



# Facilitator Guide



Sector  
Tourism and Hospitality

Sub-Sector  
Tourism/Hospitality

Occupation  
Transportation

Reference ID: THC/Q4205, Version-1.0  
NSQF Level: 4

Customer Service Executive  
- Meet and Greet



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**First Edition, June 2022**





**Shri Narendra Modi**  
Prime Minister of India

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

## Acknowledgments

**Tourism & Hospitality Skill Council** would like to express its gratitude to all the individuals and institutions who contributed in different ways towards the preparation of this “Facilitator Guide”. Without their contribution it could not have been completed. Special thanks are extended to those who collaborated in the preparation of its different modules. Sincere appreciation is also extended to all who provided peer review for these modules. 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

Customer Service Executive (Meet and Greet) is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s. Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

The tasks a Customer Service Executive (Meet and Greet) is expected to perform include:

1. Meeting and greeting the customers at a designated place
2. Transferring them to the required destination
3. Developing and maintaining a positive relationship
4. Resolving any queries/problems
5. Planning and preparing for meeting the customers at the designated place
6. Assisting the customers at arrival and departure points
7. Assisting the customers with check-in and check-out procedures
8. Knowledge of different types of accommodation available like the car, train, etc. Well-versed with local maps and routes
9. Proficient in establishing working relationships with colleagues and other internal customers and knowledge of different kinds of travel agencies
10. Proficient in escalation matrix for resolving emergencies for customers
11. Well-versed with different airline codes and airports
12. Knowledge of transfer lists and their importance

Proficient in handling delays inbound and outbound, lost luggage, overbooking on flights and accommodation, illness, drunken passengers, lost passengers, missed flights, etc. Knowledge of resolving conflicts and whom to escalate the unresolved issues too. Proficient in advising the customer of the travel itinerary, accommodation details for inbound customers and relevant contact details wherever appropriate

## Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



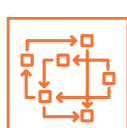
Summary



Role Play



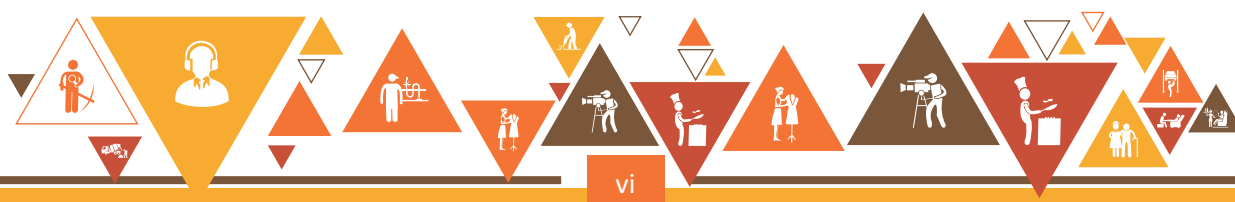
Example



Methodology

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## Guidelines for the Trainer

**As a Trainer, follow the below guidelines:**

- Understand your Job thoroughly
  - Reach the venue 15 minutes before the training session.
  - Please make sure you have all the required training tools and materials for conducting the training session (learning cards, sketch pens, raw materials etc.).
  - Check the condition of your training equipment such as laptop, projector and camera, relevant tools (depending on the training site).
  - Before starting any training program, trainer should concentrate on the below key pointers,
    - Use best practices and methods of training.
    - Create awareness on quality of work done.
    - Explain how to minimize waste.
    - Ensure that the participants practice safety measures and use proper PPE.
    - Make sure the participant adopts the basic ergonomic principles.
    - Create awareness of housekeeping at regular intervals.
    - Explain the influence of productivity as a whole.
    - Make the class as interactive as possible by adopting activity-based or scenario-based training methodology.
- Understand your participants
  - You will conduct the training program for a certain period as a trainer. To improve the program's effectiveness, you should understand the mindset of the participants and create a good rapport with them. Maintaining a good working relationship with the participants is always important to achieve better results from the training program.
- Adopt the basic etiquette during training
  - Greet the participant and introduce yourself.
  - Use a gentle pace of voice/tone while speaking with the participant.
  - Explain the need and use of the training program.
  - Ask the participants to introduce themselves to the group and help them with communication difficulties.
  - Clarify their doubts patiently, and do not get irritated if a participant asks the same question repeatedly.
  - Understand the level of participants and train them accordingly.
  - Watch the participants at work, and note some pointers of performance.
  - Give some hints and easy thumb rules which can be easily understood and remembered.
  - Always use the three golden words, "Please", "Thank You", and "Sorry".
  - Be positive and professional while giving participants feedback; do not criticize or make fun of their performance.
  - Identify the faulty practices of the participants and rectify them as soon as possible.
  - Always be a good mentor and observer.
  - Do not forget to introduce topic to be covered in the next class.
  - Do not forget to recapitulate the topic covered in the last class.

THC/N4215

## Key Learning Outcomes

At the end of this module, you will be able to understand/know:

1. Discuss the objectives and benefits of the Skill India Mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate the hierarchy of the hotel and housekeeping department of different star categories
4. Elaborate the job role and job opportunities as a Guest Service Associate in the tourism and hospitality industry
5. Explain basic terminologies used in Customer Service Executive (Meet and Greet)
6. Explain the grooming standards for a Customer Service Executive (Meet and Greet)

## Icebreaker

### Say



- My name is \_\_\_\_\_, and I will be the 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 experience, native place, learning, likings etc.

### Resources to be used



- Use of any prop example flower, water bottle or pencil (optional)

### Activity



- All participants were standing in a semi-circle.
- Ask the participant to introduce themselves one by one with actions.
- Participants may use any prop possible for their actions while announcing names.
- While the participant announces the name, the others will try to memorize the name and action.
- Then all participant with the trainer repeats the participant's name and copy the action too.
- Once all participants are done. The trainer shall call any random participant to name the other, with the actions done by the fellow participant.
- Encourage participants to provide general information about themselves and briefly introduce them.

### Notes for Facilitation




- Optionally, start the above activity by demonstrating with the example. Hello, I am Amber with raised or waving hands or any action (as an action sign).
- Encourage shy students to act along by introducing themselves.



- Now that we all are familiar with actions and names. Each one of you will introduce us to you in brief.
- Example. I am \_\_\_\_\_, came here from \_\_\_\_\_, like to \_\_\_\_\_, love \_\_\_\_\_ and \_\_\_\_\_.
- Now that we know something about each other. We will try to take only first names while speaking to each other for the rest of our sessions.
- Let us see how interactive we can make this discussion by working together .
- Now trainer will explain the objective of this module.



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

[illegible]

## Unit 1.1: An Overview of Skill India Mission

### Unit Objectives

**At the end of this session, the participant will be able to:**

1. Explain the objectives and benefits of the Skill India Mission.

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector, speaker and Laptop
- Pencil and paper (optional)

### Activity

Play the video of any skilled program from the internet and let students watch the video. Ask them to point down two observations from the video.

Brief them on the topics given in the participant handbook.

- Skill India Mission
- The main Skill India objectives
- Features of the Skill India Mission
- Sub-schemes that are part of the Skill India Mission
- The list of Skill India sources
- Explain The Skill India Mission and its features Sub-schemes that are part of the Skill India Mission

### Say

- The Skill India Program enables the development by the ability to bring confidence, provides the scope of growth, and gives advanced training structure, Knowledge as it builds the concept
- With this, one can get core strategies of competent
- The importance of skills in the growth of an individual can be evaluated after understanding the techniques required
- The youth are educated, and the technical scope can be identified if close access to segments is explained with features that are pointed out in Skill India Mission



A trained tailor makes a difference by getting scope in an area if his/her work is getting marketed with the help of tools. Example- accessing the work of others through various online platforms. Since the market is open in social media, one can use it most if they know or learn about the tools.



## Summarize

Make them understand that skilled individuals can contribute to their lives and make a base of the country's economy.

Good for the growth of various sectors and the economy of India

Skilled India Mission helps to recognize new areas for skill development

**Objectives - Skill India Mission**

- Will increase per capital income of a country
- Ensure growth opportunities for the development of the country
- Adequate investments for the sustainability of skill development
- To create a new rural India
- To fill the gap between skills required by the industry and people's skills for employment Sub Schemes- Skill India Mission
- The national skill development mission aims to ease decision-making across sectors and coordinate skill activities to accomplish high-quality skilling on a broad scale.
- The Pradhan Mantri Kaushal Vikas Yojana seeks to motivate the nation's youth to pursue relevant training in the industry.
- National policy for skill development and Entrepreneurship 2015 enables individuals to stick to shared standards and links skill sets to demand places.
- Promotion of micro firms, cluster development, and lending techniques for MSMEs are included in the list of skilled India sources (Micro, Small and Medium Enterprises)

## Skilled India Mission helps to recognize new areas for skill development

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This image shows a template for a piece of lined paper. At the top left, there is a header area with a light blue background. Inside this area, the word "Notes" is written in a bold, black, sans-serif font. To the right of the text is a small square icon with rounded corners, containing three horizontal lines representing a document or list. Below the header, the rest of the page is white and filled with horizontal grey lines, providing space for writing.

## Unit 1.2: An Overview of the Hospitality Industry

### Unit Objectives



**At the end of this module, the participant will be able to:**

1. Describe the tourism and hospitality industry and its sub-sectors
2. Elaborate on the hierarchy of hotels of small, medium and large establishments

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Pencil and paper (optional)
- Stickers
- Pen

### Say



- The role and importance of tourism and tourism are vital for the success of many economies around the world
- Tourism can be defined as travelling to a place different from the home city or country for various leisure or business purposes and staying there for a considerable period.
- The tourism industry is a large group of these industries that provide a range of products and services to serve tourism and the needs of travellers or guests. Therefore, this group or chain also indicates and brings us to the value chain of the tourism industry



*Fig 1.2.1 Services in the hospitality business*

### Do



- Show Video featuring various hotel brand groups of India., Presentation slides should have a list of all hotel brands in India and a brief content of each.
- Draw a chart showing the segments of the hospitality industry on the whiteboard.
- Show images of various types of accommodation centres in India and worldwide. (Heritage properties, luxury collection, business standard etc.)

## Ask



- Ask students the reasons for travelling from one part of the world to another.
- What are the various types of service that one can observe during travelling?
- What are the basic requirements they may have during travel?

## Explain



- With the help of questions that were asked and answers observed, define types of hotels and classify their service standards.
- Brief the various service standards followed in hotels as per their level of service.
- Types of hotels as per location and types of requirements in different locations.
- The hierarchy of large, medium and small hotels

## Activity



- Prepare some words to describe the elements of travel and hotels, write on some paper and place them in a bowl.
- Create small groups of 5 students each.
- Each group should pick up the chit provided in the bowl.
- Now let students decide the category of the hotel they fall in.
- For example- the chits picked by group A have words- penthouse, beach,. The answer that may be expected is – Resort property of a hotel with an upmarket level of service.
- This activity gives a quick go-through of the entire session.

Components in chit	Expected answers
Airport, layover, business client	Transit hotels
Complimentary newspaper, morning tea/coffee, small conference groups	Business Hotels
Highway, Car park, fuel station	Motels
Hotels on rivers or harbour	Flotels
For long-stay guests, offers kitchen amenities in the suite	Extended stay hotels
Theatres, Zoos, Art Exhibits	Recreation industry
Unit rented by management	Timeshare hotels

Table 1.2.1. Constituents of the hotel categorisation

## Explain



- The different sectors related to hospitality and tourism
- Lodging industry and its components such as :
  - Hotels
  - Vacation rentals
  - Bed and breakfasts
  - Motels
  - Flotels
- Recreation industry and its components such as :
  - Amusement parks
  - Campgrounds
  - Theatres
  - Museums
  - Zoos
  - Art exhibits
- Travel and tourism industry
- Meetings and events industry and its components such as :
  - Sporting events
  - Family reunions
  - Holiday celebrations
  - Business events
  - Trade shows
  - Farm shows
  - Conferences
- Food and beverage industry components such as:
  - Restaurants
  - Cafeterias
  - Catering companies
  - Cafes
  - Fast food restaurants
  - Pubs
  - Delis (A store where ready-to-eat food products, i.e. cooked meats and prepared salads, are sold)
  - Third-party delivery services

## Unit 1.3: Customer service Executive (Meet & Greet) – Trending career options in India

### Unit objectives

**At the end of this session, the participant will be able to:**

1. Elaborate on the job role and job opportunities as a Customer Service Executive (Meet and Greet) in the Tourism and Hospitality Industry
2. Explain basic terminologies used in Customer Service Executive (Meet and Greet)
3. Explain the grooming standards for a Customer Service Executive (Meet and Greet)

### Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

### Say

- Hospitality industry is all about greeting and serving guests in the best possible way.
- Guests expect comfort and service, but at the same time they expect courteous staff and well-behaved people around.
- You must have experienced that during staying in a hotel.

- There are always opportunities in any career. It is important for the person to improve his knowledge and skills to rise further. In hospitality industry receiving guest formally is an important activity.
- Star hotels have a travel desk in the lobby. This desk gives information related to availability of local cabs, taxi, tourist destinations etc You must have seen lot of people at arrival of airport or station who are holding some placard of hotel and the name of guest displayed.
- To meet and greet guests the correct and exact details must be acquired well in advance. Once the customer is received at the airport he needs to be transferred to his destination.
- Meet and Greet Executive is the first contact of customer after his arrival it is necessary that certain characteristics be given importance.

## Explain



- Customer service executive (meet and greet)
- Job opportunities
- Customer services executive (meet and greet) terminology
- Meet and greet services for guests on arrival and departure
- Various functions and structure of tourist transport organization
- Meet and greet services for tourists at the airport, railway or bus station
- Ensure transfer arrangements customer
- Characteristics of customer service executive (meet and greet)
- Grooming standards

## Elaborate



- Elucidate the GST Model for greeting with the help of( Fig. 1.3.1 GST Model for greeting ), given in the Participant Handbook.
- Illustrate the functions of a travel agency with the help of( Table 3.1.1 Functions of a travel agency), given in the Participant Handbook.
- Elucidate the grooming standards with the help of( Fig 1.3.3 Grooming standards), given in the Participant Handbook.



