

Syllabus for Accommodation Operations – Receptionist cum Caretaker, V2

CourseName	Accommodation Operations–Receptionist cum Caretaker,V2
CourseCode	STC-THC/ACOP/3806,V2
Level	3
Occupation	Accommodation Operations– Receptionist cum Caretaker ,Room Boy, Cleaner, Room Attendant, Receptionist
JobDescription	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.
CourseDuration	TotalDuration420Hrs(T-90,P-210,OJT-60andES-60)
Trainees'EntryQualification	Grade 10OR 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 8thgrade pass with 2yrs relevant experienceOR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years' experience OR Previous relevant qualification of NSQF Level 2 with 3 years relevant experience
TrainersQualification	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	User reservation system/booking systems online /telephone effectively along with make/receive payment	Compulsory	10	50	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	Facility operations	Manage facility operations by arranging soft services operations ensuring operational excellence	Optional	10	20	30
9	OJT	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	Compulsory	-	60	60
10	Employability Skill	As per NCVET guided curriculum	Compulsory	60	-	60
TOTAL				150	270	420

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
- Overview of IPR (Intellectual Property rights) and copyright (Make sure new initiatives of Hotel are not leaked out)
- Protect infringement upon customer's interests
- Welcome procedure to the guest as per SOP

Practical Content:

- Identify various types of hotels 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.
- Roleplay: 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 procedure such as Reservation, Registration, Guest History, Telephones
- Roleplay-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
- Promote effective communication
- Report IPR violations if any
- Complete registration procedure and allotting the room

Tools & Equipment:

Computer, Printer, Phone/smartphone, table, chair, Front office desk, First aid kit, Keyboard, 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
- Services and facilities specific to age/gender/special needs
- Women rights and companies policies regarding them

Practical Content:

- Maintain standard of etiquette and hospitable conduct
- 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
- Co-ordinate with team to meet the needs of the customers
- Develop good rapport with the customers and promote suitable products and services
- Follow gender and age sensitive service practices
- Treat women equally and avoid discrimination

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
- Ensure personal and workplace hygiene
- Identify and avoid work hazards and practice safety
- Identifying housekeeping requirements and resources
- 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 floor, guestrooms and washrooms, bathrooms – daily, weekly
- Cleaning vertical spaces, fittings, internal glass spaces
- 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
- Replenishing supplies in washrooms and bathrooms and completing cleaning duties

- Remove and collect Waste and disposed as per regulations
- Checklists and registers, reporting and documentation

PracticalContent:

- Introduction to Cleaning equipment's - brooms and brushes, protective equipment, cloths used incleaning,boxsweeper,electricequipment,vacuumcleaner,floorscrubbingandpolishingmachine,floor shampooingmachine, containerstrolley, chambermaid'strolley,etc.
- Showing various types Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants,detergents,polishes&storage. Hazardousmaterials.
- Checklistofstandardguestandbathroom supplies.
- Selectandusecleaningagents forvariousurfaces, equipment's
- Planstorageofcleaningagents, their usesandcare
- Classifycleaningagents
- Handlingprocedureof cleaningequipment's
- Maintenanceofcleaningequipmentasperschedules
- Identify and avoid work hazards and practice safety
- Remove waste from the areas cleaning safely and according to regulations, instruction and good practice
- Follow the legal and regulatory requirements health and safety, hygiene and environmental standards and instructions
- Report, record and prepare documentation

Tools&Equipmentneeded:

Computer,Printer,Phone/smartphone,table,chair,Frontofficedesk,Firstaidkit,Keyboard,cleaningmaterials,cleaning equipment, Internet connection

ModuleNo.4:EffectiveReservationandPaymentManagement

Outcome: Use reservation system/booking systemonline /telephone effectively along with make/receivepayment

TheoryContent:

- Importanceofguestcycle,modes andsources
- Proceduresformakingreservation/reservationactivities
- Onlineprocedure/offlineprocedureforreservation
- Guaranteed/non-guaranteedreservation
- Overbooking,cancellationandamendments
- Manualreservationsystemused intheformof bookingdiary, bookingchartsetc
- Computerizedreservationsystemandcentralizedreservationsystem
- Differentmodesofpaymentsystem anditsprocedures
- Perform cashiering activities
- Manage and maintain accounts
- Basic knowledge of Vernacular /foreign/State language

PracticalContent:

- Demonstrate the procedure for reservation activities
- Check bookings, amendments, cancellation etc.
- Prepare and explain reservation chart
- Check the guest reservations system using computerized system
- Use reservation terminology
- Different mode of payments system by utilizing UPI, Phone-pay and Google pay, Debit and Credit cards
- Create billing account for customer
- Receive payments during check in
- Manage invoicing and payment procedure on check out
- Practice short oral conversations in the language

