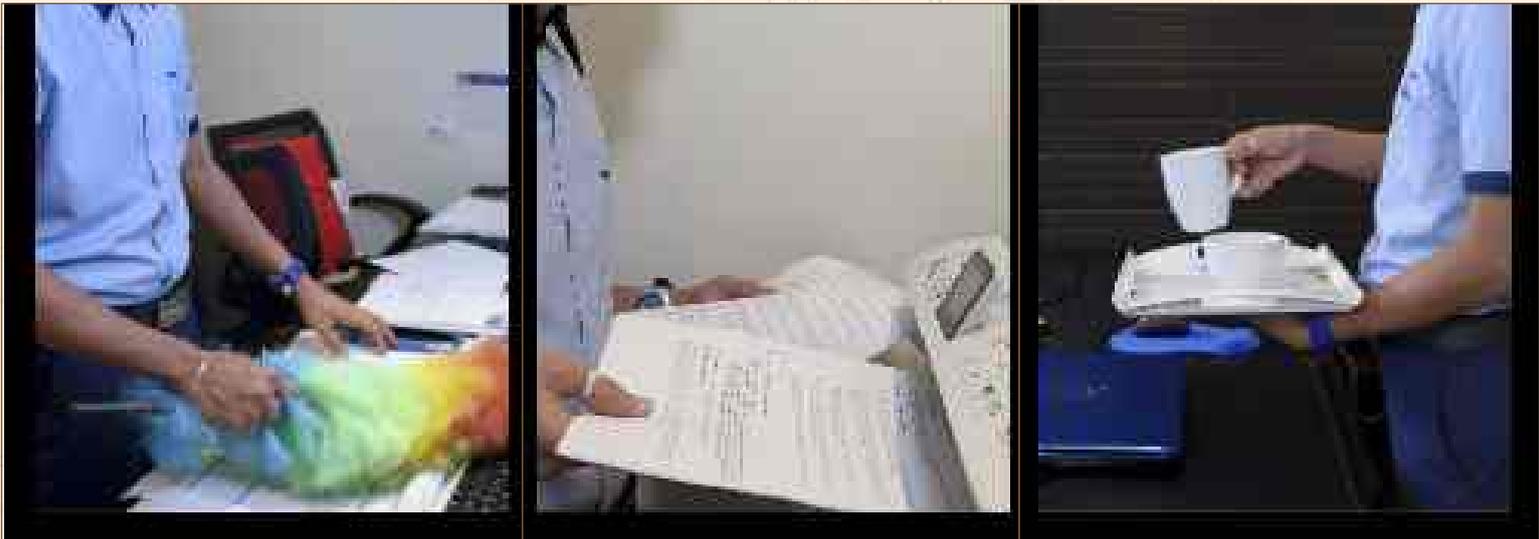




# Facilitator Guide



Sector  
Tourism and Hospitality

Sub-Sector  
Facility Management

Occupation  
Property Management Occupation

Reference ID: THC/Q5808, Version-1.0  
NSQF Level: 4

## Multipurpose Associate



Scan/Click this QR code to access eBook





**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

This Multipurpose Associate 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 individual at work cleans the internal and external infrastructure, furniture and installations in residential and commercial areas and run official errands. The job requires the individual to have a service-oriented approach, attention to details, and a polite demeanour. The individual should be physically fit and able to work for long hours.

## 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



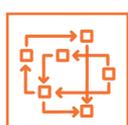
Summary



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 necessary 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 a laptop, projector and, camera, relevant tools (depending on the training site).
  - Before starting any training program, the trainer should concentrate on the below key pointers,
    - Use best practices and methods of training.
    - Create awareness of the 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 feedback to the participants, and 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 the topic to be covered in the next class.
  - Do not forget to recapitulate the topic covered in the last class.



## Key Learning Outcome



**At the end of this module, you will be able to understand the following:**

1. Discuss the objectives and benefits of the Skill India Mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate on the hierarchy of Facility Management and Housekeeping in commercial and residential properties
4. Discuss the roles and responsibilities of a Multi-Purpose Associate
5. Describe the attributes required for a Multi-Purpose Associate
6. Elaborate on various job opportunities for a Multi-Purpose Associate in the Tourism and Hospitality Industry

## Icebreaker

### Unit Objectives

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

1. Building rapport with fellow participants and trainer.

### 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.



## Unit 1.1: Introduction to The Indian Hospitality Industry

### Unit Objectives

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

1. Describe the Hospitality Industry

### Resources to be Used

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

### Say

- The Indian hospitality business, led by the hospitality industry, has emerged as one of the critical drivers of the country's economic development.

### Explain

- How the hotel industry has changed dramatically

### Elaborate

- Facility management and the Indian hospitality Industry
- The future aspects of Indian hospitality

### Ask

- The participants, if they have understood the topic well
- A few questions, such as India's hospitality industry is predicted to reach a value of how much?
- What are the different contributors to the growth?