Fig 1.3.1: Career Path for CSE (Meet & Greet)

## Ask

- What are the different terms used in Meet and Greet domain?
- What are the important records of guest which a Meet & Greet Associate should carry at the time of receiving guest at the airport?
- What is the responsibility of Meet and Greet staff?
- What is the main activity of travel desk?
- What is procedure of receiving guest at hotel lobby?
- Why it is necessary for a Meet & Greet Associate to have a set of certain skills ? What are they?
- What is transfer of guest after received by the Customer service Executive (Meet & Greet)?

## Notes for Facilitation

- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

## Role Play

- Conduct a role play of receiving guest and direct the class to observe and discuss at the end

## Activity -1

- Distribute chart papers to all students
- Give them topics on which they can brief.
- Topics – Grooming of Meet & Greet Executive, receiving guest at the airport, characteristics of Meet & Greet Executive, documents required to be recorded, preparing for receiving guest at the airport

## Activity- 2

- Distribute pen and pencils to students.
- Direct them to write about characteristics required in a Customer service Executive (Meet & Greet)
- Direct a few of students to present in front of the class.



- Decide the message to be displayed on placard
- Gather materials and sketch the message
- Display the completed work



- ## Summary
- 
- Duties and responsibilities of customer service executive
  - Job opportunities and career path
  - Characteristics of meet & greet executive
  - Meeting at railway station, airport and bus station
  - Record keeping and document management

[illegible]

## Exercise



**Choose the correct alternative from the given options**

- Question 1.** Which of the following benefits of working as a customer service executive (Meet and Greet) is not one?
- (A). There are numerous job profiles for Customer Service Executive s (Meet and Greet)
  - (B). The working hours will be flexible.
  - (C). Every day, he or she will have the opportunity to engage with many types of people
  - (D). This profile will not assist one in honing communication abilities.
- Question 2.** Which of the following does not entail talking to people at work?
- (A). Answering customer le ers
  - (B). Listening to instructions
  - (C). Working on a team project
  - (D). Lifting heavy boxes
- Question 3.** How can we be more disciplined?
- (A). Be punctual
  - (B). Be neat and clean
  - (C). All the above
  - (D). Respecting each person
- Question 4.** What are the four categories of workplace dress codes?
- (A). Casual, Semi-Casual, Formal, and Business Professional
  - (B). Smart Business, Business Professional, Semi-Formal, and Super Formal
  - (C). Formal, Business Casual, Semi-Formal Business, and Interview A re.
  - (D). Casual, Business Casual, Business Professional. and Formal
- Question 5.** To improve listening skills and become a be er communicator, he/she needs to
- (A). Ignore listening
  - (B). Be indifferent
  - (C). Listen partially
  - (D). Start listening actively
- Question 6.** Which of the following are the financial Records (income and expenditure)?
- (A). Invoice, receipts
  - (B). Brochures, pamphlets
  - (C). Agreements
  - (D). Letters, faxes
- Question 7.** Which of the following statement is/are reported to be promptness in customer service and role in repeat business?

- (A). Meeting the customer's expectations satisfactorily
- (B). Word-of-mouth publicity of the services offered or recommendations
- (C). Repeat business and improved customer relations
- (D). All of the above

**Question 8.** If an aspirant wish to know if he/she has what it takes to be a CSE (Meet and Greet), what qualities will be needed in Meet and Greet Customer Service personnel?

- (A). Attention to detail
- (B). Passion for interaction
- (C). Ability to work well under pressure
- (D). All of the above

**Question 9.** Passports, visas, Customs, Counselling, Health, Security checks, Special permits, and clearances are related to which of the following?

- (A). Travel Information
- (B). Itinerary Preparation
- (C). Accommodation Hotels
- (D). Tour Packaging and Costing

**Question 10.** Madhya Pradesh State Tourism Development Corporation Limited is related to which of the following?

- (A). RTO or STO
- (B). LTA/ LTO
- (C). Linkages
- (D). Integrations

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**Scan the QR codes to watch the related videos**



## Introduction to Hospitality Industry



### Role of Government in Skill development



# THC/N4215

## Key Learning Outcomes



1. Employ appropriate practices to receive guests' calls
2. Describe the meeting and greeting planning procedure
3. Discuss costing and pricing strategies of meet & greet packages
4. Employ proper practice to inspect vehicle for picking up the guest

## 2.1: Handle Guest Bookings and Prepare for Meeting the Guest

### Unit objectives

**At the end of this module, participants will be able to:**

1. Engage appropriate practices to receive guests' calls
2. Explain meeting and greeting planning procedure
3. Describe costing and pricing strategies of meet and greet packages
4. Deploy proper practice to inspect the vehicle for picking up the guests

### Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

### Say

- Guests always expect to be received formally in the warmest way whenever they visit any city and staying in a hotel.
- No one wants to enter a hotel where you are ignored, irrespective the size and type of the hotel.
- The staff and executive who greet us make it a point that guest is happy. So let us see who is customer service executive and how he meets and greets guests

- There can be any kind of emergency with guests and to handle situation there are certain Acts which are a binding for hotel industry.
- There is a set of documents required to be maintained by the hotel for legal purpose.
- Reservations cancellations keep happening as routine activity. The front desk staff who are handling it in person or on phone as well must be very quick and smart in actions.
- The role play is a powerful technique of experiential learning for hospitality students, especially in guest handling tasks.
- It doesn't impress a guest if executive fumbles while answering or has hassles in finding documents in his folder
- There should be good homework done with documents
- It is very important to collect all information in minute details about arrival of customer. There are very slim chances for corrections once something goes wrong at arrival.

## Explain



- Understanding the Service Requirements of a Meet-and-Greet Officer
- Understanding will Help Maintain A Long-Lasting Customer Relationship
- Appropriate Practices to Receive Guests' Calls
- Handling Guest Bookings
- Guest Registration – Legal Requirements
- Preparing to Meet Guests
- Prepare for Providing Customer Service (Meet and Greet)
- Service Environment and Service Standard for a Tour Escort
- Principles of Costing and Pricing for Meet and Greet Packages
- Transport Co-Ordination Process Before Arrival of the Guest
- Providing Car Rental Services to Guests
- Time Management for a Tour Escort
- Customer Service Checklist

## Elaborate



- Elucidate the golden rules for meet and greet operations with the help of( Fig 2.1.1 Golden rules for meet and greet operations ), given in the Participant Handbook.
- Illustrate the standard telephonic spelling codes used with the help of( Table 2.1.1 Standard telephonic spelling codes used ), given in the Participant Handbook.
- Elucidate the E-FRRO with the help of( Fig 2.1.2 E-FRRO ), given in the Participant Handbook.
- Illustrate the C Form with the help of( Fig 2.1.3 C Form ), given in the Participant Handbook.
- Describe the sample duty roster chart with the help of( Table 2.1.2 Sample duty roster chart), given in the Participant Handbook.
- Clarify the sample customer requirement checklist with the help of( Table 2.1.3 Sample customer requirement checklist), given in the Participant Handbook.
- Clarify the duty roster sample with the help of( Table 2.1.4 Duty roster sample ), given in the Participant Handbook.

- Illustrate the types of visa with the help of( Table 2.1.5 Types of visa), given in the Participant Handbook.
- Illustrate the vehicle inspection/task sheet with the help of( Table 2.1.6 Vehicle inspection/task sheet), given in the Participant Handbook.
- How to Identify organizational requirement and protocol for meeting customer
- How to Check with travel agency/driver and ensure that vehicle is arriving as per the schedule
- How to Check with the hotel/place of accommodation and reconfirm bookings
- How to Arrange all necessary documents
- How to Prepare and arrange customer's identification board
- How to Keep customer communication medium prepared
- How to Check the arrival/departure schedule
- What is Self-preparation
- Tips for time management
- Various Acts applicable to hotel industry – Passport Act, Foreigners Act etc
- Hotel registration law in India
- Registration of foreigner guests
- Pricing
- Costing

## Do



- Download role play videos from YouTube links you can search in google. Share with students.
- <https://www.youtube.com/watch?v=VhDdoyRu4cs>
- <https://www.youtube.com/watch?v=wTd6c2oCuZw>
- <https://www.youtube.com/watch?v=WINyZU5BMzl>

## Activity



- Divide class into small groups.
- Give them situations for role play from hotel industry like – Angry customer because he got a wrong type of room, customer too much curious and impatient while booking a tour etc
- Discuss the role play with students.
- Point out mistakes and correct them.

## Roleplay



**How to receive guests' calls and get necessary details from the guests like name, contact details, pickup/drop location**

- **Meet & greet executive:** Good morning, Pine trees Hotel. How can I help you today?
- **Customer:** Hello, I would like to book a room for tonight / Friday, August 15th / the 20th till the 23rd.
- **Meet & greet executive:** What kind of room would you like?

- **Customer:** I would like a double room, please.
- **Meet & greet executive:** Please hold on; I will check. Yes, Sir, we have one double room available.
- **Customer:** OK, great. How much for a single room?
- **Meet & greet executive:** Forty pounds including vat / excluding vat / before vat.
- **Customer:** Are meals included in that price? My requirement is vegetarian meals.
- **Meet & greet executive:** Yes, breakfast and dinner are included in the package and are served in our dining room. We have both Veg and Non-Veg options. Also, I would like to inform you that we have picked up facilities for our guests. Would you like to avail of that?
- **Customer:** Yes. I want to be picked up from the airport at 12:30 PM.
- **Meet & greet executive:** Sure. Sir, if you have any special requirements like a wheelchair or a local tour guide, we will be happy to help you.
- **Customer:** Yes, I need a wheelchair and a baby pram for my father and son, respectively.
- **Meet & greet executive:** OK, that will be arranged for you.
- **Customer:** OK, great, confirm my booking.
- **Meet & greet executive:** Great, Sir, I will do it. May I get a few details for completing the booking formalities?
- **Customer:** Yes, sure.
- **Meet & Greet Executive:** May I know your good name, sir?
- **Customer:** Raghav Sharma.
- **Meet & Greet Executive:** Is it your trip or sponsored by the company/Official trip, and how many days will you be staying with us?
- **Customer:** I am coming on an official tour. Booking will be made in my company- ABCL Pvt Ltd. Please book the room for 3 nights and 4 days starting from 4<sup>th</sup> October 2022.
- **Meet & greet executive:** Sure, sir. I want to inform you that you can check in by 1:00 on the 4<sup>th</sup> of October and vacate the room by midnight on the fourth day. Please share your travel details if you need any pick-up vehicles. We will arrange the same for you.
- **Customer:** Great. I will arrive on 4<sup>th</sup> October at 12:30 pm through Indiana airways from Lucknow. I am travelling alone and would need a pick-up and drop on my way back.
- **Meet & greet executive:** Noted, Sir. Our pick-up vehicle will be there to receive you, sir. Also, I request you to make a booking payment through the link I will share with you now, sir.
- **Customer:** Sure. Kindly send the link, and I will make the payment.
- **Meet & greet executive:** Thank you very much, sir. Looking forward to having you with us.

\*It is a sample conversation. The style and content can vary on a case basis.

## Ask



- What is FRRO and LIU?
- What are hotel registration law?
- What is importance of reservation?
- What is reservation cancellation procedure?
- What are potential reservation problems?
- What is preparation for providing customer service?
- What is Preparation for meeting customers?
- What are service standards of tour escort?
- How many types of pricings are there?
- What are the components of costing?
- What are the points to be considered while providing car on rental services?

## Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

## Activity



- Divide class into small groups.
- Give them topics for role play - Greeting customer at airport, escorting guest from railway station to hotel, handling car service delay etc
- Let participants conduct role play and others to observe.
- Conclude the activity by discussing.

## Summarise



- Understanding the service requirements of a meet-and-greet officer
- Understanding will help maintain a long-lasting
- Customer relationship
- Appropriate practices to receive guests' calls
- Handling guest bookings
- Guest registration – legal requirements
- Preparing to meet guests
- Prepare for providing customer service (meet and greet)
- Prepare for meeting customers
- Service environment and service standard for a tour escort
- Principles of costing and pricing for meet and greet packages
- Transport coordination process before arrival of the guest
- Providing car rental services to guests
- Time management for a tour escort
- Customer service checklist

## Notes




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## Unit 2.2: Enhance Guests' Experiences

### Unit objectives

**At the end of module, participants will be able to:**

1. Create a placard for guest at receiving time
2. Explain professional ways for Customer Service Executive (Meet & Greet) to meet & greet guest
3. Describe transportation co-ordination planning process and various procedures involved in travel operation
4. Discuss hotel or accommodation facility check-in/check-out procedures for assisting guest

### Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.
- Maintain the record of assessment scores.

### Do

- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

### Say

- This unit elaborates on the procedures followed after the guest's arrival. Receiving the guest from the place of arrival, transporting them to the hotel, welcome in the hotel, check-in in with them, and meeting the special requests of guests form part of this process.

- It is a significant phase as this involves the first physical interaction with guests and creates an unforgettable impression on guests' minds.
- Once the car arrives at the hotel, Tour escort must greet the guest formally.
- Guests are escorted to the lobby and made to sit comfortably while the check-in procedure is completed and their luggage is unloaded from the car, placed on a trolley, and taken to their room.
- Check-in and welcome drinks start simultaneously to relax guests.
- Every international traveller must exchange the currency once he arrives. In case the guest is a foreign national, he might require currency exchange at the arrival at the hotel.
- Schedule adherence or on-time performance refers to the service's success on the published schedule.
- On-time performance, sometimes referred to as on-time running, is typically expressed as a percentage, with a higher rate meaning more vehicles are on time.
- Taking precautionary measures while handling travel operations is of prime importance
- Keeping oneself updated about local maps and routes maps saves a lot of time en-route
- When attempting to match the individual and the available transportation options, the consideration of mobility aids can be very useful. This assessment gathers information on the person's mobility skills and limitations.