Tools & Equipment :

Computer, Printer, Phone/smartphone, table, chair, Front office desk, First aid kit, Keyboard, 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 setup
- First aid kit
- Decoration of suits and other rooms
- Familiarization with the supply materials
- V.I. and V.V.I. Room supplies
- Standard contents of the guest rooms
- Procedures followed for lost and found items
- Registers and records maintenance procedure
- Knowledge of different types of keys and its control
- Procedure for making bed, checking and changing linen

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 format of lost and found
- Identify different types of keys
- Prepare the bed with changing the linen
- Carry out required periodic room servicing as required

- Prepareregister/recordsofregularsupply items

Tools&Equipmentneeded:

Computer,Printer, Phone/smart phone, table, chair, Front office desk, First aid kit, Key board, cleaningmaterials, cleaning equipment, Internet connection, vacuum cleaner, Soap, soap dispenser, Hair dryer, Bedarrangement,Glass &Jugs, teapots,roomfreshener

ModuleNo.6:Laundryequipmentanduniform

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

TheoryContent:

- Different typesof laundryequipment
- Operationoflaundry equipment
- Purpose andfunctionofeach machine
- Maintenanceofsafetyprotocolswhileworkinginthelaundry machine
- Differenttypesofuniformformaleandfemalestaff
- Maintenanceofuniform
- Procedureforproperwashingofuniform asperfabrics.
- Maintenanceofuniform byironingandproperstoragesystem

PracticalContent:

- Demonstratevariouslaundry equipment
- Laundry equipmentanditsworkingprocedure
- Operatevariousdetergentasperthecloth
- Maintenance oflaundryequipment
- Describe thesortingandpre-treatmentoflaundryitems
- Identify the differentcomponentsofstaffuniforms
- Demonstratetheproperprocedureforwashing, ironingandstoringofuniforms

Tools&Equipmentneeded:

Washingmachine, cleaningmaterials,Uniform formale-femalestaffs,firstaidkit

ModuleNo. 7:Procedureforcheck-out andcheck-in

Outcome:Followtheprocedureforcheck-inandcheck-outwithhandlingthekeyandarrangementofluggage transfer.

TheoryContent:

- Welcoming the guest and checking for room availability/reservation status
- Managing and monitoring guest reservation process
- Procedureofverificationof reservation uponarrivalof guest
- Guestidentificationandregistration
- Follow check in procedure and allot room
- Procedureforissuingroomkey
- Paymentprocess
- Orientationprocedure
- UponcheckingoutBillingreview
- Returnof room key
- Feedbackandsurveys
- Settlementoffinal bills
- Assistantwithtransportation
- Attend to guest queries
- Handling procedure of guest complaints
- Interaction with superiors and colleagues

PracticalContent:

- Manage and monitor guest reservation process
- Roleplay for checkinginandcheckingout procedure
- Guestidentificationandregistrationprocedure
- Processofroom assignment
- Guest focusedapproach procedure
- Issueofkeys
- Implementkeycardsystemsandmobile check inoptions forguest
- Provide detailsofbilling
- Maintaintheaccuracyof billing
- Collectthefeedback
- Checkthe guestneedsifanythingviz.transportation,helper
- Manage guest check out
- Coordinate with travel desk department for guest transfer, if required
- Ensure the guest are attended at every instance of their request
- Escalate unresolved problems

Tools&Equipmentneeded:

Computer,Printer,Phone/smartphone,table,chair,Frontofficedesk,Firstaidkit,Keyboard,cleaningmaterials,cleaningequipment, Internet connection

ModuleName 8:Facility operations

Outcome: Manage facility operations by arranging soft services operations ensuring operational excellence

TheoryContent:

- Client requirements for soft facility management services
- Preparation for survey client location for facility management services operational requirements
- Checking of vendor background
- Method of getting quotes and tenders from vendors
- Procedure for negotiation contracts to optimize delivery and cost saving
- Selection of vendors
- Procedure for liaising with the client
- Procedure for liaising with vendor/third party contractor
- Procedure for preparation of budget proposals
- Assist facility manager to finalize budget proposals
- Facility management programme including preventive maintenance
- Coordination and monitoring the activities of contract suppliers
- Billing and payment procedures
- Incorporation of client feedback to enhance the service experience
- Operational excellence performance measures

Practical Content:

- Assess client requirements for soft facility management services
- Survey client location for facility management services
- Carry out vendor background checks
- Obtain quotes and tenders from vendors
- Assist to select vendors for different services
- Choose the equipment and materials required to complete the services
- Estimate resources requirement to provide the service
- Assist to prepare budget proposals
- Resolve clients complaints and issues
- Prepare the invoice to client as per agreement and receive payment from the client as per standards
- Monitor activities of contract suppliers
- Ensure payment of all vendors/suppliers on time
- Assist the facility manager with costing and drafting of the payment schedule for the service contract.
- Coordinate with supervisors for the allocation of workers for services like housekeeping, pantry, helpdesk etc.

