

Syllabus for Accommodation Operations – Receptionist cum Caretaker

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| Course Name | Accommodation Operations – Receptionist cum Caretaker,V2 |
| Course Code | STC-THC/ACOP/3806,V2 |
| Level | 3 |
| Occupation | Accommodation Operations – Receptionist cum Caretaker, Room Boy, Cleaner, Room Attendant, Receptionist |
| Job Description | Accommodation Operations – Receptionist cum Caretaker plays a pivotal role in ensuring the seamless operation of accommodation facilities. Responsible for managing the front desk, this individual welcomes guests, handles reservations and provides essential information about the establishment's services and amenities. Additionally, they serve as a caretaker, overseeing the cleanliness and maintenance of the accommodation premises, ensuring that rooms are well-prepared for guests. |
| Course Duration | Total Duration 390 Hrs (T-90, P-180, OJT-60 and ES-60) |
| Trainees' Entry Qualification | Grade 10 OR Grade 8 with two year of (NTC/ NAC) after 8 th OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2 yrs relevant experience OR Previous relevant Qualification of NSQF Level 2 with one yr experience OR Previous relevant Qualification of NSQF Level 2.5 with 6 months experience |
| Trainers Qualification | Degree in Hotel Management & Catering Technology/Hospitality Management from recognized university with one year experience in the relevant field. OR Diploma in Hotel Management & Catering Technology/Hospitality Management from recognized board of education with two years' experience in the relevant field. OR NTC/NAC passed in the trade of "Catering & Hospitality Assistant" with three years' experience in the relevant field. |

Structure of Course:

| Module No. | Module name | Outcome | Compulsory/ Elective | Theory (Hrs) | Practical (Hrs) | Total (Hrs) [Multiple of 30] |
|--------------|--|---|-------------------------|--------------|-----------------|------------------------------|
| 1 | Role and responsibilities of front office staff | Identify different types of hotel industries outlets along with the role and responsibilities of front office staff | Compulsory | 10 | 20 | 30 |
| 2 | Professional Etiquette and Diverse Profiles | Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry. | Compulsory | 10 | 20 | 30 |
| 3 | Hygiene Maintenance and Safe Equipment Cleaning | Maintain Hygiene in the premises and clean equipment safely by using various cleaning agents and cleaning equipment's | Compulsory | 20 | 40 | 60 |
| 4 | Effective Reservation and Payment Management | Use reservation system/booking systems online /telephone effectively along with make/receive payment | Compulsory | 20 | 40 | 60 |
| 5 | Guest Room Supplies and Amenities | Plan and place guest room supplies and amenities | Compulsory | 10 | 20 | 30 |
| 6 | Laundry equipment and uniform | Demonstrate the working of Laundry Equipment along with caring of uniform for male & female staff. | Compulsory | 10 | 20 | 30 |
| 7 | Procedure for check-out and check-in | Follow the procedure for check-in and check-out with handling the key and arrangement of luggage transfer. | Compulsory | 10 | 20 | 30 |
| 8 | OJT | Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT). | Compulsory | - | 60 | 60 |
| 9 | Employability Skill | As per NCVET guided curriculum | Compulsory | 60 | - | 60 |
| TOTAL | | | | 150 | 240 | 390 |

SYLLABUS:**Module No. 1: Role and responsibilities of front office staff**

Outcome : Identify different types of hotel industries outlets along with the role and responsibilities of front office staff

Theory Content:

- Tourism and its importance.
- Introduction to the Hotel industry and its growth in India
- Classification of hotels
- Size, Star, Types of rooms, Single, Double, Twin, suits
- Hotel entrance, lobby and front office : layout
- Front office organization: Duties and responsibilities, Personality traits, Care of guest
- Organization structure of hotel industry.
- Dealing with emergency situation like Theft, Fire, accidents, Medical emergency etc.
- Familiarization of different front office equipment's and its operations

Practical Content:

- Identify various types of hotel as per size, star ratings, budget and dining options
- Introduction to front office, machineries, equipment's and furniture's.
- Roles and responsibilities of front office staff/caretaker
- Welcoming of guest, Telephone handling.
- Role play: Luggage handling, Paging, Arrivals.
- Role Play Situation Handling Like handling guest, SPATT guest.
- Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as Reservation, Registration, Guest History, Telephones
- Role play - Message and mail handling , Filling up of various proforma, Rack, Front desk counter & bell desk.
- Front office Accounting procedures Payable, Accounts Receivable, Guest History, Yield Management Role Play Situation Handling
- Handling of emergency situation like fire, theft, medical emergency, etc

Tools & Equipment :

Computer, Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaning materials, cleaning equipment, Internet connection

Module No. 2: Professional Etiquette and Diverse Profiles

Outcome: Follow Staff etiquette and adopt different profiles, dress codes and attributes

Theory Content:

- Attributes of front office staff
- Hierarchy in different outlets.
- Duties and Responsibilities of staff in different outlets.
- Staff etiquette and -attributes of a good caretaker.
- Inter-department relationship.
- Different profiles, dress code for the duties

Practical Content:

- Adopt profile, dress codes and attributes of a caretaker
- Practice grooming, personal hygiene and care
- Personal development, personality, good communication skills
- Co-ordinate with different departments for providing better hospitality services
- Demonstrate multitasking skills in dynamic environment

Tools & Equipment:

Computer, Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaning materials, cleaning equipment, Internet connection

Module No. 3: Hygiene Maintenance and Safe Equipment Cleaning

Outcome: Maintain Hygiene in the premises and clean equipment safely by using various cleaning agents and cleaning equipment's

Theory Content:

- Importance of housekeeping in the hospitality industry
- Cleaning methods – Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, stainless steel.
- Cleaning of guest rooms and bath – daily, weekly
- Classification of cleaning agents
- Selection of cleaning agents.
- Uses, care and storage of cleaning agents
- Distribution and control of cleaning agents
- Operations of cleaning equipment's
- Maintenance of cleaning equipment regularly

Practical Content:

- Introduction to Cleaning equipment's - brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers trolley, chamber maid's trolley, etc.
- Showing various types Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials.
- Check list of standard guest and bathroom supplies.
- Select and use cleaning agents for various surfaces, equipment's
- Plan storage of cleaning agents, their uses and care
- Classify cleaning agents
- Handling procedure of cleaning equipment's
- Maintenance of cleaning equipment as per schedules
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Tools & Equipment needed:

Computer, Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaning materials, cleaning equipment, Internet connection

Module No. 4: Effective Reservation and Payment Management

Outcome: Use reservation system/booking systems online /telephone effectively along with make/receive payment

Theory Content:

- Importance of guest cycle, modes and sources
- Procedures for making reservation/reservation activities
- Online procedure/offline procedure for reservation
- Guaranteed/non-guaranteed reservation
- Overbooking, cancellation and amendments
- Manual reservation system used in the form of booking diary, booking charts etc
- Computerized reservation system and centralized reservation system
- Different modes of payment system and its procedures

Practical Content:

- Demonstrate the procedure for reservation activities
- Check bookings, amendments, cancellation etc.
- Prepare and explain reservation chart
- Check the guest reservation system using computerized system
- Use reservation terminology
- Different mode of payment system by utilizing UPI, Phone-pay and Google pay, Debit and Credit cards

Tools & Equipment :

Computer, Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaning materials, cleaning equipment, Internet connection, Card payment machine.

Module No. 5: Guest Room Supplies and Amenities

Outcome: Plan and place guest room supplies and amenities

Theory Content:

- Inventory management of guest room supplies and amenities
- Standard supplies and regular supplies
- Maid's trolley set up
- First aid kit
- Decoration of suits and other rooms
- Familiarization with the supply materials

- V.I.P and V.V.I.P room supplies
- Standard contents of the guest rooms
- Procedures follow for lost and found items
- Registers and records maintenance procedure
- Knowledge of different types of keys and its control

Practical Content:

- Procedure of inventory management for guest room supplies and amenities
- Set up of maid's trolley
- Check the content in the trolley for different rooms
- Set up first aid kit
- Develop standard operating procedure for guest rooms (Regular cleaning, polishing, brassing etc)
- Check and serve guest room supplies and amenities
- Practice drawing and familiarizing with formats of lost and found
- Identify different types of keys
- Prepare register/records of regular supply items

Tools & Equipment needed :

Computer, Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaning materials, cleaning equipment, Internet connection, vacuum cleaner, Soap, soap dispenser, Hair dryer, Bed arrangement, Glass & Jugs, tea pots, room freshener

Module No. 6: Laundry equipment and uniform

Outcome: Demonstrate the working of Laundry Equipment along with caring of uniform for male & female staff.

