outcome

After attending this session, you will be able to:

- 1. Explain the importance of clear communication
- 2. Discuss different aspects of communication
- 3. Explain how to communicate with the team
- 4. Explain the difference between inter-departmental and interpersonal communication
- 5. Explain the importance of guest interaction
- 6. Tell how to communicate with guests on various occasions

Unit 8.1: Introduction to Communication

- Unit Objectives 🧖



At the end of this unit, students will be able to:

- 1. Explain the importance of clear communication.
- 2. Discuss different aspects of communication.

Unit 8.1.1: Introduction to Communication

Resources to be used



- White Board
- Marker
- Audio-Visual
- Signs and symbols chart

- Ask the students how do they communicate in the absence of sound.
- Show some colors and ask them what they indicate.

Activity



- Divide the students into two groups.
- Make the students form a circle of their own group members.
- Give a verbal message to the first student and check if the same message is delivered by the last student.
- Give different messages in the two different groups.
- Make them understand the importance of right method of communication.

Demonstrate 🗔



Show them the traffic signs and various other symbols through audio visuals.



Fig 8.1.1.1- Various traffic signs

Then invite the student to the board and ask them to try filling the form.



- Explain the importance of communication in a work spot.
- Brief about the skills required to communicate in a successful manner.
 - o Be complete
 - Be concise
 - Be considerate
 - Be accurate
 - o Be courteous
 - o Be appropriate
- Explain Inter and Intra departmental communication.

Unit 8.1.2: Aspects of communication

Resources to be used



- White Board
- Marker
- Audio-Visual
- Signs and symbols chart



Ask the students the meaning of communication.



Show them a silent comedy movie and check if they are able to understand the message.

Exercise



- Teacher has to elaborate the verbal and non-verbal aspects of communication.
- Verbal communication encompasses any form of communication involving words, spoken, written or signed.
- The conversation we have with our coworker at lunch, the morning news or the sports page we read in the morning--even the text message you send to your spouse telling him to pick up some milk is a form of verbal communication.
- Non-verbal communication includes body language, such as gestures, facial expressions, eye contact and posture.
- Touch is a non-verbal communication that not only indicates a person's feelings or level of comfort but illustrates personality characteristics as well.

Explain about the various gestures used in communication.

A firm handshake or warm hug indicates something very different than a loose pat on the back or a timid handshake does. The sound of our voice, including pitch, tone and volume are also forms of nonverbal communication.



Display a chart showing the various signs and symbols.

Unit 8.2: Communicating with the Team

Unit Objectives 6



At the end of this unit, students will be able to:

- 1. Explain how to communicate with the team
- 2. Explain the difference between inter-departmental and interpersonal communication

Unit 8.2.1: Communicating Within the Team

Resources to be used



- White Board
- Marker
- Audio-Visual



Ask the students the various methods of communicating effectively within a group of members.

Activity



- Give them a message and ask them to pass it in their group using any mode of communication.
- Conduct a group discussion on a given topic.



- Explain the students the importance of communication between the departments in the hotel.
- Discuss on inter-personal communication and their advantages.

Notes for Facilitation



List down the points to be kept in mind while dealing with guest demands on the white board.

Unit 8.3: Communicating with Guest

- Unit Objectives 🧐



At the end of this unit, students will be able to:

- 1. Explain the importance of guest interaction.
- 2. Tell how to communicate with guests on various occasions.

Unit 8.3.1: Communicating with the Guest

Resources to be used



- White Board
- Marker
- Audio-Visual



- You should ask each student to tell one point on do's and don'ts when communicating with the guest.
- Discuss with the students about how to build a cordial relationship with the guest.

Activity



- Ask the students to form three groups and enact the following tasks:
- **Expressing Thankfulness to the Guest**
- Saying "No" to the Guest
- Agreeing Disagreeing with the Guest

Summarize | 2



- The points to be borne in mind while speaking to guests.
- Summarize the do's and don'ts when dealing with guest problems.
- Be a good listener
- Solve guest problems at the soonest possible
- Inform that you are trying to find a solution
- Give a memorable solution
- Don't make the guest feel like an imposition

Unit 8.3.2: Greeting the Guest

Resources to be used



- White Board
- Marker
- Audio- Visual

Ask

- Ask if they know what to be done when you meet someont first time
- Ask if they know how to wish the guest in any other foreign language

Demonstrate



Show through audio visuals how to wish and greet the guests.

- Display a chart showing the right way to wish the guests according to the time of the day.
- Good afternoon between noon and evening
- Good evening in the evening
- Good day any time, but it feels old-fashioned
- Good night never means "hello", always "goodbye"

Unit 8.3.3: Asking Questions to the Guest

Resources to be used



- White Board
- Marker
- Audio-Visual
- Grammar book

- Ask if the students know what sentence they will use to offer a help.
- How many question words they know like what, where, when, etc.





Make the students prepare a guest feedback form.

Elaborate



The teacher must describe about the usage of question words and their usage in communication.

Who

Use this word to ask questions about people. In this example, "who" serves as a direct object.

Who is waiting?

What

Use this word to ask about things or actions in object questions.

What do you like to eat for dessert?

When

Use this word to ask questions about time-related events, specific or general.

When do you like going out?

Where

This word is used to ask about location.

Where do you live?

This word can be combined with adjectives to ask questions about specific characteristics, qualities and quantities.

How are you?

Unit 8.3.4: Expressing Thankfulness to the Guest

Resources to be used



- White Board
- Marker
- Audio-Visual



Ask if they know how to thank anyone.

Activity



- Invite students to write few sentences on expressing gratitude
- Write on the board how you would respond for the above expressions
- Display on the white board and brief them on the various expressions and responses for thanking the guest
 - o Thank you
 - Thanks
 - Thanks a lot
 - o Thank you very much
 - o Thank you. That's very kind of you
 - o Thank you. You're so helpful
 - o Thanks for your kind words
 - o Thank you for coming here today
- Make them repeat this to each other

Unit 8.3.5: Saying 'No' to the Guest

Resources to be used



- White Board
- Marker
- Audio- Visual



- Ask students how to refuse if any help is asked from them
- Ask the students for what situations they can refuse to help the guest

Exercise 🔯



- Make the students write few sentences on denial of a request.
- Ask students to role play on different situations related to guest.

Notes for Facilitation



- Provide them the expressions for denying politely for unreasonable/unethical demands of guests.
- Teacher will have to teach them like saying

- 'we do agree, but the hotel's policy doesn't allow us'
- 'You are absolutely right sir, but the management doesn't allow'
- Sorry I'm a little busy will get in touch with you later'

Unit 8.3.6: Agreeing –Disagreeing with the Guest

Resources to be used



- White Board
- Marker
- Audio-Visual



Ask the students to follow the video on handling situations, at the end of the session question the students related to it.



- Explain the students how to acknowledge a guest request for an excellent guest service.
- Brief them the expressions of disagreement.











Follow Gender and Age Sensitive Practices

Unit 9.1 – Age and Gender Specific Customer Services

Unit 9.2 – Safety and Security Services Available





Key Learning Outcome

After attending this session, you will be able to:

- 1. Discuss how to deal with elderly people and children
- 2. Discuss how to deal with women guests
- 3. Follow the basic safety measures in case of emergencies
- 4. Discuss the security services available in an organization

Unit 9.1: Age and Gender Specific Customer Services

Unit Objectives 6



At the end of this unit, students will be able to:

- 1. Discuss how to deal with elderly people and children
- 2. Discuss how to deal with women guest

Unit 9.1.1: Dealing with Elderly People and Children

Resources to be used



- White Board
- Marker
- Audio Visual



- Ask the students the ways to help the old age people in the hotel
- Ask the students how to deal with an illerate guest

Activity



Ask them to make a chart about techniques to manage the children in the hotel.



- Tell the students and educate them about various ways to help them handle children and elderly guests.
- Explain about babysitting service offered by the hotel.



Show pictures about indicators telling the necessary facilities available for elderly guests and children.





Fig 9.1.1.1 - Various leisure arrangements

Unit 9.1.2: Dealing with Women Guests

Resources to be used



- White Board
- Marker
- Audio Visual
- Charts

• Ask students if they know about the proper etiquette towards women guests

Say



- Explain the tactics of greeting and handling women guests.
- Women should be greeted first.
- The menu to be given to the women first, then to others.
- Food service also to be given priority to the ladies.
- Maintain a fair distance when talking to a woman.
- Pregnant ladies to be given choice of food.
- Explain how to deal with single lady traveler and how the rooms should be assigned.

Tip



- Ask the student take special care towards expectant woman.
- Students should be told to maintain proper distance while speaking to a women guest.
- The right body language to be maintained while interacting with the women guest.
- Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you.
- Well-lit public areas such as lobby, bars etc.
- Valet parking services are available to avoid the need of a woman to enter the parking lot.
- Assigning rooms closer to the elevator.
- If a woman traveler is not assigned a room on the special executive floor, hotels most often on request, upgrade her accommodation to that floor without an increase in room rate. The floor is staffed almost 24 hours a day with a concierge.

Unit 9.2: Safety and Security Services Available

- Unit Objectives 🧖

At the end of this unit, students will be able to:

- 1. Follow the basic safety measures in case of emergencies.
- 2. Discuss the security services available in an organization.

Unit 9.2.1: Safety Measures: Fire

Resources to be used



- Audio Visual
- Fire extinguishers.
- Fire Alarms.
- First Aid Kit

- Ask students what steps to be taken in case of fire
- Ask them if they have seen a fire extinguisher



- Explain the causes of a fire.
- Explain different types of fire.
- Explain standard operating procedure in handling fire incidence in the hotel.
- Explain the evacuation procedure in case of fire in the hotel.

Demonstrate 🛱



- Invite a fire drill and show them how to fight fire.
- Teach the steps to operate a fire extinguisher.
- Show them how to escape and save the guest if there is a fire in the hotel.

Activity 2



Make the students do a role play on how to act during a fire accident and help the guests in assembling in the assembly area by using the fire exit.

Field Visit



Visit to a five-star property and show the students about the safety measures planned in a hotel.



Show the students fire symbols and the different types of fire and the extinguishers.

Unit 9.2.2: Safety Measures: Terrorism

Resources to be used



- Audio Visual
- First Aid Kit



- Ask the students if they could identify a common man/ terrorist.
- Ask them to list down the different types of threats.



- Explain the general safety guidelines to be followed to ensure guest safety.
- Explain the safety and security equipments used in hotels.
 - o Smoke detectors.
 - o Fire extinguishers.
 - o Sprinkler systems.
 - o CCTV cameras.
 - o Carbon monoxide detectors.
 - Danger and safety instruction signs.
 - Fire Exit







Fig 9.2.2.1- Various safety measures and methods

Demonstrate



- Show them movies made on terror attacks, like 9/11 Fahrenheit, the movie on TAJ Mumbai.
- Visit to a five-star property and show the students about the safety measures planned in a hotel.

Unit 9.2.3: Safety Measures: Earthquake

Resources to be used



- Audio Visual
- First Aid Kit



- Ask the students if they have encountered an earthquake.
- What are the symptoms of an earthquake and what would be their immediate action.