## Explain



- Procedure for receiving the guests from the place of arrival
- Phase 1 – arrival at the airport/railway/bus station
- Phase 2 - check the arrival details of the guest
- Placard/paging board/airport pickup board sample
- Arranging pick-up vehicle for the guest
- Reaching the arrival spot in time
- Greet the customer, escort to the car, load luggage and converse with them
- Welcoming the guest in the hotel
- Arrange for unloading of luggage from car
- Escort the guest to the lobby and welcome drinks
- Arrange check-in formalities
- Check-in formalities comprises of following steps
- Assist in document processing
- Check for room readiness
- Honour the special request
- Handing over the key and escorting the guest to the room
- Foreign currency exchange procedures
- Transportation coordination planning process and various procedures involved in travel operations
- Leaving for the designated location to pick up the guest on time
- Precautionary measures to be taken while handling travel operations
- Keeping updated about local maps and routes maps

## Elaborate



- How does airport meet and greet service help passengers?
- What is an airport meet and greet?
- Who can Benefit from Airport Meet and Greet services?
- Why choose the airport meet and greet service?
- What kind of issues does the meet and greet service solve?
- What does airport meet and greet service include/ how does it work?
- Increased mobility, accessibility, and ridership through integrating transportation services and resources.
- What is A plan for coordination and how is it important ?
- How to exchange foreign currency in India?
- Different options for currency exchange in India
- Documents required for money exchange in India
- Things to watch out for a while doing currency exchange in India
- Before approaching any bank or any other entity for Foreign Exchange, please what all aspects should be considered?
- Precautionary measures to be taken while handling travel operations
- Keeping updated about local maps and routes maps
- Elucidate the check-in Formalities steps with the help of( Table2.2.1 Check-in Formalities steps), given in the Participant Handbook.

## Ask



- If the candidates if the understood the topics well.
- What Details are placed on on placard
- What are the components of checklist for vehicle for guest
- Procedure to receive the guest correctly
- What is currency exchange?
- What is the process of exchanging money?
- Which is the apex body that regulates currency exchange?
- How does airport meet and greet service help passengers?
- What is an airport meet and greet?
- Who can Benefit from Airport Meet and Greet services?
- Why choose the airport meet and greet service?
- What kind of issues does the meet and greet service solve?
- What does airport meet and greet service include/ how does it work?
- Why adherence to timing is important?
- How precautions reduce the chances and emergencies and unpleasant situations?
- What is the importance of local maps and routes maps?

## Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

## Do



- Urge candidates to clear their doubts if they have any related to the topics covered
- Download the images of currency symbols of various countries and urge the candidates to identify them
- Then you can show them the current rates against Indian rupee

## Role Play



### Situation 1: Greet the guest and provide them with refreshments on arrival

- **M& G Executive** Welcome to one of the most beautiful properties in the town- The King's Palace hotel.
- **Guest:** Thank you very much!
- **M& G Executive:** Sir, we will take a little time to complete the check-in formality. Meanwhile, let me take you to our beautiful lounge. Please have a seat.
- **Guest:** Thank you very much!
- **M& G Executive:** *This Arch that you see here is designed by one of the most renowned artists in the country, sir. I hope you like the ambience.*
- **Guest:** Yes, Indeed, it is a lovely hotel.
- **M& G Executive:** Ma'am, our chefs are the best in the town. We have excellent reviews from various travel bloggers. Today we have prepared the most exotic variety of cold and hot beverages. May I know what your choice is- hot or cold?
- **Guest:** I would like to have some cold beverages. What do you have?
- **M& G Executive:** Today's special welcome drinks are- refreshing Pina-colada, Blue ocean fresh, Mint Merry and fresh coconut water.
- **Guest:** ok, I will have Blue ocean fresh. Hope it is non-alcoholic.
- **M& G Executive:** Wow, fantastic choice. Yes, it is non-alcoholic and the best option during harsh summers. Please be comfortable, sir. Your drink is here.
- **Guest:** Wow, that is quick. Thank you.

- **M& G Executive:** You are most welcome. Pleasure is all mine. I will arrange for your quick check-in. If you require anything else, please feel free to ask.

- **Guest:** Thank you!

[\*M&G executive= Meet and greet executive]

#### **Situation 2: Assisting guests with currency exchange**

- **M& G Executive:** Sir, we have an authorised currency exchange company counter in our hotel, just in case you need to exchange some currency.

- **Guest: Yes, sure.** Thank you very much! Will they exchange euros for Indian Rupees?

- **M& G Executive:** Yes, sir, why not. All convertible currencies can be exchanged here. You can get an exchange of up to 50,000 INR.

- **Guest:** That is wonderful. What is the rate they are offering?

- **M& G Executive:** Sir, Today's rate, as seen on the display board, is 1 Euro= 91 INR. It is an entirely authentic rate, sir.

- **Guest:** Ok, What documents are required?

- **M& G Executive:** You must submit a copy of your passport with the visa stamp and hotel booking receipt. I can get it done for you. Please give me your passport, online booking receipt and the exchange currency. Euro 500 can be easily exchanged here without any hassle. It will be around 46000 INR. An amount more than this has to be exchanged from the bank branch. You can get an equal amount exchanged after two days from the same counter.

- **Guest:** That is enough money for me to spend. Please get the exchange done for 500 Euros for now. Thanks.

- After some time...

- **M& G Executive:** Sir, here are your documents. Please keep them safe, and here is your cash in INR.

- **Guest:** Thanks a lot for the help.

- **M & G Executive:** My pleasure, sir. I am here to help you. If you need anything else, please feel free to ask. Have a good day, sir.

[\*M&G executive= Meet and greet executive]

#### **Situation 3 – Answering guests' queries**

- **M& G Executive:** Good Morning, Sir, How are you today? Hope you are enjoying your stay with us.

- **Guest: Yes.** Thank you very much. However, I have a problem. One of my bags is missing. I did not notice it yesterday when we checked in. I only saw it in the morning when I needed some stuff.

- **M& G Executive:** Oh, that is a matter of concern, sir. However, do not worry; it will not be lost. It must be in the hotel only. I will check with the front office and bell boy. Do not mind me asking, sir, but is there any valuable item in the missing bag?
- **Guest:** It has our foot wears and some other valuable items.
- **M& G Executive:** Give me some time, sir. I will get back to you in some time.
- **Guest:** Ok
- After some time, the executive goes to the guest's room.
- **M& G Executive:** May I come in, sir?
- **Guest:** Yes, Please. Any information about my bag?
- **M& G Executive:** Sir, I am incredibly sorry, sir, your bag got delivered in some other room. Those guests checked in with you, so the bellboy just got confused about the bag. We have located it, sir; here it is.
- **Guest:** Thanks a lot, but this kind of service mishap is not expected from a big hotel like yours. Please train you, staff, properly.
- **M & G Executive:** Sure, sir; I apologize for the inconvenience caused. This shall not be repeated. The concerned bell-boy has also been alarmed. Sorry again, sir. Is there anything else I can do for you?
- **Guest:** Yes, I want to go local sightseeing. What are the famous places to visit around?
- **M&G Executive:** Sir, there are a lot of places around. There are two old forts and a museum if you are fond of historical tours. There is a national park if you are interested in wildlife tourism. A nearby market is also famous for traditional handlooms and pearl jewels if you want to shop for something.
- **Guest:** Today I would like to go shopping. I will visit forts tomorrow.
- **M&G Executive:** Sure sir, I will make all the arrangements. A hotel car will be arranged for you. I will personally explain everything to the driver. He will take you to the area's most famous and trusted shops.
- **Guest:** Thank you. I will be ready in half an hour.
- **M&G Executive:** Sure, sir, we will wait for you in the lobby.

[\*M&G executive= Tour escort]

#### **Situation 4: Liaison with hotel staff for guest booking**

##### **At the front office desk**

- **M& G Executive:** Good Morning; Mr Sharma, with his family, is arriving today from Chandigarh. Hope you have all the booking details
- **Front office staff:** Good Morning. Let me check in the system.

- **M& G Executive:** Sure.
- **Front office staff:** Yes, he has booked a double bed deluxe room for five days, starting today.
- **M& G Executive:** Yes, may I re-confirm his travel details? I have the information that he is arriving by Laksh airways from Chandigarh at 3:30 pm.
- **Front office staff:** Yes
- **M& G Executive:** Great, I have booked the hotel's car for his pick up and will leave from here at 13:00 for the airport. I will message you when I leave for the airport. Kindly keep the welcome staff ready with welcome drinks for him. Also, please check if he has made any special requests in the booking form.
- **Front office staff:** We will be ready on your arrival, do not worry. Yes, he has asked for a baby pram for his kid. That has already been arranged and kept in the cloakroom. It will be given to him when he arrives.
- **M& G Executive:** Great. So, please make a vehicle pass for me to go to the airport.
- **Front office staff:** Sure
- **M & G Executive:** Thanks. See you at 16:00 hours. Have a nice day. Bye.
- **Front office staff:** Ok, Bye.

## Summarise



- Leaving for the designated location to pick up the guest on time
- Precautionary measures to be taken while handling travel operations
- Keeping updated about local maps and routes maps
- Transportation coordination planning process and various procedures involved in travel operations and move on to the next topic
- Welcoming the guest in the hotel
- Arranging and unloading of luggage from car
- Escorting the guest to the lobby and welcome drinks
- Arranging for check-in formalities
- Check-in formalities steps
- Assisting in document processing
- Checking for room readiness
- Honouring the special request
- Handing over the key and escorting the guest to the room
- Procedure for receiving the guests from the place of arrival
- Arrival at the airport/railway/bus station
- Check the arrival details of the guest
- Placard/paging board/airport pickup board sample
- Arranging pick-up vehicle for the guest
- Reaching the arrival spot in time
- Procedure to Greet the customer, escort to the car, load luggage
- Foreign currency exchange procedures in India and move on to the next topic

Notes



## Exercise



- Question 1.** Which among the following is included in the greeting rules?
- (A). Good eye contact
  - (B). Great smile
  - (C). Great opener
  - (D). All the above**
- Question 2.** What will be the first statement when a customer approaches the executive's workstation/desk?
- (A). Hi. Thanks for coming in
  - (B). Hi. Is this the first time in our hotel?
  - (C). My name is Priya. How may I help you?
  - (D). How may I help you?**
- Question 3.** Which among the following is NOT true about greeting a guest?
- (A). Make the customer feel welcome and appreciated.
  - (B). He/she may address customers from behind**
  - (C). Make eye contact when greeting the customer
  - (D). Create the unique, memorable greeting
- Question 4.** Which among the following is telephone etiquette?
- (A). If he/she cannot assist the caller, transfer the call to a concerned person right away before asking
  - (B). End the conversation courteously and hang up
  - (C). Identify themselves when he/she answers.**
  - (D). All the above
- Question 5.** Respond to e-mails within \_\_\_\_\_ during regular business hours.
- (A). 24 hours**
  - (B). 48 hours
  - (C). 72 hours
  - (D). All the above
- Question 6.** Which costs vary in the long run?
- (A). Fixed cost
  - (B). Variable cost**
  - (C). Both
  - (D). None of the above
- Question 7.** Which of the following is a non-chargeable guest loan item?
- (A). Medicines
  - (B). Iron & Iron board**
  - (C). Extra bed
  - (D). None of the above

**Question 8.** Why do guests complain?

- (A). The quality of a product or service may be unacceptable.
- (B). The wrong product is offered.
- (C). Timing is wrong/ delayed service.
- (D). All the above**

**Question 9.** How to handle a complaint?


- (A). He/she may say, “that is not my job” if he/she is not the concerned person
- (B). Do not apologise right away
- (C). Thank the guest for bringing the issue to the notice**
- (D). All the above

**Question 10.** Choose the correct sequence for registering the guest.


- I. Verify the information on the registration against the reservation, ensuring the accuracy of name, date, and payment mechanism.
  - II. Show check-in in the hotel software.
  - III. Carry out the final check of the registration card for the guest's signature.
  - IV. Discuss room preference with the guest as per the availability, or select an available room which is "ready to let" and allocate the room.
- (A). ii,iii,iv & i
  - (B). i,ii,iii & iv**
  - (C). iv,ii,i & iii
  - (D). iii,ii,i & iv

This image shows a full page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general writing. There are no margins, text, or other markings on the page.

Scan the QR codes to watch the related videos



[Conversation between Guest and Receptionist](#)



[Airport Pick-up & Transfer to Hotel](#)



### Conversation between Guest and Receptionist



Airport Pick-up  
& Transfer to Hotel



# THC/N4405

## Key Learning Outcomes



1. Discuss different tourists categories and relevant tour packages/travel plans
2. Describe various types of information to be collected for smooth tour operations
3. Discuss tour route planning techniques
4. Perform the tasks to arrange for required supplies and equipment for the tour
5. Describe the procedure to greet, welcome and attend the guest
6. Discuss tourists handling techniques
7. Describe the types of risks involved in a tour
8. Discuss various safety measures to be taken while on a tour

## Unit 3.1: Prepare for Tour Operations

### Unit objectives



**At the end of the module, participants will be able to:**

1. Explain government rules and environmental, safety and service quality standards to be followed while conducting a tour
2. Elaborate on time management techniques
3. List tourism related products and services
4. Describe different tourists' categories and relevant tour packages/plan
5. Explain type of tour and travel, such as religious, cultural, heritage, leisure etc and respective accommodation arrangements to be made
6. Describe types of problems that may occur with travel and accommodation arrangements to be made
7. State significance of being updated with the latest information related to the place, tour site and city
8. Discuss effective tour route planning techniques
9. Discuss the methods to identify tourists' preferences and interests
10. Discuss itinerary alternation and tour planning procedures
11. Describe the effective ways to gather travel partner details
12. State the significance of pre-tour briefing and fulfilment of the required documents

### Resources to be Used



- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Itinerary proforma for the activity

### Notes for Facilitation



- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do



- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

## Say

- Tour escort escorts the tourists to a pre-decided destination, manages the itinerary, ensures the tour is carried out as planned and concludes the tour. The trips thus organized are called package tours. :
- People often perceive tourism only as travel, but it has much more. There is a spectrum of services and products included in tourism. A typical tourism product includes the integration of both service and information.
- Tour packages is a growing business and tourists prefer to take tour packages through agents rather than creating their own. Tour guides help to make it more interesting and convenient.
- Time management is a crucial factor of tour. Understanding local law is important so the tourist should not face any legal issues. E.g. Presenting visa documents at local police station, dress code for females in Gulf countries, restricted hours for movements etc

## Elaborate

- Tourism products and services can be categorised
- Components of tour package
- Factors affecting the tour package formulation
- Significance of tour package
- Legal environment for tour packages
- Time management
- Techniques to manage time efficiently
- Understanding local laws
- Information management
- Materials management
- Briefing and debriefing during the tour
- Route planning
- When the tour escort is handling guest departures what are the things that must be handled
- Brief hotel and porter service to be ready
- Check the payment statement is ready
- Remind customers to return keys, empty safe deposits, check belongings
- Load luggage and depart for airport/station
- Elucidate the types of package tours with the help of( Figure 3.1.1 Types of package tours), given in the Participant Handbook.