Tools&Equipmentneeded:

Computer,Printer,Phone/smartphone,table,chair,Frontofficedesk,Firstaidkit,Keyboard,cleaningmaterials,cleaningequipment, Internet connection

ModuleName 9:OJT

Outcome:Workinrealjobsituationwithspecialemphasisonbasicsafetyandhazardsinthisdomain

PracticalContent:

Assessor will check report prepared for this component of Practical training of the course and assesswhether competency has been developed to work in the real job situation with special emphasis on basicsafety and hazards in this domain. (The trainee is expected to undertake work in actual workplace underanysupervisor/contractorfor**60Hours**.)

ModuleName10:EmployabilitySkills(60Hrs)**KeyLearningOutcomes****IntroductiontoEmployabilitySkills**

Duration: 1.5

HoursAftercompletingthisprogramme,participantswill beable to:

1. DiscusstheEmployabilitySkillsrequiredforjobsinvariousindustries
2. ListdifferentlearningandemployabilityrelatedGOlandprivateportalsandtheirusage

Constitutionalvalues-Citizenship

Duration:1.5Hours

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 responsiblecitizen
4. Showhowtopracticeditdifferentenvironmentallysustainablepractices.

BecomingaProfessionalinthe21stCentury

Duration:2.5Hours

5. Discussimportanceofrelevant21stcenturyskills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management,critical and adaptive thinking, problem-solving, creative thinking, social and culturalawareness, emotional awareness, learning to learn etc. in personal or professionallife.
7. Describethebenefitsofcontinuouslearning.

BasicEnglishSkills

Duration:10Hours

8. Show how to use basic English sentences for everyday conversation in differentcontexts,in personandover thetelephone
9. ReadandinterprettextwritteninbasicEnglish
10. Writeashortnote/paragraph/letter/e-mailusingbasicEnglish

CareerDevelopment&GoalSetting

Duration:2 Hours

11. Createacareerdevelopmentplanwithwell-definedshort-andlong-term goals

CommunicationSkills

Duration:5Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communicationetiquette.
13. Explainthe importanceofactive listeningforeffective communication
14. Discussthesignificanceofworkingcollaborativelywithothersin ateam

Diversity&Inclusion

Duration:2.5Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all gendersandPwD
16. Discussthesignificanceofescalatingsexual harassmentissues as perPOSHact.

FinancialandLegalLiteracy

Duration:5Hours

17. Outline theimportanceofselectingtherightfinancialinstitution,product,andservice

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 addressing 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 outlets along with the roles 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 1.11 Illustrate the reporting procedure of IPR
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 2.6 Explain the facilities and services provided specific to gender and age

3	Maintain Hygiene in the premises and clean equipment safely by using various cleaning agents and cleaning equipment's	<p>After completion of this module students will be able to:</p> <p>3.1 List the basic cleaning equipment used in housekeeping operations</p> <p>3.2 Describe the purpose of various hand tools</p> <p>3.3 Explain the working principles of different cleaning equipment</p> <p>3.4 Demonstrate cleanliness of the premises, including public areas, restrooms and back-of-house spaces</p> <p>Implement sanitization practices in high touch areas</p> <p>3.6 Evaluate proper waste disposal procedures</p> <p>3.7 Prevent and control pests within the premises</p> <p>3.8 Inspect regularly for cleaning equipment for wear and tear</p> <p>3.9 Apply proper handling techniques for cleaning equipment's</p> <p>3.10 Implement preventive maintenance schedules for cleaning equipment</p> <p>3.11 Demonstrate proper dilution ratios for cleaning solutions</p> <p>3.12 Carry out routine cleaning by use of detergents and cleaning equipment's</p> <p>3.13 Replenish supply in washrooms and bathrooms to complete cleaning duties</p> <p>3.14 Collect waste and disposed as per regulation</p>
4	User reservation system/booking system online/telephone effectively along with make/receive payment	<p>After completion of this module students will be able to:</p> <p>4.1 Explain reservation and booking procedure</p> <p>4.2 Demonstrate procedures for making reservation and other related activities</p> <p>4.3 Demonstrate checking of the guest reservation system using computer</p> <p>4.4 Apply reservation terminology</p> <p>4.5 Identify different mode of payment systems</p> <p>4.6 Demonstrate the payment system by utilizing UPI, Phone-pay/Google-pay, Debit and Credit cards</p> <p>4.7 Create billing account for customer</p> <p>4.8 Practice short oral conversations in the language</p>