Say



- Explain the general safety guidelines to be followed to ensure guest safety during earthquake.
 - o Drop down; take cover under a desk or table and hold on.
 - Stay indoors until the shaking stops and you're sure it's safe to exit.
 - o Stay away from bookcases or furniture that can fall on you.
- Explain the safety measures taken by hotels to be safe during earthquake.



EARTHQUAKE SAFETY



Fig 9.2.3.1- Safety during earthquake



Give them points to be followed during earthquake, Trapped under debris, indoors and outdoors

Unit 9.2.4: Safety Measures: Tsunami

Resources to be used 💇



- Audio Visual
- First Aid Kit



- Ask the students if they know the effects of Tsunami.
- What are the symptoms of Tsunami and how would they react.

Demonstrate



Show an audio visual on the Tsunami affected areas.

Explain



- Explain to the students the steps taken by the government to alert the people before the Tsunami
- Explain the measures taken by hotels to manage the impact of tsunami.



Give them points to be followed after Tsunami attack.

Unit 9.2.5: Security Services

Resources to be used



- Audio Visual
- Symbols of fire safety
- Fire Extinguisher



What do they mean by the word Security?

Explain 🗓



- Explain the safety and security measures taken by the hotel.
- Explain how to react during emergency situations.

Demonstrate



- Show a demo to the students on how to handle a Fire Extinguisher with the help of a fire drill.
- Teacher will show how to extinguish fire of all class.

Activity



Show to the students a video on different surveillance systems used in the hotels.



Display of various sign and symbols used for safety and security.











10. MaintainCustomer-CentricService Orientation

Unit 10.1 – Customer Centric Orientation for Quality Assurance





Key Learning Outcome

After attending this session, you will be able to:

- 1. Discuss the Standard Operating Procedure
- 2. Describe customer satisfaction
- 3. Explain how to handle complains

Unit 10.1: Customer Centric Orientation for Quality Assurance

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Discuss the standard operating procedure
- 2. Describecustomer satisfaction.
- 3. Explain how to handle complains

Unit 10.1.1: Standard Operating Procedure (SOP)

Resources to be used



- White board
- Marker

Explain 🕎



- Explain the importance of SOP.
- o SOP means Standard Operating Procedure for Hotels.
 - o Standard operating procedures (SOPs) are step-by-step instructions that act as guidelines for employee work processes.
 - o New employees at new locations can uphold your reputation by using the SOPs to replicate the products and services provided at your original place of business.
 - o Managers can use the SOP framework to develop target ranges and make assessments of individual performance.

Example



Give Standard Operating Procedure of few star properties.





Give handouts on SOP of front office department.

Unit 10.1.2: Achieving Customer Satisfaction

Resources to be used



- White board
- Marker
- Participant Handbook

Explain



- Explain to the students the diplomatic way of achieving customer satisfaction.
 - o communicating with guest
 - o well trained staff to solve problems
 - o prompt service
 - o Guest is God and always right
 - o have solutions instead of dead ends
 - o customer feedback forms



Invite a student to do a role play of the receptionist to pacify an angry guest.

Unit 10.1.3: Handling Customer Complaints

Resources to be used



- White board
- Marker

- Ask the student the various reasons og guests complaints.
- Ask the students different types of guest's complaints
- Ask the students how to handle guest complaints.

Explain



Explain to the students the step by step procedure while handling guest complaints.

Listen and Understand

o First, always listen to the customer. Take the time to listen and truly understand what is driving their concern.

Empathize

o Once you have listened to their concern immediately empathize with their position to create a bond between you and the customer so that they know you have heard their concern and are going to work with them to resolve the issue.

Offer a Solution

o Offer a solution to their problem. In this regard, always focus on what you can do as opposed to what you cannot.

Execute the Solution

o Solve their problem be it with their originally requested resolution or an alternative you have proposed.

Follow-Up

o Once you have gone through the first four steps, make sure to follow-up with them to make sure that they are satisfied with the solution and that you have taken care of their concern.

Notes for Facilitation



Give the student the phrases to be used when apologizing to the guest.











11. Perform Cashiering Activities

Unit 11.1 - Revenue Management System (RMS)



THC/N0110

Key Learning Outcome

After attending this session, you will be able to:

- 1. Analyze the revenue management system
- 2. Explain the methods of payment
- 3. List the functions of a cashier
- 4. Identify who is a night auditor
- 5. Examine yield management

Unit 11.1: Revenue Management System (RMS)

– Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Analyze the revenue management system
- 2. Explain the methods of payment
- 3. List the functions of a cashier
- 4. Identify who is a night auditor
- 5. Examine yield management.

Unit 11.1.1: Revenue Management System

Resources to be used



- Audio Visual room
- Whiteboard
- Marker & Duster
- Chart



- Ask the students about the products that could be sold to the guest in hotel.
- Ask the students about demand and supply.

Explain 🕎



Session 1:

Methodology:

- The trainer should invite a student to the board and ask to list the different department of the hotel.
- He should invite another student and ask him /her to circle the department which provides money to the hotel with red color marker.
- Now the trainer tells the students the hotel revenue management means.
- Hotel Revenue Management is about becoming the architect of your own fortune. A hotel room is a perishable product, since the number of hotel rooms is limited. As a result, customer satisfaction and pricing remain the most important dynamic variables, which are subject to Hotel Revenue Management.

Session 2:

Explain the qualities a revenue manager in order to promote sales.

Methodology:

- The trainer tells the student, who is a revenue manager?
- In hotels the mission of the revenue manager is to implement revenue management strategies and processes, in order to optimize and maximize its revenues. At some point, revenue management started out as a in charge of reservations.
- The trainer invites a group of students and divides them into different managers of revenue department.
- Now tells them the following situation.
- The Hotel Royal Leela is in Loss. It is one of the star property in Delhi city.
- The trainer invites the team to promote the hotel and methods to increase the revenue.
- The trainer must quote few examples.
- E.g.: Advertisement showing discount for honeymoon couples.
- Free sightseeing, one night stay etc.





Fig 11.1.1.1- Promotional offers



Give the abbreviation of RMS.

Unit 11.1.2: Methods of Payment

Resources to be used



- Whiteboard
- Marker & Duster
- Credit Card and Debit Card.
- Traveler's cheque and Personal Cheque.
- Computer system with internet.

Ask



- Ask the students the different modes of bill settlement.
- Ask the students the difference between debit and credit card.

Explain



Explain the difference between Debit card and Credit card.

· Elaborate



- Invite the student and asks him /her to whether they have a debit card or ATM card.
- Now ask the student the details found in the debit card.
- Invite a student to the white board to list the details.
- Details such as: Name of the card holder, type of card, date of issue, date of expiry, digital signature,
- Explain the difference between Debit card and credit card







Fig 11.1.2.1- Payment through cards

	Debit Card	Credit Card
Transaction Limit	Associated with your bank account number	Work as a short term borrowing equipment
Repayment requirement	No repayment required	Repayment of used fund within stipulated period
Penalty	No penalty	Interest after due date and penalty on repayment
Credit score	Does not impact credit score	Over dues, non payment and dues settlement can negatively impact the credit score
EMI facility	You can't buy items on EMI	Transaction limit

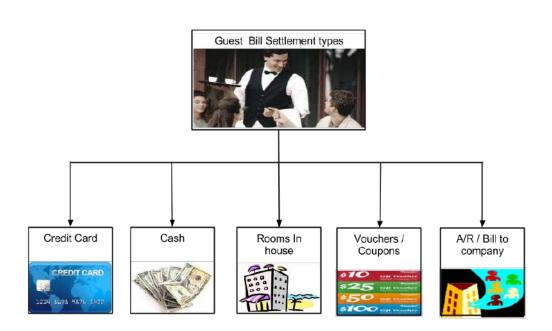
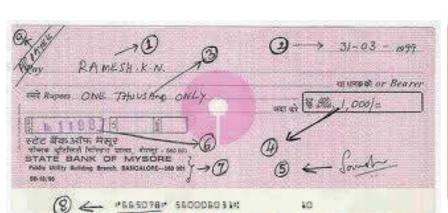


Fig 11.1.2.2- Payment types

- Explain the different modes of payment used by the guest in a hotel
- The mode of payment refers to the various methods of payment by which the guest can pay his/her bills in the hotel. Whenever guests check into a hotel, he/she has to make clear about the mode of payment at the time of registration.
- When the guest check-out of the hotel, they pay the bills by cash or credit card. The different methods of payment of bills are:
 - 1. Cash
 - 2. Credit card
 - 3. Travelers cheque
 - 4. Travel agent/Airlines voucher
 - 5. Company account (bill to company)
- **1. Cash:** Cash is simple and instant mode of payment of the services used by the guests. Cash may be in local or foreign currency. The bill is presented by the cashier and the payment is done on hand.
- 2. Credit card: It is a small card issued by the banks to its valuable customers that authorizes the person named on it to charge services to his/her account. There are many kinds of credit cards such as master card, visa card, euro card, American express card etc.
- **3. Travelers cheque:** It is a cheque issued by any bank to the travelers in exchange of the cash. It is another form of cash.
- **4. Company account:** The related company of a guest may pay the bills in this method.

PERSONAL CHEQUE



TRAVELERS CHEQUE



TRAVEL AGENCY VOUCHER



Payment methode: Payment to the Hotels mentioned above will be settled by Tuan Linh Trauel Co., Ltd. Note*: Please show this voucher to the receptionist when you check in the hotels.

Tuan Linh Travel's contact: Haso (bead office) Tel: (84 – 4) 9877543 Fax: (84 – 4) 36362661 Emergency: 0904966994 Rodhiminh du

BILL TO COMPANY VOUCHER



Fig 11.1.2.3- Samples of payment options





Acknowledged by

TVAN UND TRAVEL

Thu Hien Ms. Tour Operator (0903.485859)

- Divide the students into 5 groups and asks each group to make a sample on different modes of payment.
- Display the same and discuss in the class.





Show samples of Traveler's cheque, Personal cheque, Travel agency voucher, bill to company letter, foreign currency, Debit card & Credit Card.

Unit 11.1.3: Functions of a Cashier

Resources to be used



- Whiteboard
- Marker & Duster
- Audio visual
- Cash book
- Display board on Foreign Currency Rate.

- Who is a cashier?
- What is the role of cashier?

Explain



Session 1

Methodology

The trainer first briefs to the students the role of a cashier

FRONT OFFICE CASHIER



- > He is responsible to post all guest charges and credit into their respective folios.
- Settle all guest bills during guest departure.
- Encash foreign exchange as per regulations.
- Disburse petty cash to hotel staff and authorized paid outs.
- > To have control on safety lockers.
- > Receive and hold in safe custody all cash payments made by guests till the account is
- To maintain records and to prepare cashiers report.