## Explain

- Functions of a tour escort
- Qualities of a tour escort
- Types of tour packages
- Different types of tourism
- Tourism oriented products (TOP)

- Services of tourism
- A tour escort must have in-depth knowledge about the place of interest. He should be aware of the following:
  - Information gathering process
  - Record keeping of the necessary information about the tourists group
  - Planning the Itinerary as per the Preference of the guest
- A great itinerary is key to impressing your prospective and current customers, and making their trip as simple as it can possibly be.
- Planning the itinerary as per the preference of the guest
- Factors influencing selection of travel partner
- Coordinate and complete the tour
- Work activities for departures
- Why a guided tour requires meticulous planning for tour?
- Route planning knowledge of local maps and routes
- Things to consider while planning

Do



- Urge the candidates to list down the functions and qualities of a tour escort

Ask



- What are the components of tour package?
- What are the factors affecting the tour package formulation?
- What is the significance of tour package?
- What are the legal requirements for tour packages?
- What the techniques of time management
- Importance of knowledge of local laws?
- What is information management?
- What are the materials required during guided tour?

Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

Activity



- Divide class into groups
- Ask groups to create an itinerary for states like Rajasthan, Kerala, Jammu & Kashmir etc.
- Let groups present in front of the class



- Divide class into groups
- Make one group as travel agency and other as tourists' group.
- Give them a destination for tour like Rajasthan or Goa
- Let them conduct a role play
- Discuss the observations



## Summarise

**The following topics and move on to the next topic**

- Materials management
- Briefing and debriefing during the tour
- Route planning
- Important aspects of tour escort's operation
- Tourism-related products and services and tour operator's products and services and move on to the next topic
- Tour packages
- Types of services
- Tour escort functions and qualities and move on to the next topic
- Government rules and regulations applicable to tourists
- Time management techniques
- Types of tours
- Types of problems related to accommodation, transportation and food
- Effective tour route planning
- Itinerary alteration
- Pre tour briefing and documents required for traveling

- Materials management
- Briefing and debriefing during the tour
- Route planning
- Important aspects of tour escort's operation
- Tourism-related products and services and tour operator's products and services and move on to the next topic
- Tour packages
- Types of and services
- Tour escort functions and qualities and move on to the next topic
- Government rules and regulations applicable to tourists
- Time management techniques
- Types of tours
- Types of problems related to accommodation, transportation and food
- Effective tour route planning
- Itinerary alteration
- Pre tour briefing and documents required for traveling

[illegible]

## Unit 3.2: Accompany and ensure the safety of tourists

### Unit objectives



**At the end of this module. Participants will be able to:**

1. Describe tourists handling techniques
2. Discuss the procedure to organize the tour transport to various locations
3. Describe the importance and procedure of identification badges and safety equipments to the tourists
4. Discuss various types of risks involved in a tour, theft robberies etc at particular spots and respective safety measures to be taken
5. Describe the standard First Aid procedures.

### Resources to be Used



- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Chart papers and pencils.

### Notes for Facilitation



- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do



- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

### Notes for Facilitation



- Allow one or two students to answer the questions.
- Write down the correct answer on the whiteboard.

## Say

- Taking a group on a tour is not an easy task. It involves risks, lot of planning, situation handling and problem solving.
- There could be natural calamities or accidents or natural deaths too.
- The tour operator and escort must be well informed and trained.
- Receiving tourists at the hotel is the first contact so it is important to create a good impression.
- You can first wish them all a good morning and then introduce yourself like “Hi everybody, I am Narendra, your tour guide. Nice to see you all fresh and ready”

## Explain

- Tourists handling techniques
- Procedure to organize the tour transport to various locations
- Importance and procedure of identification badges and safety equipments to the tourists
- Various types of risks involved in a tour, theft robberies etc at spots and respective safety measures to be taken
- The standard First Aid procedures
- Aim of First Aid
- Carrying First Aid kit which includes all basic necessary medicines, emergency items like cotton, bandage, wipes, creams etc
- CPR and basic First Aid training for
- Frauds, natural calamities, terror attack, accidents, health issues etc
- Conflict resolution
- Importance of feedback
- Methods of taking feedback – Filling form, online, google form

## Elaborate

- Elucidate the tour group wearing similar red cap to make them visible from distance. with the help of( Fig 3.2.1 Tour group wearing similar red cap to make them visible from distance.), given in the Participant Handbook.
- Illustrate identification mark for easy recognition in crowded place. with the help of( Fig 3.2.2 Tour group wearing similar orange cap as identification mark and tour escort with red jacket and orange flag for easy recognition in crowded place.), given in the Participant Handbook.
- Elucidate the safety gears with the help of( Fig 3.2.3 Safety gears like reflective jacket, safety jackets and guide helping tourist with safety equipments), given in the Participant Handbook.
- Illustrate the sample first aid kit with the help of( Image 3.2.4 sample first aid kit), given in the Participant Handbook.
- Describe the first aid treatment of bleeding with the help of( Fig 3.2.5 First aid treatment of bleeding), given in the Participant Handbook.
- Clarify the first aid treatment of choking- Heimlich Manoeuvre with the help of( Fig 3.2.6 First aid treatment of choking- Heimlich Manoeuvre), given in the Participant Handbook.

- Clarify the conflict management model of Thomas and Kilmann with the help of( Fig 3.2.7 Conflict management model of Thomas and Kilmann ), given in the Participant Handbook.
- Illustrate the sample travel feedback form with the help of( Fig 3.2.8 Sample travel feedback form ), given in the Participant Handbook.
- Illustrate the concept of Event Tourism with the help of( Fig 3.2.9 Concept of Event Tourism ), given in the Participant Handbook.
- Define the sample Invoice for a package tour with the help of( Fig 3.2.10 Sample Invoice for a package tour ), given in the Participant Handbook.

### Ask



- Which famous tour operating companies you know? Thomas Cook, Coxs and Kings etc.
- How do you know which tour operator is more in demand?
- What are the tips for good planning?

### Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

### Tip



- Set a sample complaint handling policy to explain the students
- Be patient, empathetic and fair with customers
- Research some sample customer's situation which are common
- Tell the students how to involve customers in the solution

### Activity



- Distribute chart papers and pencils.
- Ask participants to create an itinerary for any country or state of their choice and create a plan for the tour as escort.
- Let them present it in front of others.

### Summary



#### Summarize the following-

- Tourist handling
- Receiving the tourists from hotel
- Organizing tour transport at various locations

- Identification badges for a tourist
- Standard first aid procedure for tour escort
- Risks in organizing a tour
- Risk management in a tourism destination
- Conflict management for tour escort
- Collecting feedback from the tourist (Use fig 3.2.8 sample travel feedback form in Participant Handbook)
- Handling tourist complaints
- Organizing events in tours-importance & considerations
- Commentary planning by the tour escort
- How to conduct a tour at a tourist spot? Some important tips
- Documentation and invoicing for a tour

NOTES

[illegible]

## Exercise



## Multiple Choice Questions

**Question 1.** What is an attribute of good tourist handling?

- (A). Show good manners and avoid nervousness
- (B). Do not panic; keep cool, calm and collected.
- (C). Maintain a sense of humour in all situations.
- (D). All the above**

**Question 2.** What poses a risk in tourism?

- (A). War
- (B). Terrorism
- (C). Theft
- (D). All the above**

**Question 3.** What is a tourism risk?

- (A). Any unforeseen events usually harm tourism**
- (B). Any unforeseen events usually lead to an increase in the number of tourists
- (C). Any unforeseen events that have no economic effects
- (D). None of the above

**Question 4.** Which are the primary sources of risks in tourism?

- (A). The human and institutional environment outside the tourism sector**
- (B). Personal risk - individual travellers
- (C). Physical risks from the environment
- (D). All the above

**Question 5.** How do crime and terrorism impact organize events in a tourism destination?

- (A). Negative impact on tourist destination**
- (B). Financial loss
- (C). Political instability
- (D). No effect

**Question 6.** How to prevent tourism risks?

- (A). "Agreement on injuries" is not necessary
- (B). Suggest visitors wear appropriate footwear and clothing**
- (C). Ask them to carry much cash
- (D). Let them go to any place

**Question 7.** The initial treatment given for an injury is called:

- (A). Naturopathy
- (B). Homoeopathy
- (C). First Aid**
- (D). Astronomy

**Question 8.** What safety equipment to be used during a jungle safari?

- (A). Night reflective jacket
- (B). Torch
- (C). Both A and B**
- (D). None of the above

**Question 9.** What are the best practices for a tour escort?

- (A). Avoid recommending people or places of doubtful reputation.
- (B). Avoid discussing personal problems with clients.
- (C). Never ask for gifts or tips.
- (D). All the above**

**Question 10.** We should put ice on first-degree burns:

- (A). No**
- (B). Yes
- (C). Some times
- (D). Cannot say

## Notes



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Scan the QR codes to watch the related videos



[How to Handle Customer Complaints in Hospitality](#)



# THC/N9901

## Key Learning Outcomes



**At the end of this module, the participant will be able to:**

1. State the importance of workplace professionalism, decorum, and ethical behaviour.
2. Illustrate the significance of keeping good hygiene and wearing the proper attire.
3. Describe the significance of good communication.
4. Illustrate why guest satisfaction and feedback are so important.
5. Outline the procedure and policy for constructively managing complaints and feedback.
6. List several methods for improving the guest experience.
7. Describe various methods for dealing with team members.
8. Discuss several methods for providing feedback to team members.
9. Explain why gender and age sensitivity are essential.
10. Discuss the guests' exact gender and age requirements.
11. Disseminate information on the unique requirements of people with disabilities.
12. Discuss the standard workplace policy for preventing sexual harassment.
13. Discuss how essential guests' comments are to be submitted on time.

## Unit 4.1: Communicate Effectively with Guests, Colleagues, and Superiors

### Unit Objectives

**At the end of this module, the participant will be able to:**

1. Discuss the importance and use of effective communication
2. Explain the importance of guest satisfaction and guest feedback
3. Outline the procedure of receiving feedback and complaints constructively
4. Describe various ways to handle guest complaints
5. Discuss different ways to improve the guest experience

### Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Say

- Etiquette are important. For a hotel to be successful, proper behaviour is required
- Ethics is important because the without ethics an appropriate behaviour is incomplete
- Any communication cannot be complete without sender, message, medium and receiver
- Guest feedback is a marketing term that describes obtaining a guest's opinion about a business, product or service.
- Everyone in the hospitality industry will have to deal with guest complaints at some point in their career.
- Even though problems with the guest experience are unavoidable, one should respond to complaints promptly, appropriately, and transparently to guarantee complete guest satisfaction.

## Explain



- Professionalism is how an individual acts in a work environment or any other.
- Components of effective communication
- The candidate the meaning of effective communication with some examples
- The communication cycle or process of communication
- How to handle the guest complaint handling When handling complaints.
- Basic etiquette to be followed:
- How to get feedback from the guests

## Elaborate



- The main functions of management (planning, organizing, staffing, directing and controlling) cannot be performed well without effective communication.
- The process of the communication with the help of fig 5.1.1 communication process in the participant handbook
- With the help of Fig 5.1.2, Apologising to a guest for service issues in the participant handbook explains the logical sequence of apologising to a guest.
- With the help of fig 5.1.3 guest feedback form explains the process of taking feedback in the printed feedback form.
- How to spot guest service issues and apologising to a guest
- 5 elements of communication
- Various guest complaints

## Do



- Give some examples of guest complaints due to service
- Quote some instances of guest complaints due to attitudes
- Share some suggestions for effectively addressing the concerns raised by the guests, such as:
- Emphasise the process of spotting customer service issues and apologising to a customer.
- Explain the process of resolving customer issues.
- Reiterate how to handle customer complaints in the food service industry.
- Define the process of measuring customer satisfaction by their feedback

## Ask



- What are the basic etiquettes?
- Why is proper behaviour required to be successful?
- What is the importance of effective communication
- What is professional behaviour?

## Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

## Activity



- Have two participants sit back-to-back. One student has an object, and the other has coloured pencils and paper. The participant with the object must describe it in as much detail as possible without directly saying what it is. The second participant must draw the object as best as possible based on the student's communication with the object.
- Repeat the same for other participants in the batch and announce the winners at the end of the activity
- Ask the participants asked how easy or difficult it was to process the information shared by the teammate
- Did they understand the purpose of the activity?

## Summarise



- Summarise the importance of professionalism
- Summarise the importance of effective communication
- Summarise the importance of guest satisfaction and guest feedback
- Summarise the procedure of receiving feedback and complaints constructively
- Summarise various ways to handle guest complaints
- Summarise different ways to improve the guest experience
- The elements of communication
- The process of communication and its components, as discussed above, and how to apologise to a guest

## Notes



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## Unit 4.2: Sensitisation Toward Different Age Groups, Genders and Persons With Disabilities

### Unit Objectives

**At the end of this module, the participant will be able to:**

1. Explain the importance of gender and age sensitivity
2. Discuss gender and age-specific requirements of the guests
3. Discuss the specific needs of People with Disabilities
4. Discuss the importance of reporting Sexual harassment at the workplace
5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

### Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.
- Maintain the record for assessment scores.

### Say

- Discrimination is an unfair treatment based on race, gender, age, or sexual orientation.
- Humans classify objects to make sense of the world. Kids quickly distinguish boys from girls. Mistrust and misunderstanding cause discrimination.
- Race and nationality: India is multiethnic. This beautiful nation has 100 different nationalities. Even though most people in a multicultural society are tolerant and accepting, intentional and unintentional, racial discrimination still occurs.
- Since the dawn of time, people have recognised and felt the necessity for this sensitivity in virtually every aspect of human existence worldwide.
- Sex or gender discrimination treats individuals differently in their employment because they are women or men.
- One of the examples; is suppose you have been rejected for employment, fired, or otherwise harmed in employment because of your sex or gender. In that case, you may have suffered sex or gender discrimination.