## Unit 1.2: Objectives and Benefits of the Skill India Mission

### Unit Objectives

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

1. Discuss skill India mission
2. Describe the primary skill India objectives
3. Describe features of skill India mission

### Resources to be Used

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

### Say

- The Skill India Program enables the development by the ability to bring confidence, provides the scope of growth, and gives advanced training structure and 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

### Do

- 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



## Unit 1.3 Tourism and Hospitality Industry and its Sub-sectors

### Unit objectives

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

1. Explain the tourism and hospitality industry market size
2. Describe the Investments made in the tourism and hospitality industry
3. Discuss the central and state government initiatives concerning the tourism and hospitality industry
4. Elaborate on the achievements of the tourism and hospitality industry
5. Discuss the future of the tourism and hospitality industry

### Resources to be Used

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

### Say

- The Indian tourism and hospitality industry has emerged as one of the key drivers of growth in the services sector in India.
- Tourism in India has significant potential considering the rich cultural and historical heritage, variety in ecology, terrains and places of natural beauty spread across the country.
- Tourism is an important source of foreign exchange in India, similar to many other countries.

### 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.



## Unit 1.4– Hierarchy of Facility Management and Housekeeping in Commercial and Residential Properties

### Unit Objective

**At the end of this module, you will be able to understand the following:**

1. Discuss the facility management
2. Explain the importance of housekeeping
3. Describe the role of the housekeeping department
4. Discuss the structure of the housekeeping staff
5. Explain housekeeping in other institutions
6. Explain the attributes required for a Multi-purpose Associate
7. Describe the job opportunities for a Multi-purpose Associate in the tourism and hospitality industry

### 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

- Facility Management (FM) relates to maintaining an organisation's real estate, buildings, and equipment. It includes all the support services required to upkeep and keep the physical assets under its custody.

## Elaborate

Elaborate on the following topics:

- The structure of housekeeping staff with the help of (Fig 1.4.1 Hierarchy of housekeeping staff in the Participant Handbook)
- The various positions that are associated with the hierarchy of housekeeping

## Explain

- Facilities Management's key goals
- Importance of housekeeping
- Role of the housekeeping department
- Structure of housekeeping staff

## Ask

- What is the importance of housekeeping?
- How housekeeping plays an important role in managing day-to-day office set-up?
- The candidates are to explain the various job responsibilities as mentioned below
  - Floor Supervisor
  - Public Area Supervisor
  - Night Supervisor
  - Uniform Room Supervisor
  - Linen Room Supervisor
  - Uniform Room Attendant
  - Linen Room Attendant
  - Guest Room Attendant

## Elaborate

- Housekeeping in other institutions
- Housekeeping in residential establishments
- Housekeeping activities in hospitals
- Housekeeping in residential homes
- Housekeeping in art galleries, museums, libraries and archives
- Public toilets
- Sports and leisure centres
- Housekeeping in workplaces

## Ask

- What is the concept of housekeeping in other institutions
- What is housekeeping in residential establishments
- What are the housekeeping activities carried out in hospitals
- How residential homes housekeeping is different from
- What housekeeping in art galleries, museums, libraries and archives
- What kind of cleaning is undertaken for public toilets
- What are the names of the sports facilities?
- What is housekeeping in workplaces?

## Notes for Facilitation

- Allow maximum participation to answer the questions.
- Provide the correct answer to each question.

## Do

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

## Say

The housekeeping staff is needed to have a few professional traits. Also, the attributes required for a Multipurpose Associate are listed below:

- Multipurpose Associate should be an active listener
- Multipurpose Associates should have clear communication skill
- Multipurpose Associate should be cool and calm
- Multipurpose Associates should follow time management
- Multipurpose Associate should inculcate critical thinking

## Explain

- Personal skills and traits that the housekeeping staff must possess

## Activity

- Allow the candidates for listing down personal traits and say them aloud one by one

Ask 

- The candidates what are the housekeeping staff's personal skills and traits must possess?

Elaborate 

- With the help of Fig. 1.4.5 Career map Multipurpose Associate given in the Participant Handbook, illustrate the career map to the participants
- Career growth and opportunities for a Multipurpose Associate in the tourism, hospitality, and facility management industry.
  - Facility/Property Manager
  - Housekeeping Executive
  - Assistant Facility Manager
  - Facility Management
  - Executive/Sr. Executive
  - Multi-Purpose Associate

Activity 

- Allwo candidates individually to list down roles responsibilities of Multi-Purpose Associate
- This will give them an understanding of job role and they will understand functions of the Multi-Purpose Associate

Say 

- After completing this course, candidates may get opportunities in hotels, resorts, tour and travel agencies, restaurants, lodges, guesthouses, etc. In addition, they can work as laundrymen, linen keepers, laundry masters, associate housekeeping managers
- Today, the housekeeping unit is well-versed in its primary Job and multi-tasks.