Theory Content:

- Different types of laundry equipment
- Operation of laundry equipment
- Purpose and function of each machine
- Maintenance of safety protocols while working in the laundry machine
- Different types of uniform for male and female staff
- Maintenance of uniform
- Procedure for proper washing of uniform as per fabrics.
- Maintenance of uniform by ironing and proper storage system

Practical Content:

- Demonstrate various laundry equipment
- Laundry equipment and its working procedure
- Operate various detergent as per the cloth
- Maintenance of laundry equipment
- Describe the sorting and pre-treatment of laundry items
- Identify the different components of staff uniforms
- Demonstrate the proper procedure for washing, ironing and storing of uniforms

Tools & Equipment needed:

Washing machine, cleaning materials, Uniform for male-female staffs, first aid kit

Module No. 7: Procedure for check-out and check-in

Outcome: Follow the procedure for check-in and check-out with handling the key and arrangement of luggage transfer.

Theory Content:

- Procedure of verification of reservation upon arrival of guest
- Guest identification and registration
- Room assignment
- Procedure for issuing room key
- Payment process
- Orientation procedure
- Upon checking out Billing review
- Return of room key
- Feedback and surveys
- Settlement of final bills
- Assistant with transportation

Practical Content:

- Role play for checking in and checking out procedure
- Guest identification and registration procedure
- Process of room assignment
- Guest focused approach procedure
- Issue of keys
- Implement key card systems and mobile check in options for guest
- Provide details of billing
- Maintain the accuracy of billing
- Collect the feedback
- Check the guest needs if anything viz. transportation, helper

Tools & Equipment needed:

Computer, Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaning materials, cleaning equipment, Internet connection

Module Name : OJT

Outcome: Work in real job situation with special emphasis on basic safety and hazards in this domain

Practical Content:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for **60 Hours.**)

Module Name : Employability Skills (60 Hrs)**Key Learning Outcomes****Introduction to Employability Skills**

Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship

Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century

Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills

Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting

Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills

Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion

Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy

Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely

19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship

Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

Learning Outcome – Assessment Criteria

| Module No. | Outcome | Assessment Criteria |
|------------|---|--|
| 1 | Identify different types of hotel industries outlets along with the role and responsibilities of front office staff | <p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 1.1 Identify various types of hotel outlets 1.2 Identify different types of hotel as per Star ratings 1.3 Select different types of hotel as per budget 1.4 Examine different dining options within hotels 1.5 Identify recreational facilities within hotels 1.6 Evaluate availability of the services like air port transfers childcare facilities, conference, banquet etc. 1.7 Identify the opportunities for effective communication of information about the place and local attractions 1.8 Assess the roles and responsibility of front office staff 1.9 Identify different emergency situation handling procedure like theft, medical emergency, lost and found and fire. 1.10 Identify different front office equipment's and working procedures |
| 2 | Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry. | <p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 2.1 Describe attributes of a good front office staff 2.2 Adopt different profiles, dress codes for the duties 2.3 Communicate effectively with guest and team members 2.4 evaluate versatility in tasks ranging from front-of-house to back-of-house responsibilities 2.5 Demonstrate multitasking skills in dynamic environment |
| 3 | Maintain Hygiene in the premises and clean equipment safely by using various cleaning agents and cleaning equipments | <p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 3.1 List the basic cleaning equipment used in housekeeping operations 3.2 Describe the purpose of various hands tools 3.3 Explain the working principles of difference cleaning equipment 3.4 Demonstrate cleanliness of the premises, including public areas, restrooms and back-of-house spaces 3.5 Implement sanitization practices in high touch areas |