CASHIER

Fig 11.1.3.1- Cashiering services

Role Play



- Invite 5 to 6 students
- Ask 4 /5 students to act as guest (check in guest, check out guest, walkin guest ,etc)
- One as a cashier
- The trainee visualizes the situation and therefore they would be able to analyse the function of cashier

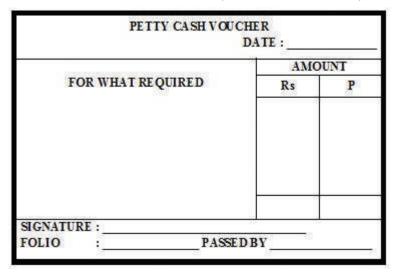


Fig 11.1.3.2- Sample voucher

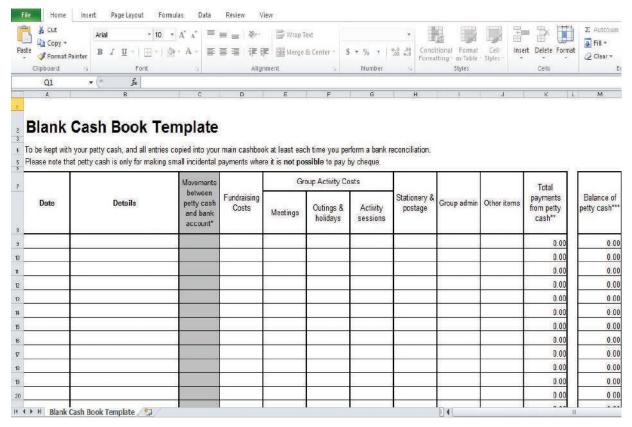


Fig 11.1.3.3- Sample cash book

Demonstrate



Show audio visual on operating the accounting software system.

Activity



- Make the students prepare a cash book.
- Give them some data in foreign currency and make them calculate in Indian currency.

Unit 11.1.4: Night Auditor

Resources to be used



- Whiteboard
- Marker & Duster
- Audio visuals
- Cash book
- Display board on Foreign Currency Rate.

Ask (as

- Ask the student who is a night auditor
- Can a Night auditor perform the job of a Housekeeper?

Demonstrate



• Show audio visual on operations of a Night auditor.

Explain



- Explain the different types of vouchers.
- Educate them on the duties and responsibilities of a Night auditor.
- Explain the different reports generated by the night auditor.

Activity



Ask the students to prepare a Trial Balance.

Unit 11.1.5: Yield Management

Resources to be used



- Whiteboard
- Marker & Duster
- Audio visuals

- Ask lask

- Ask the students what are ways to promote sales in your hotel?
- Ask the students does discount increase the sale of a property?
- Ask the students different tactics to follow to increase revenue during peak season and lean season.
- Ask the students different statistics used to measure the efficiency of a hotel.

Video:

- The trainer shows to the students few videos related to yield management.
- Ask the students what did they come to know about it?
- Now brief to the student the concept of yield management.

Explain



Explain the benefits of yield Management.

Session 1:

- The trainer delivers to the students the benefits of it
 - Higher Profit from Different Customer Types
 - o Increased Perception of Value
 - o Increased Brand Loyalty
 - o Efficient Use of Low-Profit Commodities

Session 2:

- Explain the student's different tactics to follow to increase revenue during peak season and lean season.
- The trainers show few links for the above to make the students understand better.

Session 3:

Explain the student's different statistics used to measure the efficiency of a hotel.





Make the students calculate RevPAR, Average daily rate, Daily occupancy percentage.





Display charts on formulas to calculate yield management.





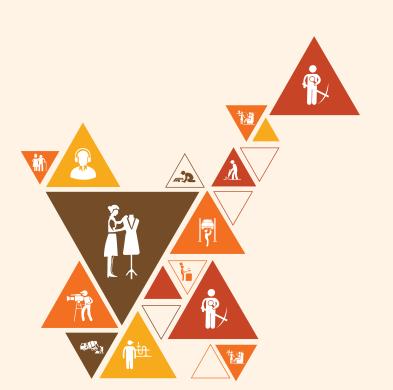






12. Maintain IPR of Organisation and Customer

Unit 12.1 – Intellectual Property Rights (IPR)





Key Learning Outcome

After attending this session, you will be able to:

- 1. Explain what is patent
- 2. Explain what is IPR
- 3. Discuss the importance of IP

Unit 12.1: Intellectual Property Rights (IPR)

- Unit Objectives 🏻 🏻

At the end of this unit, students will be able to:

- 1. Evaluate the concept of IPR laws
- 2. Analyse the importance of patent

Unit 12.1.1: Patents and IPR laws

Resources to be used



- White Board
- Marker & Duster

- How does a hotel become familiar among the public?
- Ask the students if all the hotels provide the same type of service and food.

Explain

Explain patency and its importance in hotels.

Session 1:

Explain the students and make them understands the meaning better

Limited legal monopoly granted to an individual or firm to make, use, and sell its invention, and to exclude others from doing so. An invention is patentable if it is novel, useful, and non-obvious. To receive a patent, a patent application must disclose all details of the invention so that others can use it to further advance the technology with new inventions.



Fig 12.1.1.1- Concept of IPR

Session 2:

Explain to the students the meaning of IPR



Fig 11.1.1.2- Types of IPR



Make the students find out the patent products of chain properties.



Quote few examples of patent products of hotels.

Unit 12.1.2: Importance of IPR Protection

Resources to be used

- Whiteboard
- Marker & Duster
- Participant Handbook





• Ask the students the abbreviation for IPR.

- Explain 🎹



- The trainer can invite an advocate from outside and ask him to explain the below mentioned points.
- The students will have interactive session
- Explain the importance of IPR protection
- Explain the result of a non protected IPR
- Explain the responsibilities of the individual to protect IPR



Ensure that the students have the Participant handbook.











13. Maintain Safety at Work

Unit 13.1 – Safety and Security at Work Place





Key Learning Outcome 💆

After attending this session, you will be able to:

- 1. Explain how to handle stressful situations
- 2. Discuss the basics of security
- 3. Demonstrate first aid

Unit 13.1: Safety and Security at Work Place

– Unit Objectives 🌀

At the end of this unit, students will be able to:

- 1. Explain how to handle stressful situations
- 2. Discuss the basics of security
- 3. Demonstrate first aid

Unit 13.1.1: Handling Stressful Situation

Resources to be used



- Whiteboard
- Marker & Duster
- Participant Handbook

Ask the student to quote few examples on stressful situation.

Activity



Session 1:

- The trainer will show a video to the students how to handle bomb threat
- Invite a student, ask him to tell the step by step procedure to handle it

Explain



- Explain the points to be kept in mind to handle stressful situation:
 - o Engage in relaxation techniques
 - o Helth, nutrition and exercise
 - o Goal planning
 - o Take a "breath break"

Give a handout on managing emergencies

Unit 13.1.2: Basics of Security

Resources to be used



- Whiteboard
- Marker & Duster
- Participant Handbook
- Audio visuals



Ask the student about the safety and security measures taken for guests in hotels.

Role Play



Teacher along with students will do a role play on a bomb scare call.

Explain



The trainer can explain the safety and security measures with the help of the video to make the student understand better

Activity



- Make the students write an incident report on a drunkard guest.
- Make the students write an incident report of guest death in a hotel.



Give a handout on managing emergencies.

Unit 13.1.3: Administering First Aid

Resources to be used



- Whiteboard
- Marker & Duster
- Audio visuals
- First Aid box

Ask

- Ask students what is first aid?
- Ask the students how to give First aid if anyone is bleeding
- Ask the students what are the contents of a First aid kit
- Ask students the duties and responsibilities of a first aider



Make a model of a first aid Box.

Demonstrate 🔄



Call a physician for an interactive session on First aid and its application on emergencies.



Fig 13.1.3.1- First Aid box





List the various security and safety measures taken by hotels to ensure guest and staff safety.



Fig 13.1.3.2- Hotel security

Role Play 💆



Make the students to do a role play on handling a guest with a fracture.

TREATMENT OF FRACTURES

- · Use of splints.
- Use of casts.
- Braces are also used.
- Surgery is often used when there is need for alignment;
 - · Closed reduction and casting;
 - Invasive procedure carried out by orthopedic surgeon in which pins, metals might be inserted to hold the bones in proper alignment until bone heals.
 - Open reduction;
 - Invasive procedure also carried out by orthopedic surgeon.



Display various charts on First Aid and medical emergencies.









14. Employability and Entrepreneurship Skills

Unit 14.1 – Personal Strength and Value Systems

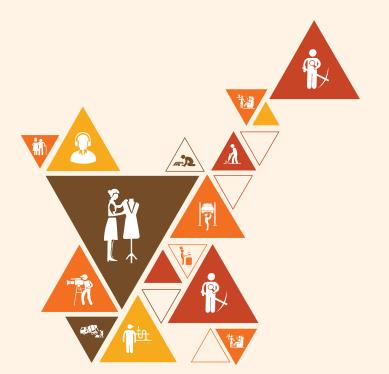
Unit 14. 2 - Digital Literacy: A Recap

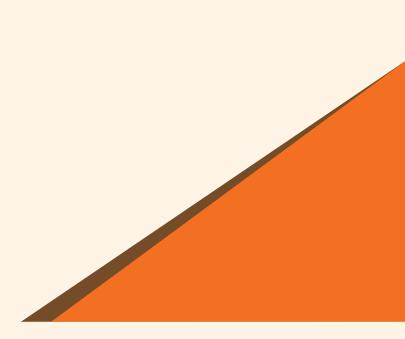
Unit 14. 3 – Money Matters

Unit 14.4 – Preparing for Employment and Self-Employment

Unit 14.5 – Understanding Entrepreneurship

Unit 14. 6 – Preparing to be an Entrepreneur





Key Learning Outcome

- y Learning Outcome
- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Understand the purpose of Swacch Bharat Abhiyan
- 6. Discuss tips to prevent common health issues
- 7. Explain the meaning of hygiene
- 8. Understand the purpose of Swacch Bharat Abhiyan
- 9. Explain the meaning of habit
- 10. Discuss ways to set up a safe work environment
- 11. Discuss critical safety habits to be followed by employees
- 12. Explain the importance of self-analysis
- 13. Understand motivation with the help of Maslow's Hierarchy of Needs
- 14. Discuss the meaning of achievement motivation
- 15. List the characteristics of entrepreneurs with achievement motivation
- 16. List the different factors that motivate you
- 17. Discuss how to maintain a positive attitude
- 18. Discuss the role of attitude in self-analysis
- 19. List your strengths and weaknesses
- 20. Discuss the qualities of honest people
- 21. Describe the importance of honesty in entrepreneurs
- 22. Discuss the elements of a strong work ethic
- 23. Discuss how to foster a good work ethic
- 24. List the characteristics of highly creative people
- 25. Discuss the benefits of me management
- 26. List the traits of effective me managers
- 27. Describe effective me management technique
- 28. Discuss the importance of anger management
- 29. Describe anger management strategies
- 30. Discuss tips for anger management
- 31. Discuss the causes of stress
- 32. Discuss the symptoms of stress
- 33. Discuss tips for stress management
- 34. Identify the basic parts of a computer