## Explain



- Disability and special needs
- Specific needs of people with disabilities:
- Sexual orientation
- Homosexuality
- LGBTIQA+
- PRIDE month
- Targeted attacks, bullying or harassment
- Physical threats
- Teasing someone about their gender, sexual preferences or partner (even if it seems playful)
- Excluding someone because of their gender or sexual identity
- Asking inappropriate or overly personal questions
- Any action or behaviour that is intended to hurt or upset people.
- The importance of effectively handling problems and issues reported by the subordinates.
- The process of handling conflicts and issues

## Elaborate



- With the help of Fig 5.3.1, Disability and special needs elaborate the candidates how to help people who are in a wheelchair
- How to effectively escalate a problem at work
- Receiving feedback from superiors and its importance
- Sexual orientation and homosexuality with the help of Fig 5.3.3 Importance of gender sensitisation in the participant handbook
- PRIDE month with the help of Fig 5.3.4 PRIDE month in the participant handbook
- LGBTIQA+ with the help of Fig 5.3.5 Say no to discrimination in the participant handbook

## Summarise



- The terminologies used in the gender discrimination domain
- Sexual orientation and discrimination

## Say



- People of all genders should have equal opportunities, rights, and responsibilities.
- Violence against women and girls is avoided through gender equality
- It is necessary for the health of the economy.
- Women and men are valued correspondingly in societies which are safer and healthier.

## Do



- Start the session by asking questions like:
  - Do you know about gender equality?
  - What do you understand by LGBTIQ+?
- Explain the discrimination (the unfair or prejudicial treatment).
- Discuss the significant part of sex or gender discrimination.
- Describe the examples of potentially unlawful sex/gender discrimination.
- Define the characteristics of Sexual orientation discrimination.
- Emphasise Speaking up about mistreatment.
- Enlist the Obvious types of discrimination.
- Emphasising the equitable distribution of power, influence and resources in society.

## Ask




- What is the relationship between gender and disability?
- How is Constitution ensuring developing sensitivity towards differently-abled?
- Which gender is more likely to have a disability?
- What is gender-sensitive social protection?
- The candidates why you think discrimination needs to be needed, and everyone deserves to be treated equally?
- What are the requirements of different genders of customers?
- What is the process of creating awareness related to gender equality inequality?
- What does gender sensitivity mean?
- Why accelerating progress and opportunities across India for every girl and every boy?
- Why are all forms of prejudice against women and girls over the world?
- Why are all types of violence, including exploitation, against women and girls?
- What is needed to be done to put an end to all practices and traditions that may harm women's and girls' physical, mental, and sexual health?

## Demonstration



- Demonstrate gender equality at the workplace with the help of a YouTube link <https://www.youtube.com/watch?v=zAnOC7cfrUw> (Copy and paste the link on the browser)



- ## Summarise
- 
- The importance of gender and age sensitivity
  - The gender and age-specific requirements of the guests
  - The specific needs of people with disabilities
  - The importance of reporting sexual harassment in the workplace
  - The ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors



Notes

## Exercise



### True False question.

**Question 1.** A good listener deliberately tries to give other speakers a chance and express their thoughts and views.

**(A). True**

(B). False

### Select the best alternative from the given options (MCQs)

**Question 1.** Which among the given option is not a part of active listening?

(A). Focus

(B). Respect

(C). Acknowledge

**(D). Sympathy**

**Question 2.** Does utilitarianism come under which of the following?

**(A). Ethical decision**

(B). Listening skills

(C). Effective communication

(D). None of the above

**Question 3.** Focus complete attention on the unhappy guest and allow the guest to express his complaint without which of the following?

**(A). Interruption**

(B). Focus

(C). Attention

(D). Empathy

**Question 4.** How many Ps are there in the "service marketing mix"?

(A). 4

(B). 5

(C). 6

**(D). 7**

**Question 5.** A process of being fair to men and women is

(A). Gender Integration

**(B). Gender Equity**

(C). Gender Stereotypes

(D). Gender discrimination

**Question 6.** International Women's Day is celebrated on

- (A). February 14
- (B). March 8**
- (C). May 12
- (D). October 24

**Question 7.** Which of the following is the cause of gender inequality?

- (A). Poverty**
- (B). Illiteracy
- (C). Patriarchy
- (D). All of the above

**Fill in the blank's questions**

**Question 1.** Gender equality is achieved when \_\_\_\_\_ has equal rights, conditions and opportunities.

- (A). women, men, girls and boys**
- (B). women and boys
- (C). men and girls
- (D). girls and boys

**Question 2.** Homophobia encompasses negative attitudes and feelings toward \_\_\_\_\_.


- (A). homosexuality**
- (B). women
- (C). humans
- (D). girls and boys

**Question 3.** Sexual orientation discrimination is also known as \_\_\_\_\_orientation or sexual behaviour. is based on sexual


- (A). sexualism**
- (B). homophobia
- (C). LGBTIQ+±
- (D). None of the above

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Scan the QR codes to watch the related videos



[Communication Skills](#)



[Gender Sensitization Issues and Challenges](#)



## Communication Skills



## Gender Sensitization Issues and Challenges



THC/N9903

## Key Learning Outcomes



**At the end of this module, the participant will be able to:**

1. Maintaining the confidentiality of the organisation
2. Describe the privacy of guest information
3. Discuss Intellectual Property Rights (IPR) and Its Importance

## Unit 5.1: Confidentiality Of The Organisation

### Unit Objectives



**At the end of this module, the participant will be able to:**

1. Explain the procedures to report the infringement of IPR to the concerned person

### Resources to be Used



- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector

### Notes for Facilitation



- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do



- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary
- Start the session by asking questions like:
  - Do you remember the logos of the 5 hotels?
  - What do you understand by the tagline of 5 hotels?

### Explain



- Intellectual Property Rights (IPR) and its Importance
- Why are intellectual property rights important?
- The copyright infringement and its repercussions.
- Patents
- Copyright
- Industrial Design Rights
- Plant varieties

- Trade dress
- Trade secrets
- Trademarks

## Elaborate



- Elucidate the IPR with the help of( Fig 5.1.1 IPR), given in the Participant Handbook.
- Describe the IPR Types with the help of( Fig 5.1.2 IPR Types), given in the Participant Handbook.
- Elucidate the copyright Infringement with the help of( Fig 5.1.3 Copyright Infringement), given in the Participant Handbook.

## Ask



- Why is IPR essential in the tourism and hospitality industry?
- How do you ensure the confidentiality of information of your guests in a hotel?
- Why is guest privacy confidential in a particular hotel?
- What is breach of patent, trademark, or copyright rights?
- What is copying of copyrights or trademarks
- What is misappropriating trade secrets

## Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

## Summarise



- Summarise the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry
- Summarise the Intellectual Property issues and policies affecting the organisation and guest privacy
- Summarise the procedures to report the infringement of IPR to the concerned person

## Notes

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## Unit 5.2: Maintain the Privacy of Guest Information

### Unit Objectives

**At the end of this module, the participant will be able to:**

1. Discuss the usage, storage and disposal procedures of confidential information as per specification
2. Explain the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry
3. Discuss the Intellectual Property issues and policies affecting the organisation and guest privacy

### Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Say

- Imagine that someone owns a small hotel or motel. One weekend, a group booking arrives and checks-in. While taking their IDs and license-plate information, they discover they are visiting town to attend a political conference the following day.
- Now imagine that an hour, a day, or two weeks later, a police officer shows up demanding to see all
- the information one collected from those guests. He has neither a warrant nor evidence that the guests committed a crime. Should one be compelled to turn over their information as a hotel or motel owner?

### Explain

- Respect guest's copyright

## Elaborate



- Strategies to keep the hotel and the guests safe from a data breach
- Usage, storage and disposal procedures of confidential information
- Protecting confidential company information
- Disposing of confidential information
- Significance of maintaining organisational confidentiality and guest's privacy

## Do



- Start the session by asking questions like:
  - Do you remember any IPR Infringement Cases?
  - What do you understand by respecting the Customer's Copyright?
- Reiterate the Intellectual Property Rights.
- Enlist the records management for a hotel or Restaurant regarding HKS Service.
- Reiterate the Copyright infringement and its repercussions.
- Share the need to maintain the confidentiality of guests.
- Enlist Restaurant Management Tips to Improve the Way of Working.

## Ask



- How do you dispose of confidential information in the workplace?
- What are the measures followed to handle and dispose of confidential information?
- What are the procedures of record-keeping?
- What is Disposal records management?
- What are the basic rules for a waiter?
- What are some of the basic rules of service that you should know in a restaurant?

## Notes for Facilitation



- Allow maximum participation to answer the questions.
- Explain the correct answers one by one

## Summarise



- Summarise the usage, storage and disposal procedures of confidential information as per specification

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## Exercise



- Question 1.** The hotelkeeper will violate the guest's privacy if he allows the entrance of any person without the guest's explicit permission into his room.
- (A). True  
(B). False
- Question 2.** An industrial design right is called a "design right" or design patent. It protects the visual design of objects that are not purely utilitarian.
- (A). True  
(B). False
- Question 3.** A trademark is a recognisable sign, design or expression that distinguishes the products or services of a particular trader from the similar products or services of other traders.
- (A). True  
(B). False
- Question 4.** Enforcers of safety Rules are ineffective if they are not followed or enforced.
- (A). True  
(B). False

### Select the best alternative from the given options (MCQs)

- Question 1.** What should you do with guests during check-in?
- (A). Ask personal questions  
(B). Tell them the story  
(C). Ask for tip  
(D). Ask for any requirement
- Question 2.** Which of the following things will ensure that guests are always satisfied?
- (A). Guest should be attended to at every instance of their request.  
(B). Guests should be assisted with their every query.  
(C). Guest should be ignored when you are not in the mood to interact.  
(D). Both A & B
- Question 3.** What must be insured in all of the invoices?
- (A). Everything is priced heavily  
(B). No discount is provided  
(C). Guest signature is present  
(D). All of the above

**Question 4.** HRACC stand for

- (A). Hostel & Reservation Association Classification Counter
- (B). Hotel & Reservation Association Classification Counter
- (C). Hostel & Restaurant Association Classification Committee
- (D). Hotel & Restaurant Approval Classification Committee**

**Fill in the blank's questions**

**Question 1.** A computer-savvy network user can access another user's data even without a— — —  
-


- (A). password**
- (B). code
- (C). knowledge of technology
- (D). All of the above

**Question 2.** \_\_\_\_\_ is the use of works protected by copyright law without permission, infringing certain exclusive rights granted to the copyright holder, such as the right to reproduce, distribute, display, or perform the protected work or do derivative works.


- (A). Trademarks
- (B). Trade secrets
- (C). Knowledge
- (D). Copyright infringement**

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Scan the QR codes to watch the related videos



[Intellectual Property Rights \(IPR\)](#)



[Copyright Infringement](#)



## Intellectual Property Rights (IPR)



## Copyright Infringement



THC/N9906

## Key Learning Outcomes



**At the end of this module, the participant will be able to:**

1. Maintain health, hygiene, and safety practices at the workplace
2. Apply precautionary health measures
3. Employ effective waste management

## Unit 6.1: Maintain Health, Hygiene, and Safety Practices at the Workplace

### Unit Objectives



**At the end of this module, the participant will be able to:**

1. Discuss the concept and importance of personal and workplace hygiene
2. Discuss best practices for maintaining personal hygiene
3. Explain the ways to clean and sanitise the workplace and related equipment

### Resources to be Used



- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Activity Sheets
- Images
- Wash Basin
- Hand wash liquid
- Clean towel

### Notes for Facilitation



- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do



- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

## Say

- In the last unit, we have covered the Intellectual Property issues and policies affecting the organisation and customer privacy, the significance of maintaining organisational confidentiality and customer privacy in the hospitality industry
- Now, we will try to understand the concept and importance of personal and workplace hygiene
- Several behaviours are called hygiene and are done to maintain health
- Good cleanliness is crucial for reducing the spread of infectious diseases and assisting people in living long, healthy lives.
- The workstation fulfilling the demands with proper cleanliness does play a vital part in guest satisfaction. For example, the hotel's housekeeping and food and service section.
- Hygiene is not all for guest satisfaction; it is for one working in the service departments of hotels. For example, the COVID pandemic taught everyone the awareness and importance of hygiene for all.
- Hair should be neat and clean for both men and women.

## Explain

- The importance of personal hygiene for oneself and the workplace.
- The concept and importance of personal and workplace hygiene.
- The steps to bathe correctly with hygiene standards to be followed.
- The few procedures followed during the trimming of nails recommended by dermatologists.
- The procedure to maintain oral hygiene
- The importance of washing hands
- The importance of personal grooming habits guidelines on attire in the hospitality industry
- What should be the appropriate corporate attire for men?
- What should be the corporate attire for women?
- What civility is?
- The importance of etiquette and good manners to the hotel industry
- Types of etiquette
- What is appropriate behaviour
- Why being willing to be of genuine service is crucial for success in the industry
- The essential aspects of time management and punctuality
- Why keeping calm under pressure/stress helps in your professional and personal life
- Why looking good is essential in the hotel industry
- The importance of punctuality, having a positive attitude, taking care of mental health and focusing on fitness.

## Elaborate



- Personal hygiene and its do's and don'ts with the help of Fig 7.1.1 Personal Hygiene, Fig 7.1.2 Hygiene-1, Fig 7.1.3 Hygiene-2 Fig 7.1.4 Various kinds of mat and Fig 7.1.5 Ways of hygiene in the Participant handbook.
- Hand washing and its steps with the help of Fig 7.1.7 Hand washing Steps in the Participant handbook.
- Shower hygiene and its steps with the help of (Fig.6.6) in the Participant handbook.
- Nail hygiene and its steps with the help of (Fig.6.7) in the Participant handbook.
- Oral hygiene and its steps with the help of Fig 7.1.6 Oral Hygiene in the Participant handbook.
- Best Practices for maintaining personal hygiene

## Do



- Invite 3-4 participants to initiate the session by answering the question below.
- Start the session by asking questions like:
  - ✓ Do you know the difference between hygiene and grooming?
- Mention all points they answered on the whiteboard.
- To understand the difference, follow the activity.