| Module No. | Outcome | Assessment Criteria |
|------------|--|---|
| | | 3.6 Evaluate proper waste disposal procedures 3.7 Prevent and control pests within the premises 3.8 Inspect regularly for cleaning equipment for wear and tear 3.9 Apply proper handling techniques for cleaning equipment's 3.10 Implement preventive maintenance schedules for cleaning equipment 3.11 Demonstrate proper dilution ratios for cleaning solutions 3.12 Carry out routine cleaning by use of detergents and cleaning equipment's |
| 4 | Use reservation system/booking systems online /telephone effectively along with make/receive payment | After completion of this module students will be able to: 4.1 Explain reservation and booking procedure 4.2 Demonstrate procedures for making reservation and other related activities 4.3 Demonstrate checking of the guest reservation system using computer 4.4 Apply reservation terminology 4.5 Identify different mode of payment systems 4.6 Demonstrate the payment system by utilizing UPI, Phone-pay/Google-pay, Debit and Credit cards |
| 5 | Plan and place guest room supplies and amenities | After completion of this module students will be able to: 5.1 Maintain the accurate inventory of guest room supplies and amenities 5.2 Identify guest preferences in terms of room amenities 5.3 Plan and allocate resources within budget constraints 5.4 Follow safety guidelines in the placement of amenities 5.5 Identify and select the items which is frequently used 5.6 Implement regular inspections of guest rooms for supply levels 5.7 Introduce innovative or unique amenities to enhance guest satisfaction |
| 6 | Demonstrate the working of Laundry Equipment along with caring of uniform for male & female staff. | After completion of this module students will be able to: 6.1 Identify and select common laundry machinery 6.2 Examine the purpose and function of each machine in the laundry 6.3 Maintain safety protocol associated with operating laundry equipment 6.4 Distinguish between industrial and commercial grade laundry equipment 6.5 Describe the sorting and pre-treatment of laundry items 6.6 Identify and differentiate components of staff uniforms 6.7 Recognize the types of fabrics used in staff uniforms |

| Module No. | Outcome | Assessment Criteria |
|------------|--|---|
| | | 6.8 Demonstrate the procedure for proper washing, ironing and storage requirements to ensure longevity of uniform |
| 7 | Follow the procedure for check-in and check-out with handling the key and arrangement of luggage transfer. | After completion of this module students will be able to: 7.1 Describe the procedure to verify guest reservations promptly and accurately 7.2 Assess the process of verifying guest identification and completing registration 7.3 Demonstrate the process of room assignment 7.4 Issue the keys or key cards 7.5 Complete the payment procedure and issue receipt 7.6 Evaluate the accuracy of billing presented to the guest 7.7 Transfer the luggage as per rooms allotted 7.8 Collect the guest feedback during check out 7.9 Check the guest needs after check out as additional request related to transportation. |
| 8 | OJT | Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.) |
| 9 | Employability Skill | As per NCVET guided curriculum |

List of Tools, Equipment & Materials needed for 30 Trainees

| SL No. | Name of the Tools and Equipment | Quantity |
|--------|---------------------------------|----------|
| 1 | Front office Desk | 1 |
| 2 | Computer | 5 |
| 3 | Telephone/Smart phone | 1 each |
| 4 | Wooden table | 1 |
| 5 | Magazine rack | 1 |
| 6 | Chair(Iron with cover) | 10 |
| 7 | Chair (Revolving) | 1 |
| 8 | Clock | 1 |
| 9 | Multi tasking printer | 1 |
| 10 | LED tube light | 1 |
| 11 | Display Board | 1 |
| 12 | Notice Board | 1 |
| 13 | Hand Trolley | 1 |
| 14 | Sofa Set | 1 |
| 15 | Centre Table | 1 |
| 16 | Flower Vase | 1 |
| 17 | Bell desk | 1 |