5	Plan and place guest room supplies and amenities	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 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 5.8 Prepare the bed with changing the linen 5.9 Carry out required periodic room servicing as required 5.10 Prepare register/records of regular supply items
6	Demonstrate the working of Laundry Equipment along with caring of uniform for male & female staff.	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 6.1 Identify and select common laundry machinery 6.2 Examine the purpose and function of each machine in hotel 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 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.	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 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 keycards 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. 7.10 Demonstrate the procedure to manage guest check-out 7.11 Ensure the guest are attended at every instance of their request <p>Escalate unresolved problems</p>

8	Manage facility operations by arranging soft services operations ensuring operational excellence	After completion of this module students will be able to: 8.1 Identify client requirements for facility management services 8.2 Identify gaps in the existing services at client premises 8.3 Liaise with vendors for contracts of different service requirements like housekeeping, security, helpdesk, pantry etc 8.4 Carry out vendor background checks 8.5 Obtain quotes and tenders from vendor 8.6 Assist to select vendor for different services 8.7 Assist to prepare present budget proposals 8.8 Coordinate with supervisors for the allocation of workers for services.
9	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.)
10	Employability Skill	As per NCVET guided curriculum

List of Tools, Equipment & Materials needed for 30 Trainees

SLNo.	Name of the Tools and Equipment	Quantity
1	Front office Desk	1
2	Computer	5
3	Telephone/Smartphone	1 each
4	Wooden table	1
5	Magazine rack	1
6	Chair (Iron with cover)	10
7	Chair (Revolving)	1
8	Clock	1
9	Multitasking 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
SLNo.	Name of the Tools and Equipment	Quantity
18	Front office Caption Board	1

19	Refrigerator	1
20	Lamp	1
21	LampStand	1
22	Fan	1
23	SqueezeHandle	2
24	SqueezeHead	2
25	MopHead	2
26	MopHandle	2
27	ChamberMaid'sTrolley	2
28	WashingMachineSemiautomatic/automatic	1each
29	IronAutomaticsteam	1
30	IronBoard	1
31	Weighingmachineelectrical/manual	1each
32	BedsideTable	
33	FireextinguisherCO2	2
34	Wardrobe	1
35	Writing/DressingTable	1
36	Mirror	1
37	ShoeBrush	1
38	Broom	As required
39	FruitBasket	1
40	BedSheets	5
41	PillowCovers	10
42	Face Towels	5
43	HandTowels	5
44	Blanket	5
45	Pillow	10
46	BedCover(Colour)	5
47	BathTowels(L)	1
48	BathMat	1
49	GlassCloth	10
50	OrdinaryDusters	10
51	YellowPolishingCloth	10
52	Ashtray	1
53	BudVase	1
54	CandleHolders	1
55	Coasters	1
56	Hanger	1
57	BrushItems	1
58	Soap	As required
59	WasteBinWith Cover	1
60	Buckets	1
61	SewingKit	1

SLNo.	NameoftheToolsandEquipment	Quantity
62	NailBrush	1
63	PlasticBowl	1
64	WaterSprayer	1
65	Tray	1
66	Sofaset	1
67	CentreTable	1
68	CupBoard	1
69	CarpetBrush	1
70	Scissors	1
71	Doormat	1
72	NoticeBoard	1
73	Curtains	1
74	CoatBrush	1
75	SteelGamla	1
76	AluminiumGamla	1
77	Bed(double)	1
78	Mattress	1
79	Glassbowl(Large)	1
80	WorkingTable	1
81	WringerTrolley	1
82	MopSet	1
83	Soapdispenser	1
84	Cushion	10
85	CushionCover	10
86	Bed Runner	1
87	RoomFreshener	1
88	HairDryer	1
89	VacuumCleaner	1
90	Glassandjugsdifferenttypes	1 each
91	Teapots	1
92	Internetconnectionwithwi-fi	1
93	First aidkitandbox	1
94	Cardpaymentmachine	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	80	0
Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry.	THC/3806/OC2	20	80	0
Maintain Hygiene in the premises and clean equipment safely by using various cleaning agents and cleaning equipment's	THC/3806/OC3	20	90	0
Use reservation system/booking systems online /telephone effectively along with make/receive payment	THC/3806/OC4	20	100	0
Plan and place guest room supplies and amenities	THC/3806/OC5	20	80	0
Demonstrate the working of Laundry Equipment along with caring of uniform for male & female staff.	THC/3806/OC6	20	80	0
Follow the procedure for check-in and check-out with handling the key and arrangement of luggage transfer.	THC/3806/OC7	20	80	0
Manage facility operations by arranging soft services operations ensuring operational excellence	THC/3806/OC9	10	60	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