## Ask



- How do you maintain personal hygiene?
- What are the safety and hygienic practices while being at the workplace?
- How do you ensure that individuals follow workplace food health and safety regulations?
- Why is it important to practice safety and hygiene while working in the various service department?
- How personal and workplace hygiene adds up to productivity
- What are the best practices for maintaining personal hygiene
- What is a crucial habit that everyone should develop?
- What is an essential element of maintaining personal hygiene?
- What is the utmost importance of hand washing?
- What contributes to a healthy workforce and is essential in the workplace?

## Notes for Facilitation



- Allow one or two students to answer the questions.
- Write down the correct answer on the whiteboard.

## Do

- Show the images featuring the basic practices of hygiene followed in public areas of the hotel, how to wash hand – step procedure followed to reduce accidents like slip and fall- mats used.

## Activity - 1

- Ask participants to discuss potential hazards they have encountered recently in a group. How were they managed? Could they have been managed more efficiently?
- In a group, ask participants to think of five permanent slip, trip or fall hazards at your establishment. Are there any ledges, stairs, etc.? How can accidents be avoided in each instance?

## Activity - 2

- The participants will be taken to the hand wash area by the teacher.
- Then demonstrate the procedure of hand washing at the workplace by using liquid hand wash and a clean towel.

## Practical

- Ask the candidates to knot a tie appropriately
- Ask about the basic etiquette to be followed while greeting guests with proper body language.
- Ask about the basic rules of telephone etiquette.
- Ask the candidates to prepare a list of Dos and Don'ts at the front office.

## Summarise

- Summarise the session.
- Prepare a list of participants' doubts if they have any. Could you encourage them to ask questions?
- Answer their queries.

## Notes

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## Unit 6.2 : Apply Precautionary Health Measures

### Unit Objectives



**At the end of this module, the participant will be able to:**

1. Describe the standard operating procedure to be followed while handling tools, materials, and equipment
2. State the importance of safety management programs
3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace
4. Explain the importance of preventive health check-ups organised by the company
5. Describe the causes of risks and potential hazards in the workplace and ways to prevent the
6. Identify different safety warning signs and labels at the workplace
7. Discuss ways to identify hazards at the workplace
8. List the components of the first-aid kit
9. Explain the procedure to report accidents and other health-related issues as per SOP

### Resources to be Used



- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- PPEs
- Table prints for activity

### Notes for Facilitation



- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do



- Recap the previous session and clarify the doubts, if any.
- Follow the session plan strictly.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

## Say

- PPEs are guards to protect against the harm that may be caused at any given point. It reduces the chance of exposure to hazards that could lead to serious industrial injuries and illness.
- To have safety during operations, safety equipment is used as a Safety helmet, Safety goggles, Noise protection, respiratory mask, safety boots, and visibility jacket.
- Each piece of equipment is essential as safety measures at work.
- A safety management program aims to reduce dangers before they cause catastrophic incidents.
- Accidents can be avoided by following the principles listed below
- Prevention is easy if the awareness is broadened. Have use of height safety ladders and equipment.

## Explain

- The 3Es of safety: Safety Education, Engineering, and Safety Enforcement.
- The occupational safety and hazards standards
- The ergonomics injuries and other safety awareness.
- Prohibitory signs
- Warning signs
- The safety warning labels at the workplace to the participants.
- The elementary procedures for the prevention of accidents.
- The measures to be taken in case of an accident.
- Measures to be taken in case of an accident
- The practices that could result from fire and how to identify the type of fire.
- Fire warning systems like fire alarms, Sprinklers, Fire Pillar hydrants, Fire hose cabinets, Water fire extinguishers, Beam detectors, and Smoke detectors.
- The importance of preventive health check-ups
- Explain the basic tests like CBC, X-ray chest, ECG, Stress test, Height Weight, BMI, Kidney profile, liver profile, and vitamin D.
- Brief how to prevent health problems in day-to-day life.
- The measures to be followed after medical advice and recommendations.
- The common workplace hazards.
- The confined spaces and prevention of injuries.
- The emergency measures
- The evacuation protocol
- How to contact the emergency services.
- The components of the First-aid Kit and how and when to use them.
- The fire triangle and all types of fire.

## Elaborate



- Different safety warning signs and labels at the workplace with the help of Fig 7.2.8 Safety Warning Labels in Premises in the participant handbook
  - Danger Signs
  - Warning Signs
  - Caution Signs
  - Notice Signs
  - General Safety Signs
  - Fire Safety Signs
  - Admittance Signs
  - Safety Symbols
  - Surround shapes
- The handling of situations due to fire, like

## Ask



- What is the full form of PPE?
- What are the examples of some equipment?
- What are the elementary procedures for the prevention of accidents?
- What are the measures that have to be taken in case of an accident?
- What are the different types of signs used on the premises and otherwise?
- What are the basic components of fire?
- What are some extinguishers they know?
- Why is fire safety important at any given point and state?
- What are the common workplace hazards and their prevention

## Notes for Facilitation



- These flames are fueled by rubbish, wood, paper, or other common flammable materials
- Class A - Trash, wood, paper, and other common combustible materials fuel these fires
- Class B - These are fires with flammable or combustible liquids as their cause
- Class C - These are fires concerning electrical apparatus
- Class D - These are fires with certain flammable metals as the fuel source

## Activity - 1

- Provide the sheets to identify the types of safety warning signs.
- Ask participants to fill in the blanks as per their awareness of signs.



















Image To Identify	Answer
	
	
	
	
	
    	
       	

Table.6.2.1 Safety warning signs








Image To Identify	Answer
	DANGER SIGNS Indicate immediate hazards that will result in injury or death if not avoided.
	WARNING SIGNS Indicate a hazard level that falls somewhere between caution and danger.
	CAUTION SIGNS, Represent the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.
	BIOLOGICAL HAZARD SIGNS indicate either the actual presence of a biohazard.
	NOTICE SIGNS, Used to convey general information as warning indicators are linked to activities not directly related to personal injury.
	GENERAL SAFETY SIGNS, Important safety instructions and procedures, for example- such as regulations and practices for first signs, cleanliness, and housekeeping.
	FIRE SAFETY SIGNS are frequently used to mark the location of emergency equipment, such as fire extinguishers. These signs do not provide instructions for using safety equipment.

Table.6.2.2 Safety warning signs asnwrs

## Activity - 2

- Ask the participant to write the correct possible answer they know in the activity sheet.

Tests Conducted	Screening For
ECG- Electrocardiogram	
LIPID PROFILE	
ESR	
USG	
URINE ROUTINE	
CHEST X-RAY	

Table.7.2.3 Guess the must (Activity sheet)


Tests Conducted	Screening For
ECG- Electrocardiogram	Check the heart's rhythm and electrical activity.
Lipid Profile	Blood test to measure the amount of cholesterol.
ESR	Measures how quickly erythrocytes (RBC) settle at the bottom of the test tube. Test to determine if one has a condition that causes inflammation.
USG	Ultrasound or sonogram
Urine Routine	Detects the number of germs present in the urine.
Chest X-RAY	Helps to diagnose conditions affecting the chest.

Table.7.2.4 Answers guess the must (Activity sheet)

## Activity - 3

- Ask participants to increase the music volume on laptops or any audio device.
- Now ask all the participants to speak loudly and talk over the phone. Also, play a maximum device at one given point.
- Now let everyone settle down for 3 mins with pin-drop silence.
- Observe both the timings and the change you may feel now.
- Write the changes in blank sheets given to you by the trainer/teacher.
- Also, ask them to write the prevention they suggest for the such disturbance caused by noise.



- ## Demonstrate
- 
- Take a piece of paper and light the fire with the help of a lighter. (Carefully in open space)
  - Once fire catches onto paper, cover the fire with a box.
  - Now fire gets extinguished due to the cut off of oxygen.
  - Elaborate on the reason for the fire, and now explain how components like heat, fuel, and oxygen played a role in catching fire.
  - Describe noise hazards



- ## Summarise
- The different safety warning signs and labels at the workplace
  - The ways to identify hazards at the workplace.
  - The topic by asking participants about the general tests for a regular health checkup.
  - Summarise the causes of risks and potential hazards in the workplace and ways to prevent them.
  - The components of the first-aid kit
  - The procedure to report the accident and other health-related issues as per SOP

[illegible]

## Unit 6.3 – Employ Effective Waste Management

### Unit Objectives

**At the end of this module, the participant will be able to:**

1. Employ effective waste management

### Resources to be Used

- Participant handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Welcome and greet the students.
- Take the daily attendance.

### Do

- Start the session by asking questions like:
- Explain identifying and segregating recyclable, non-recyclable and hazardous waste at the workplace.
- Discuss the process of Segregating waste into different coloured dustbins
- Describe the different ways of handling waste and how to recycle waste
- Define the procedure for disposing of waste.

### Say

- Throughout the past few years, different definitions of trash have been presented.
- The idea that waste is any substance deemed undesirable by the entity that produced it is a theme that runs across these definitions.
- For instance, the undesired elements could be by-products of a production process, such as fly ash from a furnace.
- Similarly, unwanted materials could also be wasted. Alternately, they could be products whose value has been depleted from the point of view of the current holder.

- For instance, a newspaper that has been read, a package that has been opened and emptied of its contents, or an apple that has been eaten to the core are all comparable in the sense that they have lost their original, inherent value from the point of view of the consumer.
- Did you know that there are five types of waste? We hardly give what we throw away a second thought

## Explain



- What is waste management
- The waste generation
- The process of onsite handling, storage and processing
- The process of collection of waste
- The process of waste transfer and transport
- The process of waste processing and recovery
- The process of waste disposal
- The liquid waste
- The solid waste
- The organic waste
- The recyclable waste
- The hazardous waste
- The four ways of disposing of hazardous waste
- The biodegradable waste
- The non-biodegradable waste
- The recycling of waste

## Elaborate



- The process of collecting, sorting, recycling, and monitoring garbage is all part of waste management, which can be characterised as "waste management" or "waste management activities."
- The term "waste" in the context of waste management refers to unwanted or useless material produced due to human activity and can take various forms.
- In addition, every type of trash—liquid, solid, or gas—requires a different approach to disposal and managing the waste it generates.

## Demonstrate




- Show the image to explain the cycle of waste and brief the structure as per 6Rs.



- ask

  - What is waste management?
  - Instruct the candidates to list the methods of waste disposal
  - Instruct the candidates to tell the 6 R's in waste management
  - What are the types of waste disposal?
  - What are the measures to be taken toward the segregation of recyclable waste?
  - Why should you segregate waste into different dustbins?
  - How do you manage waste segregation?



- ## Summarise
- 
- The recyclable, non-recyclable and hazardous waste at the workplace
  - The process of segregating waste into different coloured dustbins
  - The ways of handling the waste as per sop
  - The process of recycling waste wherever applicable

[illegible]

## Exercise



- Question 1.** A warm smile always helps the guest to open up. It makes the guest feel important. Moreover, they are comfortable knowing that someone genuinely cares about their needs.
- (A). True  
(B). False
- Question 2.** Employees and clients may connect and contact one another swiftly and efficiently using telegram.
- (A). True  
(B). False
- Question 3.** Enforcers of safety Rules are ineffective if they are not followed or enforced.
- (A). True  
(B). False
- Question 4.** A visible instruction from a safety sign lessens the likelihood of accidents for employees and non-employees, creating a safer working environment.
- (A). True  
(B). False
- Question 5.** All Windows should be closed, and all electrical appliances, including fans and lights, should be turned Off.
- (A). True  
(B). False
- Question 6.** Employee safety can be ensured by adhering to the three Es of safety: safety education, engineering, and safety programs.
- (A). True  
(B). False

**Select the best alternative from the given up on (MCQs)**

- Question 1.** Among the given choices are basic rules that will assure health and hygiene at the workplace.
- (A) Regularly empty the trash cans  
(B) **Clean washrooms regularly**  
(C) Go for movies  
(D) Take leaves regularly

**Question 2.** Which will you use to reduce the quantity of dust outdoors?

- (A). Wet area mats
- (B). Dust control mats**
- (C). Curtains
- (D). Vacuum cleaner

**Question 3.** What should be avoided to reduce the chances of Ingrowing Toenails?

- (A). Trim Straight**
- (B). Trim diagonally
- (C). Do not trim
- (D). Do not use a nail filer

**Question 4.** When should one wash their hands to keep them clean?

- (A). Before you leave the house
- (B). When you arrive at your destination
- (C). Before and after consuming or preparing food
- (D). All of the above**

**Question 5.** Why are etiquettes needed?

- (A). It makes you a cultured individual
- (B). It teaches you how to talk, walk, and behave in society.
- (C). It teaches you to use the mobile
- (D). A and B**

[illegible]

Scan the QR codes to watch the related videos



## Waste- Types and Classification



## Importance and Methods of Protecting People and Assets



## Introduction to Fundamental Concepts of Fire Safety



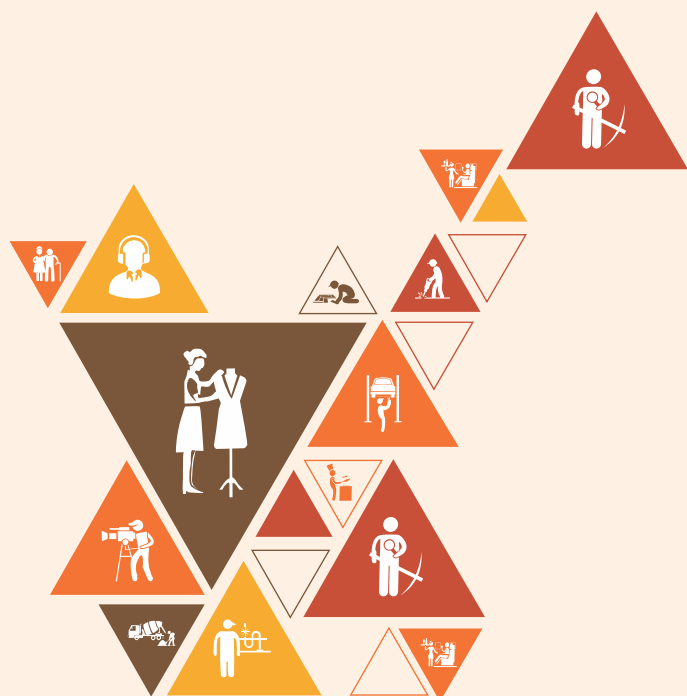
DGT/VSQ/N0101

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## Annexure -I

## Training Delivery Plan

Training Delivery Plan			
<b>Program Name:</b>	Customer Service Executive (Meet and Greet)		
<b>Qualification Pack Name &amp; Ref. ID</b>	Customer Service Executive (Meet and Greet), THC/Q4205, Version 2.0		
<b>Version No.</b>	2	<b>Version Update Date</b>	30/12/2021
<b>Pre-requisites to Training (if any)</b>	NA		
<b>Training Outcomes</b>	<p><b>By the end of this program, the participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Employee suitable practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow</li> <li>• Apply gender and age-sensitive service practices</li> <li>• Describe the protocols related to confidentiality of the organizational information and guests' privacy</li> <li>• Apply health, hygiene, and safety practices at the workplace</li> <li>• Apply appropriate practice for handling guest booking and preparing for meeting the guest</li> <li>• Perform steps to meet and greet the guest and arranging guest transfer at the desired location</li> <li>• Apply appropriate practices for prepare for tour operations</li> <li>• Employ proper techniques for ensuring safety of tourists at tour spot</li> <li>• Apply appropriate practices to complete the tour and obtain feedback from the tourist</li> <li>• Prepare an invoice for the tourist for the trip</li> </ul>		