| SL No. | Name of the Tools and Equipment | Quantity |
|--------|--|-------------|
| 18 | Front office Caption Board | 1 |
| 19 | Refrigerator | 1 |
| 20 | Lamp | 1 |
| 21 | Lamp Stand | 1 |
| 22 | Fan | 1 |
| 23 | Squeezee Handle | 2 |
| 24 | Squeezee Head | 2 |
| 25 | Mop Head | 2 |
| 26 | Mop Handle | 2 |
| 27 | Chamber Maid's Trolley | 2 |
| 28 | Washing Machine Semi automatic/automatic | 1 each |
| 29 | Iron Automatic steam | 1 |
| 30 | Iron Board | 1 |
| 31 | Weighing machine electrical/manual | 1 each |
| 32 | Bed side Table | |
| 33 | Fire extinguisher CO2 | 2 |
| 34 | Wardrobe | 1 |
| 35 | Writing/Dressing Table | 1 |
| 36 | Mirror | 1 |
| 37 | Shoe Brush | 1 |
| 38 | Broom | As required |
| 39 | Fruit Basket | 1 |
| 40 | Bed Sheets | 5 |
| 41 | Pillow Covers | 10 |
| 42 | Face Towels | 5 |
| 43 | Hand Towels | 5 |
| 44 | Blanket | 5 |
| 45 | Pillow | 10 |
| 46 | Bed Cover (Colour) | 5 |
| 47 | Bath Towels(L) | 1 |
| 48 | Bath Mat | 1 |
| 49 | Glass Cloth | 10 |
| 50 | Ordinary Dusters | 10 |
| 51 | Yellow Polishing Cloth | 10 |
| 52 | Ashtray | 1 |
| 53 | Bud Vase | 1 |
| 54 | Candle Holders | 1 |
| 55 | Coasters | 1 |
| 56 | Hanger | 1 |
| 57 | Brush Items | 1 |
| 58 | Soap | As required |
| 59 | Waste Bin With Cover | 1 |
| 60 | Buckets | 1 |
| 61 | Sewing Kit | 1 |

| SL No. | Name of the Tools and Equipment | Quantity |
|---------------|--|-----------------|
| 62 | Nail Brush | 1 |
| 63 | Plastic Bowl | 1 |
| 64 | Water Sprayer | 1 |
| 65 | Tray | 1 |
| 66 | Sofa set | 1 |
| 67 | Centre Table | 1 |
| 68 | Cup Board | 1 |
| 69 | Carpet Brush | 1 |
| 70 | Scissors | 1 |
| 71 | Doormat | 1 |
| 72 | Notice Board | 1 |
| 73 | Curtains | 1 |
| 74 | Coat Brush | 1 |
| 75 | Steel Gamla | 1 |
| 76 | Aluminium Gamla | 1 |
| 77 | Bed (double) | 1 |
| 78 | Mattress | 1 |
| 79 | Glass bowl (Large) | 1 |
| 80 | Working Table | 1 |
| 81 | Wringer Trolley | 1 |
| 82 | Mop Set | 1 |
| 83 | Soap dispenser | 1 |
| 84 | Cushion | 10 |
| 85 | Cushion Cover | 10 |
| 86 | Bed Runner | 1 |
| 87 | Room Freshener | 1 |
| 88 | Hair Dryer | 1 |
| 89 | Vacuum Cleaner | 1 |
| 90 | Glass and jugs different types | 1 each |
| 91 | Tea pots | 1 |
| 92 | Internet connection with wi-fi | 1 |
| 93 | First aid kit and box | 1 |
| 94 | Card payment machine | 1 |

Marks Distribution

| Outcome | Outcome Code | Total Th Marks | Total Pr Marks | Total OJT Marks |
|---|---------------|----------------|----------------|-----------------|
| Identify different types of hotel industries outlets along with the role and responsibilities of front office staff | THC/3806/OC1 | 20 | 90 | 0 |
| Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry. | THC/3806/OC2 | 20 | 90 | 0 |
| Maintain Hygiene in the premises and clean equipment safely by using various cleaning agents and cleaning equipment's | THC/3806/OC3 | 20 | 100 | 0 |
| Use reservation system/booking systems online /telephone effectively along with make/receive payment | THC/3806/OC4 | 30 | 100 | 0 |
| Plan and place guest room supplies and amenities | THC/3806/OC5 | 20 | 90 | 0 |
| Demonstrate the working of Laundry Equipment along with caring of uniform for male & female staff. | THC/3806/OC6 | 20 | 90 | 0 |
| Follow the procedure for check-in and check-out with handling the key and arrangement of luggage transfer. | THC/3806/OC7 | 20 | 90 | 0 |
| Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT). | THC/3806/OC8 | 0 | 0 | 150 |
| Employability Skills – 60 Hrs | DGT/VSQ/N0102 | 50 | 0 | 0 |