- 35. Identify the basic parts of a keyboard
- 36. Recall basic computer terminology
- 37. Recall the functions of basic computer keys
- 38. Discuss the main applications of MS O office
- 39. Discuss the benefits of Microsoft Outlook
- 40. Discuss the different types of e-commerce
- 41. List the benefits of e-commerce for retailers and customers
- 42. Discuss how the Digital India campaign will help boost e-commerce in India
- 43. Explain how you will sell a product or service on an e-commerce platform
- 44. Discuss the importance of saving money
- 45. Discuss the benefits of saving money
- 46. Discuss the main types of bank accounts
- 47. Describe the process of opening a bank account
- 48. Differentiate between fixed and variable costs
- 49. Describe the main types of investment options
- 50. Describe the different types of insurance products
- 51. Describe the different types of taxes
- 52. Discuss the uses of online banking
- 53. Discuss the main types of electronic funds transfers
- 54. Discuss the steps to prepare for an interview
- 55. Discuss the steps to create an effective Resume
- 56. Discuss the most frequently asked interview questions
- 57. Discuss how to answer the most frequently asked interview questions
- 58. Discuss basic workplace terminology
- 59. Discuss the concept of entrepreneurship
- 60. Discuss the importance of entrepreneurship
- 61. Describe the characteristics of an entrepreneur
- 62. Describe the different types of enterprises
- 63. List the qualities of an effective leader
- 64. Discuss the benefits of effective leadership
- 65. List the traits of an effective team
- 66. Discuss the importance of listening effectively
- 67. Discuss how to listen e effectively
- 68. Discuss the importance of speaking effectively
- 69. Discuss how to speak effectively
- 70. Discuss how to solve problems
- 71. List important problem solving traits

- 72. Discuss ways to assess problem solving skills
- 73. Discuss the importance of negotiation
- 74. Discuss how to negotiate
- 75. Discuss how to identify new business opportunities
- 76. Discuss how to identify business opportunities within your business
- 77. Understand the meaning of entrepreneur
- 78. Describe the different types of entrepreneurs
- 79. List the characteristics of entrepreneurs
- 80. Recall entrepreneur success stories
- 81. Discuss the entrepreneurial process
- 82. Describe the entrepreneurship ecosystem
- 83. Discuss the government's role in the entrepreneurship ecosystem
- 84. Discuss the current entrepreneurship ecosystem in India
- 85. Understand the purpose of the Make in India campaign
- 86. Discuss the relationship between entrepreneurship and risk appetite
- 87. Discuss the relationship between entrepreneurship and resilience
- 88. Describe the characteristics of a resilient entrepreneur
- 89. Discuss how to deal with failure
- 90. Discuss how market research is carried out
- 91. Describe the 4 Ps of marketing
- 92. Discuss the importance of idea generation
- 93. Recall basic business terminology
- 94. Discuss the need for CRM
- 95. Discuss the benefits of CRM
- 96. Discuss the need for networking
- 97. Discuss the benefits of networking
- 98. Understand the importance of setting goals
- 99. Differentiate between short-term, medium-term and long-term goals
- 101. Discuss how to write a business plan
- 102. Explain the financial planning process
- 103. Discuss ways to manage your risk
- 104. Describe the procedure and formalities for applying for bank finance
- 105. Discuss how to manage your own enterprise
- 106. List important questions that every entrepreneur should ask before starting an enterprise

Unit 14.1: Personal Strength and Value Systems

– Unit Objectives 🥝



At the end of this unit, students will be able to:

- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Understand the purpose of Swacch Bharat Abhiyan
- 6. Explain the meaning of habit
- 7. Discuss ways to set up a safe work environment
- 8. Discuss critical safety habits to be followed by employees
- 9. Explain the importance of self-analysis
- 10. Understand motivation with the help of Maslow's Hierarchy of Needs
- 11. Discuss the meaning of achievement motivation
- 12. List the characteristics of entrepreneurs with achievement motivation
- 13. List the different factors that motivate you
- 14. Discuss how to maintain a positive attitude
- 15. Discuss the role of attitude in self analysis
- 16. List your strengths and weaknesses
- 17. Discuss the qualities of honest people
- 18. Describe the importance of honesty in entrepreneurs
- 19. Discuss the elements of a strong work ethic
- 20. Discuss how to foster a good work ethic
- 21. List the characteristics of highly creative people
- 22. List the characteristics of highly innovative people
- 23. Discuss the benefits of me management
- 24. List the traits of effective me managers
- 25. Describe effective me management technique
- 26. Discuss the importance of anger management
- 27. Describe anger management strategies
- 28. Discuss tips for anger management
- 29. Discuss the causes of stress
- 30. Discuss the symptoms of stress
- 31. Discuss tips for stress management

Resources to be used



- White board and marker
- PowerPoint presentation on various soft skills, their application and benefits.
- Paper and pen for activity



- Health is a complete well -being of a person, and it matters at workplace too.
- To keep healthy, one must eat well, sleep well, think well and behave well.
- India has taken Hygiene to a new height through "Swachha Bharat Abhiyan".
- Safety and hygiene at workplace are responsibilities of management.
- Motivation keeps everyone going and growing in life.
- Positive attitude, honesty and workplace ethics are must for employees which makes organization successful in achieving goals.

Explain



- Health defined by WHO State of complete physical, mental and social wellbeing and not merely absence of disease of infirmity.
- Tips to prevent health issues Eat, sleep well, do exercise, drink enough water, practice yoga and meditation.
- Hygiene defined by WHO Conditions and practices that help to maintain health and prevent spread of diseases.
- Swachh Bharat Abhiyan Clean India drive launched on 2 Oct 2014. Spread to every corner of the country giving message to inculcate hygiene into self as a good habit and practice.
- Explain Motivation with the help of Maslow's hierarchy of Needs.
- Explain creativity and innovation.
- Explain Time Management.
- Explain Anger Management.
- **Explain Stress Management**

Flaborate



- Tips to design Safe workplaces.
- Non- negotiable employee safety habits Report unsafe conditions, report safety hazards, report injuries and accidents.
- Elaborate on self-analysis process.
- Achievement Motivation, characteristics of Entrepreneurs with achievement motivation.
- Tips to cultivate positive attitude.

- Importance of honesty in entrepreneurs.
- Elements of strong ethics Professionalism, respectfulness, dependability, dedication, determination, accountability and humility.
- Elaborate on characteristics of highly innovative people.
- Benefits of Time Management greater productivity, higher efficiency, reduced stress
- Traits of effective Time Management, effective time management techniques
- Elaborate on anger management strategies Relaxation, cognitive restructuring, problem solving, better communication and changing your environment.
- Internal and external causes of stress, symptoms of stress

Activity



- Activity 1: Distribute paper and asked students to write on "What motivates you" Discuss with them.
- Activity 2: Ask students to write about their own strength and weaknesses. Show them video clips on Motivation.
- Activity 3: Game on Time Management by giving same task to each student tern by tern.



- Share video clips, and pictures of Swachh Bharat Abhiyan with students, to make them aware of Mission Clean India.
- With help of slide of Maslow's Hierarchy of Needs pyramid, discuss with students to know their views on motivation.
- Help students to self- assess on strengths and weaknesses.
- Conduct group discussion on work ethics.
- Encourage students to demonstrate creativity and be innovative at workplace.
- Motivate students to value time and punctuality.
- Find out if they understand Anger and Stress Management.

Unit 14.2: Digital Literacy: A Recap

- Unit Objectives 🧖



At the end of this unit, students will be able to:

- 1. Identify the basic parts of a computer
- 2. Identify the basic parts of a keyboard
- 3. Recall basic computer terminology
- 4. Recall basic computer terminology
- 5. Recall the functions of basic computer keys
- 6. Discuss the main applications of MS Office
- 7. Discuss the benefits of Microsoft Outlook
- 8. Discuss the different types of e-commerce
- 9. List the benefits of e-commerce for retailers and customers
- 10. Discuss how the Digital India campaign will help boost e-commerce in India
- 11. Describe how you will sell a product or service on an e-commerce platform

Resources to be used



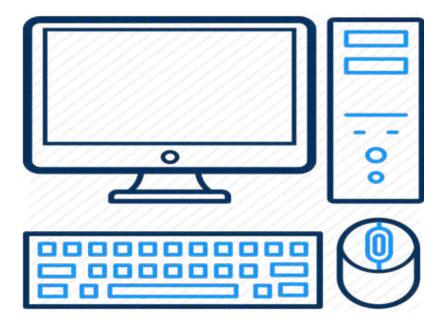
- White board and marker
- Monitor, keyboard, CPU



- Internet is now every person's inseparable part of daily routine.
- Whole world is closely connected, because of internet.
- Internet is available on mobile in various forms social network, Apps, games, and so on.
- Shopping is easier, convenient and interesting through E-commerce



Basic parts of computer – Monitor, CPU, keyboard, mouse



• Explain keyboard keys – Arrow key, space bar, enter, shift, caps lock and backspace

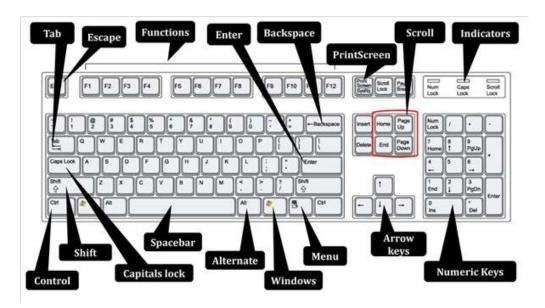


Fig 14.2.1- Parts of a computer

- Explain basic internet terms website, homepage, URL etc
- Explain MS Office its components Word, Excel, PowerPoint and outlook
- Explain benefits of Microsoft Outlook.

Elaborate 4

- Elaborate on how E commerce work. Flipcart, Amazon, goibibo, makemytrip, Uber Eats, Swiggy, paytm and so on.
- Elaborate on Digital India Campaign



Fig 14.2.2- Digital India elements

Activity

• Give PowerPoint presentation preparation activity to students on topics from Modules they already covered before.

- Help students those who are handling computers first time.
- Discourage students from using illegal sites while at work.
- Encourage for ethical use of net.



Unit 14.3: Money Matters

- Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Discuss the importance of saving money
- 2. Discuss the benefits of saving money
- 3. Discuss the main types of bank accounts
- 4. Describe the process of opening a bank account
- 5. Differentiate between fixed and variable costs
- 6. Describe the main types of investment options
- 7. Describe the different types of insurance products
- 8. Describe the different types of taxes
- 9. Discuss the uses of online banking
- 10. Discuss the main types of electronic funds transfers

Resources to be used



- White board and marker
- PowerPoint presentation for projector
- Card swipe machine
- Sample of Debit card and credit card



- Saving money is necessary and should be practiced on regular basis.
- Start saving with minimum possible from your earnings and make it a habit to continue.
- Online banking is latest easy and convenient banking option, but it has risks as well
- Be careful while using net banking and Debit and Credit cards.