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Perform meet and greet operations	Introduction to the Tourism Industry and Customer Service Executive (Meet and Greet)	1. Explain the objectives and benefits of the Skill India Mission	THC/N42 15	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
		Introduction to the Tourism Industry and Customer Service Executive (Meet and Greet) (Contd...)	2. Describe the tourism and hospitality industry and its sub-sectors		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 0
		Introduction to the Tourism Industry and Customer Service Executive (Meet and Greet) (Contd...)	3. Elaborate on the hierarchy of hotels of small, medium and large establishments		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		Introduction to the Tourism Industry and Customer Service Executive (Meet and Greet) (Contd...)	4. Elaborate on the job role and job opportunities as a Customer Service Executive (Meet and Greet) in the Tourism and Hospitality Industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		Introduction to the Tourism Industry and Customer Service Executive (Meet and Greet) (Contd...)	5. Explain basic terminologies used in Customer Service Executive (Meet and Greet)		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		Introduction to the Tourism Industry and Customer Service Executive (Meet and Greet) (Contd...)	6. Explain the grooming standards for a Customer Service Executive (Meet and Greet)		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
2	Perform meet and greet operations	Handle guest bookings and prepare for meeting the guests	1. Discuss the legislation, standards, policies, procedure, service standards, environment, safety and service quality standard norms to be followed for Meet and Greet operations	THC/N42 15	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	2. Elaborate on the effective ways to identify guests' requirements		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	3. Describe meeting & greeting Planning procedures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 4 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
				PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27, PC28, PC29, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, GS1, GS2, GS5, GS6		Marker, and Duster	
		Handle guest bookings and prepare for meeting the guests (Contd...)	4. Explain the principles of costing and Pricing of meet and greet packages		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	5. State the significance of checking any special request made by the guest		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	6. Elaborate the procedure to reconfirm the guest booking with the hotel or place of accommodation and check arrival or departure details		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	7. Explain the transportation coordination planning process		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	8. Discuss precautionary measures to be taken while handling travel operations		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	9. State the importance of leaving for the designated location for picking up the guest on time		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 6
		Handle guest bookings and prepare for meeting the guests (Contd...)	10. Discuss the importance of being updated about local maps and routes		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 6
3	Perform meet and greet operations	Enhance guests' experiences	1. Discuss the importance to reach the designated location well in time	THC/N42 15	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Enhance guests' experiences (Contd...)	2. Explain the methods of preparing a placard and significance of		Interactive Lecture in the Class	Participant handbook, Projector	T : 4 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			carrying the same while going to pick-up the guest	PC30, PC31, PC32, PC33,		Whiteboard, Marker, and Duster	
		Enhance guests' experiences (Contd...)	3. Discuss professional ways to meet and greet the guest	PC34, PC35, PC36, PC37, PC38, PC39, PC40, PC41, PC42, PC43, PC44,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Enhance guests' experiences (Contd...)	4. State the significance of catering to the special requests of the guests	PC45, KU10, KU11, KU12, KU13, KU14, KU15, GS4, GS5, GS6	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Enhance guests' experiences (Contd...)	5. Discuss documentation and Foreign Currency Exchange Procedures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 5
		Enhance guests' experiences (Contd...)	6. Describe transportation co-ordination planning process and various procedures involved in travel operations		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Enhance guests' experiences (Contd...)	7. Discuss various modes of the travel like rail, bus, sea etc. their departure and arrival procedure, and other characteristics		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Enhance guests' experiences (Contd...)	8. State the significance of ensuring the guest is comfortably seated in the vehicle and engaged throughout the travel		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Enhance guests' experiences (Contd...)	9. Discuss the procedure to update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Enhance guests' experiences (Contd...)	10. Explain various types of travel documents required		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Enhance guests' experiences (Contd...)	11. State the significance of taking		Interactive Lecture in the Class	Participant handbook, Projector	T : 3 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			guest's signature on the taxi receipt			Whiteboard, Marker, and Duster	
4	Escort tourists on organized trips	Prepare for Tour Operations	1. Explain government rules, and environmental, safety, and service quality standards to be followed while conducting a tour	THC/N44 05 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, GS1, GS2, GS3,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Prepare for Tour Operations (Contd...)	2. Elaborate on the time management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Prepare for Tour Operations (Contd...)	3. List tourism related products and services		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Prepare for Tour Operations (Contd...)	4. Describe different tourist categories and relevant tour packages/travel plans		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Prepare for Tour Operations (Contd...)	5. Explain the type tour and travel such as religious, cultural, heritage, leisure, etc. and respective accommodation arrangements to be made		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Prepare for Tour Operations (Contd...)	6. Describe types of problems that may occur with travel and accommodation arrangements and effective ways to deal with them		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Prepare for Tour Operations (Contd...)	7. State the significance of being updated with the latest information related to the place, tour site, and city		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Prepare for Tour Operations (Contd...)	8. Discuss effective tour route planning techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Prepare for Tour Operations (Contd...)	9. Discuss the methods to identify tourists' preference or interests		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Prepare for Tour Operations (Contd...)	10. Discuss itinerary alteration and tour planning procedures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Prepare for Tour Operations (Contd...)	11. Describe the effective ways to gather travel partner details		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Prepare for Tour Operations (Contd...)	12. State the significance of pre-tour briefing and fulfilment of the required documents		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
5	Escort tourists on organized trips	Accompany and Ensure Safety of Tourists	1. Describe tourist handling techniques	THC/N44 05 PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, KU11, KU12, KU13, KU14, KU15, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Accompany and Ensure Safety of Tourists (Contd...)	2. Discuss the procedure to organize the tour transport to various locations		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Accompany and Ensure Safety of Tourists (Contd...)	3. Describe the importance and procedure of issuing identification badges and safety equipment to the tourists		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Accompany and Ensure Safety of Tourists (Contd...)	4. Discuss various types of risks involved in a tour, theft, robberies etc. at particular spots and respective safety measures to be taken		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Describe Tourist Spot and Complete the Tour	5. Describe the standard first-aid procedures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
6	Escort tourists on organized trips	Describe Tourist Spot and Complete the Tour (Contd...)	1. State the significance of providing various brochures, audio visual CDs, books, etc. regarding the tourist spot and informing them of the entry restrictions dress code, prohibitions (e.g, photography, video shoot, mobile etc.) at tour sites	THC/N4405 PC24, PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32, PC33, PC34, PC35, PC36, PC37, PC38, PC39, PC40, PC41, PC42, PC43, PC44, PC45, PC46, PC47, PC48, KU16, KU17, KU18, KU19, KU20, KU21, KU22, GS4, GS5, GS6	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	2. Elaborate on conflict management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	3. Discuss dynamics and elements of a commentary		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	4. Explain how to organize activities, events, and shows		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	5. Describe various techniques to handle tourists' queries, and complaints		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	6. State the significance of ensuring completion of the tour in proper sequence and as per itinerary		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	7. Describe invoice preparation methods		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
		Describe Tourist Spot and Complete the Tour (Contd...)	8. Discuss feedback capturing mechanism and the significance of collecting feedback from the tourists		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Describe Tourist Spot and Complete the Tour (Contd...)	9. Explain standard systems for keeping records of travel and accommodation arrangements		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
7	Maintain Effective Communication and Service Standard	Communicate effectively with guests, colleagues, and superiors	1. Discuss the importance of effective communication	THC/N9901 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, GS1, GS2, GS3, GS4, GS5	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	2. Explain the importance of guest satisfaction and guest feedback		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	3. Outline the procedure of receiving feedback and complaints constructively		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	4. Describe various ways to handle guest complaints		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	5. Discuss different ways to improve the guest experience		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 0.5 P : 2
		Employ appropriate expertise to promote professional etiquette	1. Discuss the value and Ethics in Business		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
		Employ appropriate expertise to promote professional etiquette (Contd.)	2. Describe the significant ethical principles to be followed for a successful business		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
		Ways to show sensitisation towards different age groups, gender and persons with disabilities	1. Explain the importance of gender and age sensitivity		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Ways to show sensitisation towards different age groups, gender and persons with disabilities (Contd.)	2. Discuss gender and age-specific requirements of the guests		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitisation towards different age groups, gender and persons with disabilities (Contd.)	3. Discuss the specific needs of People with Disabilities		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitisation towards different age groups, gender and persons with disabilities (Contd.)	4. Discuss the importance of reporting Sexual harassment at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Ways to show sensitisation towards different age groups, gender and persons with disabilities (Contd.)	5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
8	Organisational Confidentiality and Guest's Privacy	Maintain the confidentiality of the organization	1. Explain the procedures to report the infringement of IPR to the concerned person	THC/N99 03 PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information	1. Discuss the usage, storage and disposal procedures of confidential information as per the specification		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information (Contd.)	2. Explain the significance of maintaining organizational confidentiality and guest privacy in the hospitality industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information (Contd.)	3. Discuss the Intellectual Property issues and policies affecting the organization and guest privacy		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 3
9	Basic Health and Safety Standard	Maintain health, hygiene, and safety practices at the workplace	1. Discuss the concept and importance of personal and workplace hygiene	THC/N99 06	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Maintain health, hygiene, and safety practices at the workplace (Contd.)	2. Discuss procedure to maintain personal hygiene	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, GS1, GS2, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Maintain health, hygiene, and safety practices at the workplace (Contd.)	3. Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures	1. Describe the standard operating procedure to be followed while handling tools, material, and equipment		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	2. State the importance of safety management programs		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	4. Explain the importance of preventive health check-ups organized by the hotel		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	5. Describe the causes of risks and potential hazards in the workplace and ways to prevent the		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	6. Identify different safety warning signs and labels at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	7. Discuss ways to identify hazards at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Apply precautionary health measures (Contd.)	8. List the components of the first-aid kit		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply precautionary health measures (Contd.)	9. Explain the procedure to report accidents and other health-related issues as per SOP		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Employ effective waste management	1. Employ effective waste management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
10	Employability Skills			DGT/VS Q/N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	T : 60 P : 0
11	On-the-Job Training						90 Hours

## Annexure-II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT FOR TRAINEES

Job Role	Customer Service Executive (Meet & Greet)
Qualification Pack	THC/Q4205
Sector Skill Council	Tourism and Hospitality Skill Council

S No.	Assessment Guidelines
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 the proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6	To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC1. greet the guests promptly and appropriately as per organization's procedure	-	- -		
PC2. communicate with the guests in a polite and professional manner	-	- -		
PC3. clarify guest's requirements by asking appropriate questions	-	- -		
PC4. address guest's dissatisfactions and complaints effectively	-	- -		
PC5. build effective yet impersonal relationship with guests	-	- -		
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	- -		
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	- -		
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	- -		
PC9. pass on essential information to the colleagues timely	-	- -		
PC10. report any workplace issues to the superior immediately	-	- -		
<b>Maintain professional etiquette</b>	<b>10</b>	<b>10</b>		<b>5</b>
PC11. report to work on time	-	- -		
PC12. follow proper etiquette while interacting with colleagues and superiors	-	- -		
PC13. follow the dress code as per organizational policy	-	- -		
PC14. maintain personal hygiene	-	- -		
PC15. respect privacy of others at the workplace	-	- -		
<b>Provide specific services as per the guests' requirements</b>	<b>10</b>	<b>10</b>		<b>5</b>
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	- -		
PC17. provide assistance to Persons with Disability, if required	-	- -		
PC18. follow the organisational policies specified for Persons with Disability	-	- -		
PC19. follow gender and age sensitive service practices at all times	-	- -		
PC20. adhere to the company policies related to prevention of sexual harassment	-	- -		
<b>NOS Total</b>	<b>40</b>	<b>40</b>		<b>20</b>
<b>Maintain organisational confidentiality</b>	<b>6</b>	<b>6</b>	-	<b>3</b>
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC2. comply to organizational IPR policy at alltimes	-	-	-	-
PC3. report any infringement of IPR observedby anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<b>Respect guest's privacy</b>	<b>4</b>	<b>4</b>	<b>-</b>	<b>2</b>
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
<b>Maintain personal and workplace hygiene</b>	<b>10</b>	<b>10</b>		<b>5</b>
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-basedsanitizers	-	- -		
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	- -		
PC3. clean the crockery and other articles as per established standards	-	- -		
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	- -		
PC5. ensure that the trashcans are clearedregularly following the cleanliness and maintenance schedule	-	- -		
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	- -		
PC7. dispose of the waste as per the prescribed standards	-	- -		
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, followinga healthy diet etc.	-	- -		
<b>Take precautionary health measures</b>	<b>5</b>	<b>5</b>		<b>5</b>
PC9. attend regular health check-ups organizedby the management	-	- -		
PC10. report personal health issues related toinjury, food, air and infectious disease	-	- -		
PC11. report to the concerned authority in caseany coworker is unwell	-	- -		
<b>Follow standard safety procedure</b>	<b>5</b>	<b>10</b>		<b>5</b>
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	- -		
PC13. follow first aid procedures appropriately	-	- -		
PC14. identify hazards at the workplace andreport to the concerned person in time	-	- -		
<b>Follow effective waste management</b>	<b>5</b>	<b>10</b>		<b>5</b>
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	- -		