- Benefits of saving Financial independence, get out of debt, better education, pay in emergency and for retirement
- Types of bank accounts Saving, current, recurring, fixed deposit
- Explain procedure of opening a bank account.
- Explain online banking and E-banking

- Explain fixed and variable cost and difference between them.
- Explain investment and insurance
- Explain Taxation

Elaborate



- Elaborate on types of investments Bonds, stocks, Mutual Funds, equity, venture capital etc.
- Elaborate on risks and safety of invested money.
- Elaborate on insurance Importance, types Life insurance and general insurance.
- Elaborate on general insurance- Vehicle, home, travel, health etc.

LIST OF INSURANCE COMPANIES IN INDIA (APPROVED BY IRDA) (1/3)

- · Bajaj Allianz Life Insurance Company Limited.
- · Birla Sun Life Insurance Co. Ltd
- · HDFC Standard Life Insurance Co. Ltd
- · ICICI Prudential Life Insurance Co. Ltd
- · Exide Life Insurance Company Limited
- · Life Insurance Corporation of India
- · Max Life Insurance Co. Ltd
- · PNB Metlife India Insurance Co. Ltd.
- Kotak Mahindra Old Mutual Life Insurance Limited

Fig 14.3.1- Insurance list

- Elaborate on types of taxes Direct and indirect
- Elaborate on online banking e transfer, NEFT, RTGS and IMPS. Difference between them.

	NEFT	RTGS	IMPS
Minimum Amount	Rs.1	Rs.2 lakh	Rs.1
Maximum Amount	No limit	Rs.10 lakh	Rs.2 lakh
Transfer Mechanism	Batches	One-on-one settlement	One-on-one settlement
Transfer Speed	2 hours (subject to cut-off timings and batches)	Immediately	Immediately
Availability	Weekdays: 12 batches (8:00 a.m 6:30 p.m.) Saturday: 6 batches (8:00 a.m 1:00 p.m.) Sunday, bank holidays: Unavailable	Weekdays: 8:00 a.m 4:00 p.m Saturdays: 9:00 a.m 4:30 p.m Sunday, bank holidays: Unavailable	24×7
Tranfer Charges	Up to Rs.10,000 - Rs.2.50 From Rs.10,000 to Rs.1 lakh - Rs.5 From Rs.1 lakh to Rs.2 lakh - Rs.15 From Rs.2 lakh to Rs.5 lakh - Rs.25 From Rs.5 lakh to Rs.10 lakh - Rs.50	From Rs.2 lakh to Rs.5 lakh - Rs.25 From Rs.5 lakh to Rs.10 lakh - Rs.50	Up to Rs.10,000 - Rs.2.5 From Rs.10,000 to Rs.1 lakh - Rs.5 From Rs.1 lakh to Rs.2 lakh - Rs.1
Online/Offline	Both	Both	Online

Fig 14.3.2- Elements of online banking



- Collect information on Indian banking Nationalized and Private
- Find out what students know about banking. Discuss and answer their queries.
- Encourage students to open their individual accounts in bank.
- Give tips on precautions to be taken while using the latest money related technology.

Unit 14.4: Preparing for Employment & Self Employment

- Unit Objectives 🎯



At the end of this unit, students will be able to:

- 1. Discuss the steps to prepare for an interview
- 2. Discuss the steps to create an effective Resume
- 3. Discuss the most frequently asked interview questions
- 4. Discuss how to answer the most frequently asked interview questions
- 5. Discuss basic workplace terminology

Resources to be used



White board and marker

- Explain types of interview.
- Explain grooming for interview.
- Describe DOs and DONTs of an interview.
- Define and explain resume and its importance in job.
- Describe elements of resume giving examples.
- Discuss about common workplace terminology which is regularly used.

Demonstrate 🛱



- With the help of participant demonstrate interview techniques.
- Demonstrate an interview.

Activity



- Mock interviews of participants.
- Ask participants to prepare resume.
- Ask a few to read out and take suggestions from class.



- Collect good and bad resume to show participants and explain the difference.
- Help shy students in preparing for interview.

Unit 14.5: Understanding Entrepreneurship

– Unit Objectives 🧐



At the end of this unit, students will be able to:

- 1. Discuss the concept of entrepreneurship
- 2. Discuss the importance of entrepreneurship
- 3. Describe the characteristics of an entrepreneur
- 4. Describe the different types of enterprises
- 5. List the qualities of an effective leader
- 6. Discuss the benefits of effective leadership
- 7. List the traits of an effective team
- 8. Discuss the importance of listening effectively
- 9. Discuss how to listen effectively
- 10. Discuss the importance of speaking effectively
- 11. Discuss how to speak effectively
- 12. Discuss how to solve problems
- 13. List important problem solving traits
- 14. Discuss ways to assess problem solving skills
- 15. Discuss the importance of negotiation
- 16. Discuss how to negotiate
- 17. Discuss how to identify new business opportunities
- 18. Discuss how to identify business opportunities within your business
- 19. Explain the meaning of entrepreneur
- 20. Describe the different types of entrepreneurs
- 21. List the characteristics of entrepreneurs
- 22. Recall entrepreneur success stories
- 23. Discuss the entrepreneurial process
- 24. Describe the entrepreneurship ecosystem
- 25. Discuss the purpose of the Make in India campaign
- 26. Discuss key schemes to promote entrepreneurs
- 27. Discuss the relationship between entrepreneurship and risk appetite
- 28. Discuss the relationship between entrepreneurship and resilience
- 29. Describe the characteristics of a resilient entrepreneur
- 30. Discuss how to deal with failure

Resources to be used



- · White board and marker
- PowerPoint PowerPoint presentation on entrepreneurship

Do 🗸

- Start the class by telling a latest success story of entrepreneurs from small towns e.g. Oyo founder Ritesh Agrawal. So student can understand how entrepreneurship doesn't start in big cities only.
- Ask students how many other names they can recollect.

Explain



- Explain importance of entrepreneurship.
- Discuss about characteristics of entrepreneurs.
- Using PowerPoint presentation show success stories of big names of entrepreneurs of India.
- Explain types of enterprises.

Elaborate



- Elaborate on leadership and teamwork. Leaders do right things and help others.
- Elaborate on leadership qualities needed for success Pragmatism, humility, flexibility, authenticity, reinvention and awareness.
- Using an attractive image elaborate benefits of effective leadership.



Fig 14.5.1- Leadership framework

- Importance and role of team in entrepreneurship communication skills, unity of purpose, ability to collaborate etc.
- Communication skills and how it helps in entrepreneurship.
- How to listen effectively.

	Keys to Effective tening	The Poor Listener	The Effective Listener
1.	Find areas of interest	Tunes out dry subjects	Opportunist; asks 'what's in it for me?'
2.	Judge content, not delivery	Tunes out if delivery is poor	Judges content, skips over delivery errors
3.	Hold your fire	Tends to enter into argument	Doesn't judge until comprehension is complete
4.	Listen for ideas	Listens for facts	Listens for central themes
5.	Be flexible	Takes intensive notes using only one system	Takes fewer notes
6.	Work at listening	Shows no energy output. Fakes attention	Works hard, exhibits active body state
7.	Resist distractions	Is easily distracted	Fights or avoids distractions, tolerates bad habits, knows how to concentrate
8.	Exercise your mind	Resists difficult material; seeks light, recreational material	Uses heavier material as exercise for the mind
9.	Keep your mind open	Reacts to emotional words	Interprets colour words; does not get hung up on them
10.	Think about the facts, it is faster than speech	Tends to daydream with slow speakers	Challenges, anticipates, mentally summarizes, weighs the evidence, listens between the lines to voice tone

- How to speak effectively.
- How to solve problems Identify problem, study, find solutions and select the best.
- Important traits for problem solving Open minded, proactive, focus, positive attitude.
- Assessing problem solving skills of candidates before hiring.
- Importance and need of negotiation in entrepreneurship
- How to search business opportunities for entrepreneurship.
- Discuss on Idea as opportunity.
- Ways to identify new business opportunities and opportunities in own business using SWOT analysis.
- Opportunity analysis
- Elaborate on types of entrepreneurs Traditional, growth potential, project oriented and lifestyle
- Characteristics of entrepreneurs Highly motivated, persuasive, excellent business skills, ready to take risks etc

- Elaborate on entrepreneurial process-Idea generation, germination, preparation, incubation, feasibility study, illumination and validation.
- Elaborate on entrepreneurship eco system
- Elaborate on Make in India Campaign



Fig 14.5.2- Make in India logo

- Elaborate on various schemes to promote entrepreneurship in India
- Elaborate on risk appetite by defining it.
- Elaborate on entrepreneur resilience
- Characteristics of resilient entrepreneur Strong internal sense of control, ability to diversify and expand, strong social connections, survivor attitude etc

Team Activity



- Discuss success and failures in entrepreneurship with students by taking case studies from market.
- Let students do brainstorming on how they would handle it.



- Collect enough material from net on popular business stories.
- Use case studies on related topics from India.
- Conduct interactive sessions more than one way teaching.
- Let students come up with their own ideas on entrepreneurship, leadership and successful entrepreneurship.

Unit 14.6: Preparing to be an Entrepreneur

– Unit Objectives 🏻 🏻



At the end of this unit, students will be able to:

- 1. Discuss how market research is carried out
- 2. Describe the 4 Ps of marketing
- 3. Discuss the importance of idea generation
- 4. Recall basic business terminology
- 5. Discuss the need for CRM
- 6. Discuss the benefits of CRM
- 7. Discuss the need for networking
- 8. Discuss the benefits of networking
- 9. Discuss the importance of setting goals
- 10. Differentiate between short-term, medium-term and long-term goals
- 11. Discuss how to write a business plan
- 12. Explain the financial planning process
- 13. Discuss ways to manage your risk
- 14. Describe the procedure and formalities for applying for bank finance
- 15. Discuss how to manage your own enterprise
- 16. List important questions that every entrepreneur should ask before starting an enterprise

Resources to be used



- White board and marker
- PowerPoint PowerPoint presentation on marketing, business development plan and its components.
- Paper and pen



- Entrepreneurs are not born with characteristics but they build themselves.
- It is important that one must understand the areas need to be worked on in minute details.
- Do not just try copying some business. You work on own to start one, then only it will be successful and steady.

Explain



- Explain 4 Ps of marketing Product, price, promotion and place
- Explain how ideas can work wonders.
- Terminology commonly used in entrepreneurship Give the list.
- Define customer Relationship Management CRM and need and benefits of CRM
- Networking and its benefits in entrepreneurship.
- Elements of Business Plan, why set goals.
- Procedures of bank financing

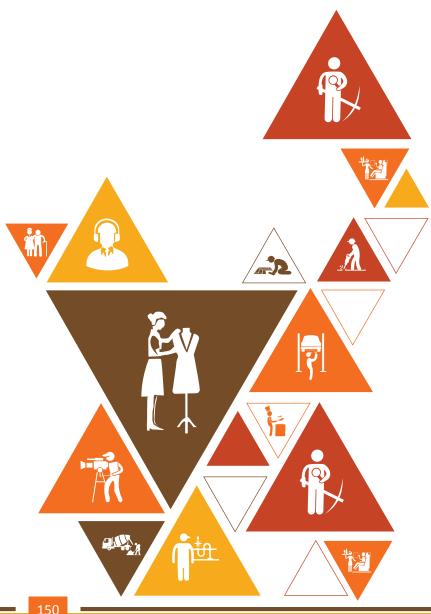
Elaborate



- Elaborate on steps to manage enterprise Ask for advice, divide work, hire right people, motivate and train employees, and market effectively.
- Self-assessment for potential study.



- · Conduct discussions more.
- Ask students to visit a small entrepreneur who has developed business on own independently.
- Encourage students to read stories- success and failure both.
- Invite a Finance person to class and let students have a conversation with him on business development and finance
- Give an assignment on market survey where they can visit and understand business development basic procedure from them.





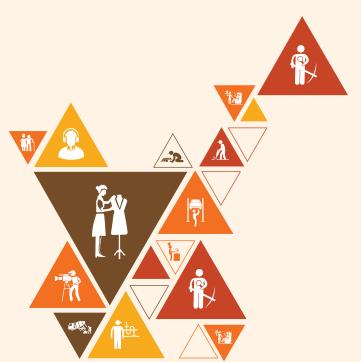


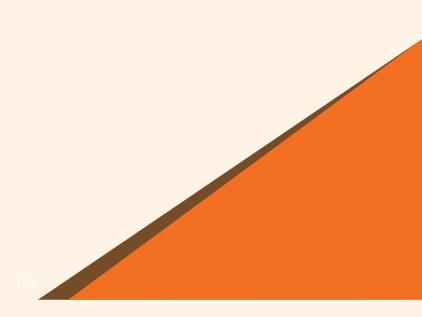




15. Annexures

Annexure I (Training Delivery Plan)





Annexure I

Training Delivery Plan

	Trai	ning Delivery Plan				
Program Name:	Front Office Associate					
Qualification Pack Name & Ref. ID	Front Office Associate,	THC/Q0102				
Version No.	1.0 Version Update Date 25/03/16					
Pre-requisites to Training (if any)	Preferable 12th standard passed					
Total Programme Duration:	110 Theory Hours + 170 Practical Training Hours = 280 Total Hours. Recommended OJT Hours: 240 Hours					
Training Outcomes	 Describe front offi Manage guest que Follow check-in pr Perform front officionation of rooms, Perform cashiering Demonstrate effect Maintain custome Maintain standard Follow gender and Maintain IPR of or Maintain health and Maintain safety at 	ocedure and allot room ce services such as welcomin handling customer relations g activities ctive communication skills wir- r-centric service orientation of etiquette and hospitable I age sensitive service practic ganisation and customers and hygiene	ses ently to achieve guest satisfaction. In the guest, registration process, aland preferences In the customer and colleagues In conduct In the guest satisfaction process, aland preferences			

Sr.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration (Hours)
1.	1. Introduction	Icebreaker	Introduce each other Build rapport with fellow students and the facilitator	NA	Group Activity	Available objects such as paper, pencil, etc	Theory-1 hour
		Introduction to the training programme	 Discuss the purpose and benefits of training program Discuss the national occupation standards and qualification pack 	NA	Facilitator-led- discussion	Audio Visual White Board	Theory- 1 hour

			• Explain the duties and responsibilities and personal attributes of a front office associate				
2	Welcoming the guest and checking for room availability / reservation status	Welcome the guest Type of guests	 Greet the guest as per Standard Operating Procedure Know personal grooming standards Make eye contact and smile at guest Know difference between walk- in and reserved guest Know different types of rooms 	THC/NO108 KB1, KB2, KB3, KB4, KB7, KB8, KB9, KB10	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory- 5 hours Practical – 8 hours
		Checking for guest room preference/ Registration details	Collect documents and cross-check against originals Complete registration details Complete all information on Hotel Management System Capture and record all mandatory guest details Ensure late night registrations are done faster	THC/NO108 KA6 KB5, KB6, KB11, KB12, KB13, KB14, KB15, KB16, KB18	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board Brochure Registration Card	Theory – 5 hours Practical– 10 hours
		Allotting room as per preference / reservation details	 Understand room preference of the guest Make note of special requests by guest Upsell Negotiate on rates and offer permissible discounts Confirm details of registration Check for room availability as per preference 	THC/NO109 KB1, KB2, KB3, KB4, KB5, KB6, KB7, KB8, KB9, KB10, KB11, KB12, KB13	Facilitator-led- discussion Demonstration of practical exercise	Audio Visual White Board Hotel Reservation System	Theory – 3 hours Practical – 5 hours

_	i		i		1		
			 Allot of rooms to different types of guests eg. Reserved guest, groups, walk-in etc. Allot rooms as per company's guidelines Ensure guest is satisfied with the room 				
		Upgrade / downgrade	Understand upgrade and downgrade Follow proper procedures of upgrade / downgrade Ensure transfer once the preferred room of the guest is available	THC/NO 109 KB14, KB15	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board Hotel reservation System	Theory– 5hrs Practical – 5 hours
		Productivity standards	Convert enquiry into sales Convince walk-in guests to stay Take reservation with minimal discount Understand hotel's profit margin and achieve occupancy targets	THC/NO 109 KA1, KA4, KA5, KA8	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory – 4 hours Practical – 5 hours
2	Attend to guest queries	Achieving guest satisfaction through satisfactorily meeting guest requirements	Ask for guest requirements during check-in Co-ordinate with various departments to get those requirements fulfilled or arrange for materials/ consumables Inform travel desk on guest requirements related to them Ensure that guests are always attended to	THC/N0107 KB10, KB17, KB19	Facilitator-led-discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory– 06 hours Practical – 6 hours

			Answer guest queries about Hotel/Local information Revert to guest request as per SOP for turnaround-time Ensure guest satisfaction at all times				
		Delivering message / materials to guest	 Deliver messages timely to the guest Inform guest about visitors, if any Arrange and deliver front office consumables 	THC/N0107 PC9, PC10, PC11	Facilitator-led- discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory – 3 hours Practical – 8 hours
3	Perform cashiering activities	Invoice / billing	Prepare advance receipt Receive invoice from other POS Ensure guest signature is there on all invoices Attach invoices to primary account and keep bills updated in the PMS Prepare master invoice for group check-in Handle bill-tocompany invoices Prepare invoice as per agreed details	THC/N0110 KB6, KB7, KB8, KB14, KB15, KB16	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory – 5 hours Practical – 10 hours
		Modes of payment	Various modes of payment like cash, credit / debit card, traveller's cheque, cheque, bill-to-company Confirm payment details at time of check-in Handle payment for different guests e.g. Reserved guests, company guests, groups etc.	THC/N0110 KB5, KB9, KB10, KB11, KB12, KB13, KB17, KB18, KB19	Facilitator-led-discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory – 5 hours Practical – 10 hours

	Communicate	Interestis	Receive payment Check authenticity of currency notes Use debit / credit cards Handle foreign currency Prepare and get settled final bill Receive ich order	THC/N10004	Facilitator le d	Audia V	Theory
4	Communicate with customer and colleagues	Interacting with superiors and colleagues	Receive job order and instructions from reporting superior Escalate unresolved problems or complaints to relevant superior Understand work output requirements, targets, performance indicators and incentives Deliver quality work and report anticipated delays with reason Communicate maintenance and repair schedule to superior Receive feedback on work standards Document the completed work Show trust, support and respect to all colleagues and assist them with information and knowledge Try to achieve smooth overflow Identify the potential and existing conflicts with colleagues and resolve them Seek assistance from colleagues when required	KA1 KB1, KB2, KB3, KB4, KB5, KB6, KB7, KB11, KB12	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory—3 hours Practical — 05 hours

		Pass on essential				
		information to colleagues in a				
		timely manner • Behave				
		responsibly				
		and use polite				
		language with				
		colleagues				
		Interact with				
		colleagues from different				
		functions to				
		understand their				
		nature of work				
		• To understand				
		teamwork,				
		multi tasking, co-operation,				
		co-ordination and				
		collaboration				
		Lookout for any				
		errors and help				
		colleagues to rectify them				
	Communicating with customers	 Identify customer needs by asking 	THC/ N9901	Facilitator-led- discussion	Audio Vi- sual White	Theory– 3 hours
1	With castonicis	Treeds by darking	1 143301	discussion	Suai vviiite	3110013
	With customers	questions	KB8, KB9,		Board	
	With customers	questions • Have good	1	Demonstration of		Practical –
	Weil casterners	questions • Have good knowledge on	KB8, KB9,			
	wen easterners	questions • Have good	KB8, KB9,	Demonstration of		Practical –
	With casterners	questions • Have good knowledge on product and services and brief the customer	KB8, KB9,	Demonstration of		Practical –
	wen easterners	questions • Have good knowledge on product and services and brief the customer clearly on them	KB8, KB9,	Demonstration of		Practical –
	With Guston Icis	questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and	KB8, KB9,	Demonstration of		Practical –
	With Gusterners	questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional	KB8, KB9,	Demonstration of		Practical –
	With Gusterners	questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner	KB8, KB9,	Demonstration of		Practical –
	With Gasterners	questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional	KB8, KB9,	Demonstration of		Practical –
	The sadden circ	questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with	KB8, KB9,	Demonstration of		Practical –
		questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers	KB8, KB9,	Demonstration of		Practical –
		questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers • Use appropriate	KB8, KB9,	Demonstration of		Practical –
		questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers	KB8, KB9,	Demonstration of		Practical –
		questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers • Use appropriate language and	KB8, KB9,	Demonstration of		Practical –
		questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity	KB8, KB9,	Demonstration of		Practical –
		questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers • Use appropriate language and tone and listen actively • Show sensitivity to gender/	KB8, KB9,	Demonstration of		Practical –
		questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/cultural and	KB8, KB9,	Demonstration of		Practical –
		questions • Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner • Build friendly but impersonal relationship with the customers • Use appropriate language and tone and listen actively • Show sensitivity to gender/cultural and social differences	KB8, KB9,	Demonstration of		Practical –
		questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/cultural and	KB8, KB9,	Demonstration of		Practical –
		questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/cultural and social differences Understand customer expectations	KB8, KB9,	Demonstration of		Practical –
		questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/ cultural and social differences Understand customer expectations and provide	KB8, KB9,	Demonstration of		Practical –
		questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/cultural and social differences Understand customer expectations	KB8, KB9,	Demonstration of		Practical –

	1						
			Understand customer dissatisfaction and address their complaints Maintain proper body language and dress code Communicate clearly and effectively with the guest Inform the customers on any issues and developments involving them Respond back to the customer immediately Upselling/ promoting suitable products and services Seek feedback from customers Explain terms and conditions clearly				
5	Maintain customer- centric orientation	Service quality requirements	Understand target customers, their profiles and needs Build good rapport with the customer Understand the market trends and customer expectations by discussing the same with frequent customers Seek feedback and rating from customer Use customer-oriented behaviour to gain loyalty and satisfaction Be friendly but not familiar with guest	THC/ N9902 KA1, KA5 KB1, KB6	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory – 3 hours Practical- 4 hours