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. segregate waste into different coloured dustbins	-	- -		
PC17. handle the waste as per SOP	-	- -		
PC18. recycle waste wherever applicable	-	- -		
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	- -		
<b>NOS Total</b>	<b>25</b>	<b>35</b>		<b>15</b>
<b>Handle guest bookings</b>	<b>20</b>	<b>20</b>		<b>10</b>
PC1. receive all guests' calls promptly	-	- -		
PC2. get necessary details from the guest like name, contact details, pick-up/drop location, etc.	-	- -		
PC3. identify guest's requirements	-	- -		
PC4. provide details of the available packages to the guest	-	- -		
PC5. provide the best quote to the as per guest's requirements	-	- -		
PC6. share details of the transport and fare as per the package selected by the guest	-	- -		
PC7. coordinate with the travel agent or driver	-	- -		
PC8. assign vehicle and driver as per the availability and requirement of the guest	-	- -		
PC9. share planned schedule with the guest and transport service provider	-	- -		
<b>Prepare for meeting guests</b>	<b>20</b>	<b>20</b>		<b>10</b>
PC10. check duty roster for the assigned duties	-	- -		
PC11. collect travel and bookings details of the guest and relevant documents like tickets, itinerary, etc., if required	-	- -		
PC12. check for any special request made by the guest	-	- -		
PC13. inform the in-house driver or the travel agency about the meeting place and time, as applicable	-	- -		
PC14. reconfirm the guest booking with the hotel or the place of accommodation	-	- -		
PC15. check arrival or departure schedule	-	- -		
PC16. inspect the vehicle for cleanliness and sanitization	-	- -		
PC17. ensure the vehicle is fit and presentable for the guest's pickup	-	- -		
PC18. perform equipment safety checks prior to departure	-	- -		
PC19. leave for the designated location on time	-	- -		
PC20. fill-up the checklist of the preparation for performing meet and greet services as per organizational standards	-	- -		
<b>Meet and greet the guests</b>	<b>20</b>	<b>20</b>		<b>10</b>
PC21. reach the designated location well in time	-	- -		

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. carry a placard with the guest's name	-	- -		
PC23. acknowledge and greet the guest as per organizational standards	-	- -		
PC24. cater to the special requests of the guests, if any	-	- -		
PC25. offer refreshments to the guests on arrival as per organizational policy	-	- -		
PC26. assist the guest with handling the luggage	-	- -		
PC27. answer any guest queries regarding the local facilities, places of interest or activities	-	- -		
PC28. assist guest with the currency exchange, if required	-	- -		
PC29. handle emergency situations like missing luggage, theft, etc., if any	-	- -		
<b>Arrange guest transfers</b>	<b>20</b>	<b>20</b>		<b>10</b>
PC30. inform the guest about the travel arrangement, if applicable	-	- -		
PC31. escort the guest to the arranged transport	-	- -		
PC32. open and close doors for the guests	-	- -		
PC33. ensure the guest is comfortably seated in the vehicle	-	- -		
PC34. keep the guests engaged throughout the travel	-	- -		
PC35. update the hotel or accommodation facility about guest arrival status to prepare for a smooth and quick check-in	-	- -		
PC36. handover all required documents to the guest like tickets, travel permits, entry permissions, etc.	-	- -		
PC37. assist with the guest's luggage unloading at the dropping point	-	- -		
PC38. take guest's signature on the taxi receipt arranged for transportation	-	- -		
PC39. escort the guest to the front office desk	-	- -		
PC40. liaise with the hotel staff regarding guest booking	-	- -		
PC41. assist guest during hotel check-in/check-out	-	- -		
PC42. make sure guest get accommodation as per the pre-booking	-	- -		
PC43. bid farewell to the guest after completing the trip as per organizational standards	-	- -		
PC44. obtain feedback from the guest	-	- -		
<b>Prepare for tour operations</b>	<b>20</b>	<b>20</b>		<b>10</b>
PC1. obtain tour itinerary along with vouchers, if any, and tourist details from tour agents/operator	-	- -		
PC2. confirm travel, accommodation, budget, dietary and access requirements of the tourists	-	- -		
PC3. collect pre-trip checklist to ensure smooth tour operations	-	- -		

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC4. recognize the type of tour the tourist is interested in such as religious, cultural, heritage, leisure, etc. from the itinerary	-	- -		
PC5. gather information for the destination of the planned tour like environmental conditions, history, about other details of the city and the site, etc.	-	- -		
PC6. identify places of tourists' interest and the spots to visit based on the knowledge about the place, if the itinerary is not available	-	- -		
PC7. select the route and sequence of the tour to meet tour objectives	-	- -		
PC8. confirm the accommodation, logistics, and other travel arrangements	-	- -		
PC9. arrange and check the required supplies and equipment prior to departure	-	- -		
PC10. arrange first-aid supplies	-	- -		
PC11. coordinate with tourists or tour operator for the meeting point and the time of the meeting the tourists	-	- -		
<b>Accompany the tourist</b>	<b>10</b>	<b>10</b>		<b>5</b>
PC12. smile and greet all tourists promptly as per standards	-	- -		
PC13. determine if any tourists have physical restrictions that should be considered	-	- -		
PC14. address the tourist by their names, if appropriate	-	- -		
PC15. inform the tourists about the itinerary	-	- -		
PC16. register the details of the tourists	-	- -		
PC17. assist the tourists through the travel procedures and documentation	-	- -		
PC18. help the tourists with check-in and baggage collection at the airport, railways stations or bus stands	-	- -		
PC19. assist the tourists in check-in and check-out at the accommodation facility	-	- -		
PC20. escort the tourists from hotel to tourist place and back	-	- -		
PC21. organize the tour transport to the various locations	-	- -		
PC22. liaise with coach provider, coach driver, and their staff on the coach during the tour	-	- -		
<b>Ensure safety during the tour</b>	<b>15</b>	<b>15</b>		<b>5</b>
PC23. issue identification badges and safety equipment's, if required	-	- -		
PC24. inspect the safety equipment for proper functioning before providing them to the tourists	-	- -		

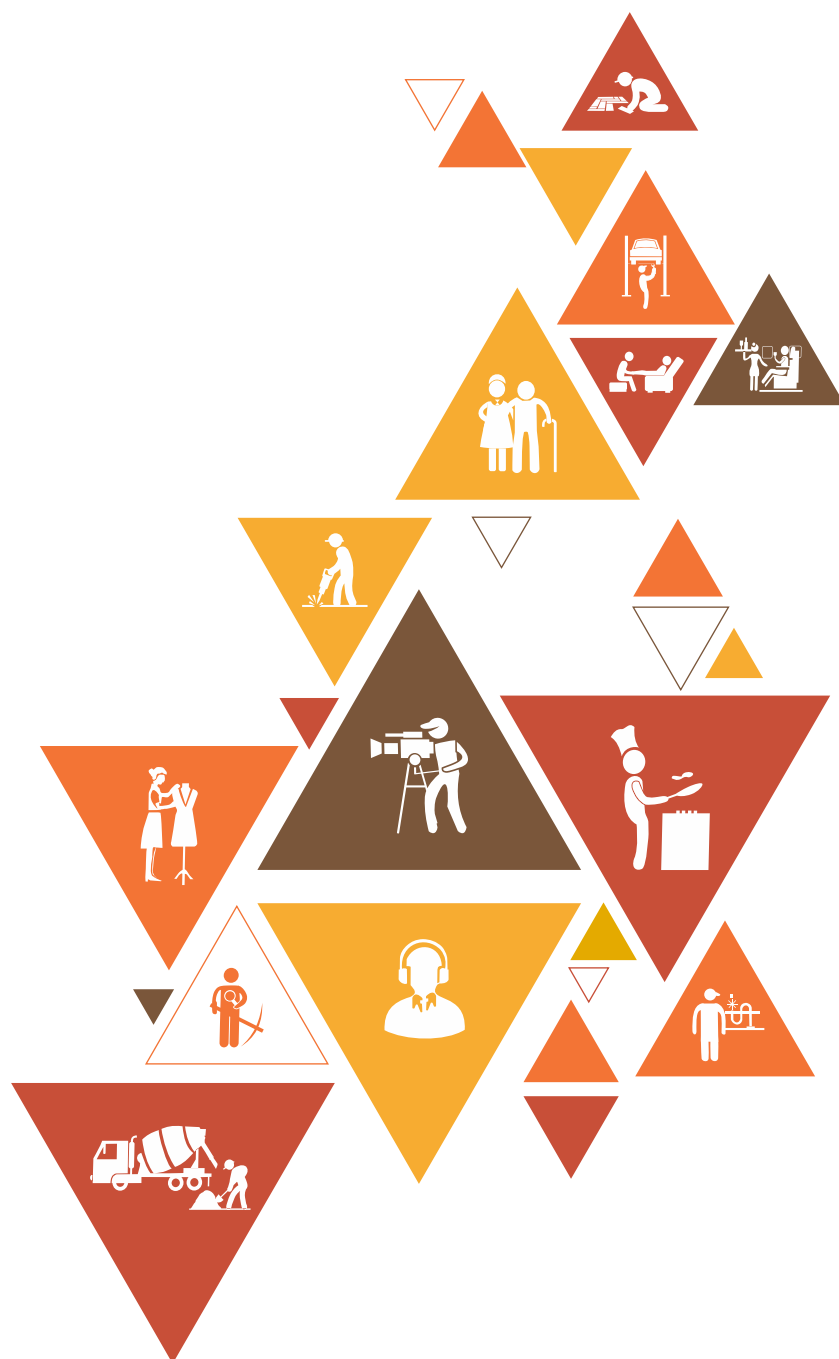
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. inform the tourists about various risks involved in the tour and necessary safety measures to be taken for the associated risks	-	- -		
PC26. brief the tourists on the usage of safety equipment	-	- -		
PC27. inform the tourists about the theft, robberies or other activities at particular spots	-	- -		
PC28. handle emergency situations like loss of passport, theft, etc. during the tour, if any	-	- -		
PC29. provide first aid and or other medical assistance, if needed	-	- -		
<b>Describe a spot to the tourists</b>	<b>25</b>	<b>25</b>		<b>15</b>
PC30. provide various brochures, audio visual CDs, books, etc. regarding the tourist spot	-	- -		
PC31. brief the tourists on the city highlights, the pass by locations and the history of the place	-	- -		
PC32. check for entry restrictions, dress code, prohibitions (e.g. photography, video shoot, mobile, etc.) closure at tour sites	-	- -		
PC33. arrange tickets for visiting specific spots like museums, art galleries, monuments, etc.	-	- -		
PC34. guide the tourists through the famous shopping areas of the place	-	- -		
PC35. assist the tourists with buying souvenirs from the place	-	- -		
PC36. brief the tourists on the local culture and cuisines of the place	-	- -		
PC37. suggest restaurants and places to the tourists for local cuisine or as per their preference in and around the spot	-	- -		
PC38. conduct games, cultural activities, leisure or entertainment activities at a particular spot for the tourists, as required	-	- -		
PC39. arrange for various adventure activities available at the destination such as mountaineering, horse riding, safari touring, etc.	-	- -		
PC40. take photographs of the tourists during the tour	-	- -		
PC41. handle tourists' queries and complaints, if any, as per organizational SOP	-	- -		
<b>Complete the tour and obtain feedback</b>	<b>10</b>	<b>10</b>		<b>5</b>
PC42. ensure to complete the tour of destination in proper sequence and as per itinerary	-	- -		
PC43. receive feedback from the tourist regarding the offered services	-	- -		
PC44. document the tour activities	-	- -		
PC45. prepare invoice for the services provided for the trip, if applicable as per norms of the organization	-	- -		
PC46. submit an invoice to tour agents/ operators	-	- -		

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC47. claim the reimbursements, if any	-	- -		
PC48. collect final payment from the tour agents/ operators for services provided	-	- -		
<b>NOS Total</b>	<b>80</b>	<b>80</b>		<b>40</b>

## Annexure-III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.1 An Overview of Skill India Mission	1.1.1 Skill India Program Objectives, Features and Advantages	16	<a href="https://www.youtube.com/watch?v=y7CxAa7KicM">https://www.youtube.com/watch?v=y7CxAa7KicM</a>	 Role of Government in skill development
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.2 An Overview of Hospitality Industry	Unit 1.2 An Overview of Hospitality Industry	16	<a href="https://www.youtube.com/watch?v=ddPE20dDrs">https://www.youtube.com/watch?v=ddPE20dDrs</a>	 Introduction to Hospitality Industry
Chapter -2 Perform Meet and Greet Operations	UNIT 2.1 Handle Guest Bookings and Prepare for Meeting the Guests	2.1.1.1 Appropriate Practices to Receive Guests' Calls	99	<a href="https://www.youtube.com/watch?v=0HJ2MUIINaA">https://www.youtube.com/watch?v=0HJ2MUIINaA</a>	 Conversation between Guest and Receptionist
Chapter -2 Perform Meet and Greet Operations	UNIT 2.2 Enhance Guests' Experiences	2.2.2.4 Arranging Pick-up Vehicle for the Guest	35	<a href="https://www.youtube.com/watch?v=pytQ2hYm3cs">https://www.youtube.com/watch?v=pytQ2hYm3cs</a>	 Airport Pick-up & Transfer to Hotel
Chapter - 3 Escort Tourists on Organized Trips	UNIT 3.2 Accompany and Ensure the Safety of Tourists	3.2.9 Handling Tourist Complaints	49	<a href="https://www.youtube.com/watch?v=b3x9RJ-kRDg">https://www.youtube.com/watch?v=b3x9RJ-kRDg</a>	 How to Handle Customer Complaints in Hospitality
Chapter - 4 Communicate Effectively and Maintain Service Standards	UNIT 4.1 Maintain Effective Communication and Service Standard	Unit 4.1.1 Effective communication	62	<a href="https://youtu.be/X3Fz_Gu5WUE?t=112">https://youtu.be/X3Fz_Gu5WUE?t=112</a>	 Communication Skills

Chapter - 4 Communicate Effectively and Maintain Service Standards	UNIT 4.3 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	4.3.1 Sexual Orientation and Discrimination	62	<a href="https://www.youtube.com/watch?v=-FCEBe5VNcA">https://www.youtube.com/watch?v=-FCEBe5VNcA</a>	 Gender Sensitization Issues and Challenges
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