		Achieving customer satisfaction through customer-centric service	Ensure fair and honest treatments to customers Enhance company's brand value Read customer expectations and ensure they are met Readily accept and implement new ideas to improve customer satisf6action Communicate customer feedback to superior Offer promotions to improve product satisfaction Consult with senior on unscheduled customer requests	THC/ N9902 KB2, KB3, KB4, KB5, KB7, KB8	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory – 3 hours Practical – 5 hours
6	Maintain standard of etiquette and hospitable conduct	Etiquettes	Greet, welcome and address the customer appropriately Maintain pitch and tone of voice while speaking to customers Maintain high standards of practice and transparency in pricing Answer the telephone Communicate appropriately with the customer Dress professionally Maintain personal integrity and ethical behaviour	THC/ N9903 KA1 KB1, KB7, KB8, KB9	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory— 4 hours Practical — 3 hours

			 Maintain personal grooming and positive body language Demonstrate responsible and disciplined behaviour Escalate grievances to appropriate authority 				
		Achieving customer satisfaction by being professional	 Use appropriate titles and terms of respect Handle customer grievances professionally Offer friendly, courteous and hospitable service to the customers Provide assistance with sincere attitude Achieve 100% customer satisfaction Understand customer loyalty and brand value 	THC/ N9903	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory – 3 hours Practical – 5 hours
7	Follow gender and age sensitive service practices	Services and facilities specific to age / gender/special needs	 Ensure that the customer feels safe Understand procedures to be followed during terrorist attacks Know the facilities and services specific to gender and age Co-ordinate with team to meet these needs Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens 	THC/ N9904 KB1, KB2, KB7, KB8, KB9, KB10	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory– 6 hours Practical – 4 hours

			 Arrange for transport and equipment as required by senior citizens Understand availability of medical facilities/ doctor 				
		How to behave with women at workplace	Understand women rights and companies polices regarding them Know special facilities available for women colleagues and customers Inform about methods to ensure safety and security of women Provide comfortable and safe environment for female customers Maintain compliant behaviour etiquette while dealing with women Treat women equally and avoid discrimination Ensure safety and security of female colleagues and customers at all levels	THC/ N9904 KA1 KB3, KB4, KB5, KB6	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory— 3 hours Practical – 5 hours
8	Maintain IPR of organization and customers	IPR and Copyright 125	Make sure new initiatives of Hotel are not leaked out Report IPR violations Read copyright clause Protect infringement upon customer's interests	THC/ N9905 KA1, KA2, KA3, KA4, KA5, KA6 KB1, KB2, KB3, KB4	Facilitator-led- discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory – 4 hours Practical – 4 hours

			Know which aspect of customer information can be used Report any infringement				
9	Maintain Health & Hygiene	Cleanliness	Keep the workplace clean Identify waste and ensure its disposal Ensure waste bins are cleared everyday Point out requirements for pest control Ensure work place has fresh air supply and sufficient lighting Ensure maintenance check of air conditioners and other mechanical equipment in the department Know safe and clean handling of linen, laundry and work area Ensure adequate supply of cleaning consumables	THC/ N9906 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC0, PC11, PC12, PC13, PC14	Facilitator-led-discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory— 2 hours Practical — 2 hours
		Hygiene	 Hand wash procedure Understand personal hygiene Understand dental hygiene Understand cross contamination and how to prevent it Report on personal health issues Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing 	THC/ N9906 KB8, KB9, KB10, KB12, KB14, KB16	Facilitator-led-discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory— 2 hours Practical — 3 hours

			 Maintain availability of clean drinking water Get appropriate vaccinations regularly Undergo preventive health check-up and treat all illnesses promptly 				
10	Maintain Safety at Workplace	Work hazards	Explain various hazards in work areas and how to eliminate or minimize them Analyse the causes of accident at workplace and suggest measures to prevent them Take preventive measures and suggest methods to improve existing safety procedures	THC/ N9907 KB1, KB2, KB3, KB4, KB5, KB6, KB7, KB11, KB13, KB15	Facilitator-led-discussion Demonstration of practical exercise	Audio Vi- sual White Board	Theory – 3 hours Practical – 4 hours
		Safety standards and procedures	Know correct emergency procedures Know the locations of fire extinguishers, fire emergency etc Stack items in an organized way to avoid accidents Handle materials, tools, chemicals etc safely Ensure safe techniques while moving furniture's and fixtures Understand guidelines to use electrical equipment Ensure floors are not slippery	THC/ N9907 KA1 KB1, KB2, KB3, KB7, KB8, KB9, KB10, KB11, KB12	Facilitator-led-discussion Demonstration of practical exercise	Audio Visual White Board	Theory – 3 hours Practical – 5 hours

Γ				Practice				
				ergonomic				
				lifting, bending or moving				
				equipment				
				Understand first				
				aid ● now the use				
				of personal				
				protective				
				equipment and safety gear				
				Knowledge of				
				safety signs				
				Document first aid treatments				
				and safety				
				procedures				
				 Report to supervisor if 				
				any hazard				
				is identified adhere to safety				
				standards				
	11	Learning	Basic	Know the typical	THC/	Facilitator-led-	Audio	Theory –
		a Foreign	knowledge of a	Foreign/State	N9909	discussion	Visual	30 hrs
		or Local Language(s)	Foreign / State language	language queries • Learn keywords	KA6	Demonstration of	White Board	Practical –
		Including	5 5	Practise short oral		practical exercise	БОаги	45 hrs
		English		conversations in	KB9, KB10, KB11, KB12,			
				the language • Listen to recorded	KB11, KB12, KB13, KB14			
				sentences as	,			
				spoken typically to understand				
				diction				
				Speak without				
				hesitation in complete				
				sentences				
				Learn basic range				
1								
				of vocabulary and expression				
				expression • Improve language				
				expression • Improve language proficiency				
				expression • Improve language				

Annexure II

Assessment Criteria

Job Role: Front Office associate
Qualification Pack: THC/Q0102

Sector Skill Council: Tourism and Hospitality

- 1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC.
- 2. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
- 3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
- 4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC1. greet the customer as per organization guideline on arrival at hotel		1.5	0.5	1
	PC2. make guest comfortable and feel good by offering a smile		3.0	0.5	2.5
	PC3. maintain eye contact while interacting with the guest		3.0	0.5	2.5
	PC4. look presentable and follow grooming standards		3.0	1.0	2.5
	PC5. interact with guest and identify if they are walk-in customer or reserved guest	50	3.0	1.0	2.5
	PC6. if they have walked in, check for availability of rooms as per guest requirement		3.0	1.0	2.5
THC/N0108 Record guest	PC7. inform guest about different type of rooms and confirm on guest preference		3.0	1.0	2.5
details for registration	PC8. collect information and documents from new guest or recheck of repeat guest, the details required for guest registration as per organisation's standards and government rules		4.0	0.5	3.5
	PC9. cross check the identity document details of the guests against original		4.0	1.0	3.0
	PC10. complete the registration details after interacting with the guest on details including room type, room number, tariff details, meal plan and payment method		4.0	1.0	3.0
	PC11. receive guest signature on completed guest registration document		2.0	0.5	1.5
	PC12. record the information on all fields in the hotel management system		3.0	0.5	2.5

		T	r	1	
	PC13. return the original document immediately after scanning or copying		1.5	0.5	1.0
	PC14. ensure all mandatory guest details are captured as per regulatory requirement		3.0	1.0	2.0
	PC15. ensure guest details are recorded appropriately in the hotel system for future reference		3.5	1.0	2.5
	PC16. ensure that late night registrations are handled as per company's policy on customer facilitation, e.g., using handheld devices and without much delay to customer		3.5	1.0	2.5
	Points		50	13	37
	Total Points			!	50
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC1. interact with guest and identify the room preference based on type of room, room rate, days of stay, number of guests, gender of the guest, room view		1.5	0.5	1.0
	PC2. make note of any special request from guest, e.g., related to disability, non-smoking		1.0	0.5	0.5
	PC3. cross check the reservation details with the guest		1.5	0.5	1.0
	PC4. suggest related-product sale that may revenue to the company		2.0	0.5	1.5
	PC5. negotiate with guest when on discount requests		2.0	0.5	1.5
	PC6. offer discounts within the limit advised by management, to retain the guest		2.0	0.5	1.5
THC/N0109 Follow check-in procedure and allot room	PC7. decide on discount offers after considering the seasonal occupancy or as per instructions of Reservation Revenue Manager	50	2.0	0.5	1.5
	PC8. confirm the type of room, tariff and other agreed details to the guest before allotting the room		2.0	0.5	1.5
	PC9. check for availability of room as per guest preference in the system / log in register		2.0	0.5	1.5
	PC10. inform walk-in guest about any non- availability of room and inform next time and date of room availability		2.0	0.5	1.5
	PC11. allot the room if it is already blocked for the guest as per reservation status and instructions		2.0	0.5	1.5
	PC12. check and allot guests in a group in adjacent rooms on same floor		2.0	0.5	1.5
	PC13. for the regular guest, check availability and		2.0	0.5	1.5

	allot room as per preference of the guest				
	PC14. allot the room as per company guidelines, e.g., preference to reserved guests		2.0	0.5	1.5
	PC15. ensure guests are satisfied with room allocation as per their preference		2.0	0.5	1.5
	PC16. inform guest about non availability of the preferred type of room, e.g., because of late check out by the guest		2.0	0.5	1.5
	PC17. allot alternate room on non-availability of preferred rooms and ensure transfer to the preferred room at the earliest		2.0	0.5	1.5
	PC18. upgrade the guest to a superior room type if the requested room is not available		2.0	0.5	1.5
	PC19. inform guest on upgrade, reason, facilities in the upgraded room, tariff details		2.0	0.5	1.5
	PC20. inform guest on any downgrade, reason, tariff and facilities in the room		2.0	0.5	1.5
	PC21. allot the room on guest confirmation and transfer when superior room becomes availability		2.0	0.5	1.5
	PC22. handle upgrade and downgrade as per directions of Front Office Manager		2.0	0.5	1.5
	PC23. convert enquiry to sales		2.0	0.5	1.5
	PC24. convince walk in guest to stay in the hotel		2.0	0.5	1.5
	PC25. book guest reservation / confirmation with minimal discount		2.0	0.5	1.5
	PC26. contribute in achieving the hotel's profit margin and guest occupancy targets		2.0	0.5	1.5
	Points		50	13	37
	Total Points			ţ	50
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC1. ask for any requirement form guest during check in		3.5	0.5	3.0
	PC2. arrange for materials / consumables as required		3.5	0.5	3.0
THC/N0107 Attend to guest	PC3. coordinate with different department such as housekeeping, food & beverage, to fulfil guest requirement	50	3.5	0.5	3.0
queries	PC4. inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc.		3.5	0.5	3.0
	PC5. ensure the guest are attended at every instance of their request and not ignored		3.5	0.5	3.0
	PC6. answer to guest queries regarding any offerings within the hotel, nearby tourist or office		3.5	0.5	3.0

	locations, etc.				
	PC7. assist guests on their query regarding ideal transportation, restaurants in the city, shopping area, etc.		3.5	0.5	3.0
	PC8. attend and respond to the clarification requested on operation of any equipment / controls inside the room		3.5	0.5	3.0
	PC9. deliver message (if any) to the guest on time		3.5	0.5	3.0
	PC10. inform guest if there are any visitors		3.5	0.5	3.0
	PC11. arrange and deliver any materials / consumables requested in the front office		3.5	0.5	3.0
	PC12. ensure that the guest is not left unattended at any point of time		3.5	0.5	3.0
	PC13. revert to guest on any request on time (turn-around time as per organization guideline)		4.0	1.0	3.0
	PC14. ensure the guest are satisfied all the time		4.0	1.0	3.0
	Points		50	8	42
	Total Points			!	50
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC1. seek details of mode of payment (cash, cheque, credit card, etc.)		1.0	0.5	0.5
	PC2. seek details of the organization if the payment would be made directly by a corporate entity		1.0	0.5	0.5
	PC3. inform Front Office Manager about guest from registered or affiliated organizations and seek confirmation		1.0	0.5	0.5
	PC4. inform guests about any offers (bank card tie ups ensuring discount for guests)		1.0	0.5	0.5
THC/N0110	PC5. seek details of payment for a group check-in		2.0	0.5	1.5
Perform cashiering	PC6. check if room payment has already been made via online reservation	50	1.0	0.5	0.5
activities	PC7. prepare advance receipt on advance payment by the guest		2.0	0.5	1.5
	PC8. receive invoice pertaining to the guest from various facilities or departments such as restaurants, cafeteria, bar / pub, spa, salon, etc.		2.0	0.5	1.5
	PC9. ensure guest signature is present on all invoices		2.0	0.5	1.5
	PC10. attach all invoices to guest primary account		2.0	0.5	1.5
	PC11. ensure all bills are current and updated in the hotel system		2.0	0.5	1.5
	PC12. prepare a master invoice for a group check		2.0	0.5	1.5

	in				
	PC13. prepare the bill under company name and mention details if the payment is directly done by the corporate entity		2.0	0.5	1.5
	PC14. prepare the invoice as per agreed tariff, applicable discount, applicable taxes, details of customer and other mandatory requirements		2.0	0.5	1.5
	PC15. inform guest on the invoices prepared]	1.5	0.5	1.0
	PC16. confirm and get a clearance from the guest on details of billing		1.5	0.5	1.0
	PC17. receive the payment from guest		2.0	0.5	1.5
	PC18. check the authenticity of currency notes (during cash payment)		2.0	0.5	1.5
	PC19. handle credit / debit cards in front of the guest and return the card after the transaction		2.0	0.5	1.5
	PC20. inform guest about any failed transaction and get confirmation for further swiping of the card		2.0	0.5	1.5
	PC21. receive guest signature on the payment advice document (customer and merchant copy)		2.0	0.5	1.5
	PC22. follow company guidelines on mode of payment (accept foreign currency if approved by hotel / direct guest for foreign exchange desk)		2.0	0.5	1.5
	PC23. ensure the entire payment is settled after deduction of advance and discount		2.0	0.5	1.5
	PC24. receive guest signature on the invoice (customer and merchant copy) on payment		2.0	0.5	1.5
	PC25. give the guest a copy of the invoice in the hotel envelope		1.5	0.5	1.0
	PC26. document the payment details in the hotel system as per procedure		2.0	0.5	1.5
	PC27. close the guest account on payment of dues		2.0	0.5	1.5
	PC28. record all transaction of the front desk office		1.5	0.5	1.0
	PC29. do daily accounts tally of cash at vault and reconcile		1.5	0.5	1.0
	Points		50	15	35
	Total Points				50
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9901 Communicate	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
with customer and colleagues	PC2. understand the work output requirements, targets, performance indicators and incentives	30	0.5	0.5	0.0

	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards	-	1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0
	PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0

	PC6. receive regular feedbacks from the clients on		2.5	0.5	2.0
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
centric service orientation	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0
THC/N9902 Maintain customer-	PC3. organize regular customer events and feedback session frequently	50	2.5	0.5	2.0
THC/N0003	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC1. keep in mind the profiles of expected customers		2.5	0.5	2.0
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	Total Points		_	į	50
	Points		50	19	31
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0
	PC25. listen actively in a two way communication		1.5	0.5	1.0

	current service, complaints, and improvements to be made, etc.				
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.5	0.5	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.5	0.5	2.0
	Points		50	10	40
	Total Points			50	
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
THC/N9903 Maintain	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival		0.5	0.0	0.5
standard of	PC2. welcome the customers with a smile	50	0.5	0.0	0.5
etiquette and hospitable	PC3. ensure to maintain eye contact		0.5	0.0	0.5
conduct	PC4. address the customers in a respectable manner		1.0	0.5	0.5

	Г			1
PC5. do not eat or chew while talking	<u> </u>	0.5	0.0	0.5
PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
PC7. ensure not to be too loud while talking		0.5	0.0	0.5
PC8. maintain fair and high standards of practice		2.5	1.0	1.5
PC9. ensure to offer transparent prices		2.0	0.5	1.5
PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
PC12. ensure not to argue with the customer	-	2.0	0.5	1.5
PC13. listen attentively and answer back politely	-	2.0	0.5	1.5
PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
PC15. dress professionally		2.0	0.5	1.5
PC16. deliver positive attitude to work	-	2.0	0.5	1.5
PC17. maintain well-groomed personality	-	2.0	0.5	1.5
PC18. achieve punctuality and body language	-	2.0	0.5	1.5
PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
PC25. use polite language		1.0	0.5	0.5
PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
PC29. provide special attention to the customer at all time		1.5	0.5	1.0
PC30. achieve 100% customer satisfaction on a		1.5	0.5	1.0

	scale of standard				
	PC31. gain customer loyalty		1.5	0.5	1.0
	PC32. enhance brand value of company		2.0	0.5	1.5
	Points		50	14	36
	Total Points			!	50
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff	50	1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
THC/N9904	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
Follow gender and age sensitive service practices	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural		3.0	0.5	2.5

THC/N9905 Maintain IPR of organisation	competitors by reporting on time PC2. be aware of any of company's product,	50	7.5 7.0	7.0	0.0
THE (2000)	Performance Criteria PC1. prevent leak of new plans and designs to	Total Marks (600)	Out of	Theory	Skills Practical
	Total Points			į	50
	Points		50	15	35
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5

and customers	service or design patents				
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	Points		50	27	23
	Total Points			!	50
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter		1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
THC/N9906 Maintain health and hygiene	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	50	1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials,		1.5	0.5	1.0

THC/N9907	PC1. assess the various work hazards	50	1.0	1.0	0.0
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	Total Points				50
	Points		50	16	34
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.0	0.5	0.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking wate		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	chemicals, liquids				

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Maintain safety at workplace	PC2. take necessary steps to eliminate or minimize them		1.0	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.0	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.0	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.0	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.0	0.5	1.0
	PC7. be aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.5	1.0
	PC8. practice correct emergency procedures		1.0	0.5	1.0
	PC9. check and review the storage areas frequently		1.0	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.0	0.5	1.0
	PC12. store these chemicals and acids in a well-ventilated and locked areas with warning signs not to touch		1.0	0.5	1.0
	PC13. ensure safe techniques while moving furniture and fixtures		1.0	0.5	1.0
	PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools		1.0	0.5	1.0
	PC15. read the manufacturers manual carefully before use of any equipment		1.0	0.5	1.0
	PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries		2.0	0.5	1.5
	PC17. keep the floors free from water and grease to avoid slippery surface		2.0	0.5	1.5
	PC18. ensure to use non slip liquids and waxes to polish and treat floors		1.5	0.5	1.0
	PC19. use rubber mats to the places where floors are constantly wet		2.0	0.5	1.5
	PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.		2.0	0.5	1.5
	PC21. use flat surfaces, secure holding and protective wear while using such sharp tools		2.0	0.5	1.5
	PC22. use health and safety practices for storing,		2.0	0.5	1.5

	PC4. listen to focussed or recorded sentences as spoken typically in the language		6.5	1.0	5.5
language(s) including English	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees	50	6.5	1.0	5.5
THC/N9909 Learn a foreign or local	PC2. learn keywords that may be used to pose those queries		7.0	2.0	5.0
	PC1. understand from the company, the typical foreign or vernacular language queries		5.5	2.5	3.0
	Performance Criteria	Total Marks (600)	Out of	Theory	Skills Practical
	Total Points			!	50
	Points		50	15	35
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available		1.5	0.5	1.0
	PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.5	1.0
	PC27. Ensure to display safety signs at places where necessary for people to be cautious		1.0	0.0	1.0
	PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.5	1.0
	PC25. ensure all equipment and tools are stored and maintained properly and safe to use		1.5	0.5	1.0
	PC24. ensure the workers have access to first aid kit when needed		1.0	0.0	1.0
	PC23. practice personal safety when lifting, bending, or moving equipment and supplies		2.0	0.5	1.5
	cleaning, and maintaining tools, equipment, and supplies				

Grand Total	600		174	426
Total Points			ļ	50
Points		50	10	40
PC8. seek to improve language proficiency to 'working knowledge' level		6.5	1.0	5.5
PC7. exhibit basic range of vocabulary and range of expression		5.0	1.0	4.0
PC6. express coherently in complete sentences over a variety of topics, albeit with effort		6.5	1.0	5.5
PC5. speak without hesitation and fear of being incorrect		6.5	1.0	5.5

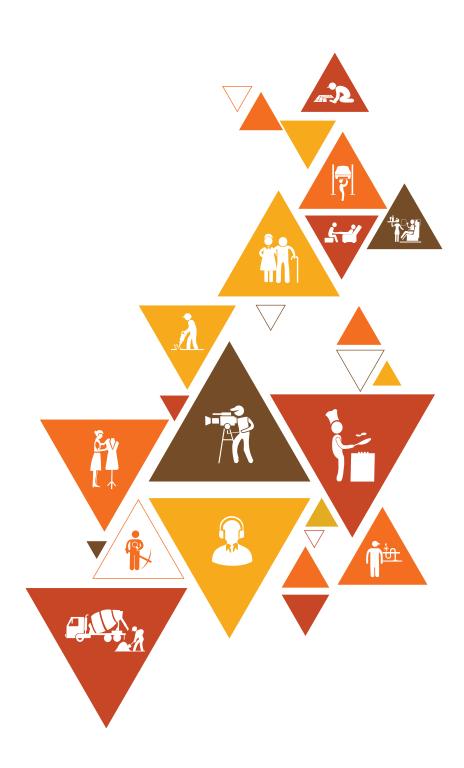
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- Explain each Guideline for Assessment in detail
- Explain the score that each trainee needs to obtain
- Recapitulate each NOS one-by-one and take participants through the allocation of marks for Theory and Skills Practical.
- Explain the Allocation of Marks. Explain that they will be assessed on Theory and Skills Practical.
- Explain that 174 marks are allotted for Theory and & 426 marks are allotted for Skills Practical.

- Notes -

Facilitator Guide











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