Summarise 

- The roles , responsibility and Scope of a multi purpose Associate.

Notes 

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## Exercise

- Question 1.** Indian hotels are constantly innovating to keep up with competition from both domestic and international chains.
- (A). True  
(B). False
- Question 2.** Skill India is an initiative of the Government launched in 2015 to educate more than \_\_\_\_\_.
- (A). 10 cores  
(B). 20 crore  
(C). 30 crore  
(D). 40 crore
- Question 3.** Which of the following statements are true concerning the primary objectives of the Skill India Mission?
- I. Reducing poverty in the country  
II. Increasing the competitiveness of Indian Businesses  
III. By enrolling in Skill India Mission, you can ensure that skill training is relevant and quality.  
IV. Helping the Indian citizens to rule the human resources and resources in the market.
- (A). Only I  
(B). (Only II & III  
(C). Only II & IV  
(D). All I. II. III & IV
- Question 4.** Question 4. How many million people did India's tourist industry employ in 2020?
- (A). 37 Million  
(B). 38 Million  
(C). 39 Million  
(D). 40 Million
- Question 5.** What is the rank of the Indian tourism industry in terms of global investment in travel and tourism, with an inflow of US\$ 45.7 billion in 2018?
- (A). 1st  
(B). 2nd  
(C). 3rd  
(D). 4th
- Question 6.** The housekeeping staff must retain and pursue the guest's demand until it is completed.
- (A). True  
(B). False

**Question 7.** Housekeeping is responsible for which of the following?

**(A). Cleanliness**

(B). Maintenance of the aesthetic upkeep of rooms

(C). Maintenance of the public areas, back areas, and surrounding areas

(D). All of the above

**Question 8.** Question 8. housekeeping is a 24 x 7 x 365 operation.

**(A). True**

(B). False

**Question 9.** Which of the following are the key facilities maintenance management's goals?

I. Ensuring cleaning, housekeeping and support functions are performed efficiently.

II. They performed building and equipment maintenance, testing, and inspections.

III. Operating utilities such as electricity and water and conventional equipment such

IV. as central air conditioning and fire alarm systems.

V. Organizing and overseeing the staff to carry out assigned tasks within the facility.

(A). Only I

(B). Only II & III

(C). Only II & IV

**(D). All I. II. III & IV**

**Question 10.** The housekeeping staff on duty must do which of the following?

(A). Maintain a high level of personal hygiene and grooming.

(B). Have your nails and hair groomed, as well as a clean uniform.

(C). Maintain a neat and appealing appearance.

**(D). All of the above**







## Key Learning Outcome



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

1. Elaborate various types of surfaces and fixtures in an office set-up, and appropriate cleaning equipment and agents required to clean them
2. Explain the importance of organising and maintaining the office equipment and furniture
3. Describe different types of inspection methods to identify damage to the property
4. Explain the importance of maintaining guest service etiquette in the office setup
5. Elaborate the filling, labelling and storage method of office documents and files
6. Discuss various errands like buying office supplies/medicines/lunch for the staff and depositing checks/drafts in the bank

## Unit 2.1 – Introduction to Cleaning

### Unit Objective

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

1. Discuss different kinds of floors and their cleaning
2. Describe how to clean different types of surfaces and fixtures in an office set-up
3. Describe cleaning equipment and substances needed to clean surfaces and floors

### Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Images and charts from the Participant Handbooks

### 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.

### Say

- Care and cleaning hard surface floors seems like a never-ending, persistent job
- Daily, such foundations gather dirt and debris from an open window, collect whatever the soles of the shoes bring in, and stains from various spills. Vacuuming and sweeping go some way toward collecting all the dirt and debris that gathers up on the floor, but that is usually never enough.
- These floors need to be cleaned with a high-quality floor cleaner to finish these jobs.

## Elaborate

Cleaning procedure of various type of floor-

- Concrete floors
- Vinyl floors
- Terrazzo floors
- Linoleum floors
- Ceramic Tile floors
- Marble Floors
- Wood floors

## Ask

- How do you like the floor when you enter any hotel or office?
- Does the dirty floor bother you?
- Why is cleaning an important part of our daily life?
- Why are different Floors cleaned in Different manner?
- The benefit of cleanliness at the workplace

## Summarise

- Cleaning of different kinds of floors and move on to the next topic

## Elaborate

- Various types of surfaces and fixtures in an office set-up and appropriate cleaning equipment and agents
- Various types of surfaces and fixtures with the help of Fig 2.1.1 Various types of surfaces and fixtures, given in the Participant Handbook
- Marble floor with the help of Fig 2.1.2 Marble floor, given in the Participant Handbook
- Vitrified tiles floor with the help of Fig 2.1.3 Vitrified tiles floor, given in the Participant Handbook
- Vinyl Floor with the help of Fig 2.1.4 Vinyl Floor, given in the Participant Handbook
- Hardwood floor with the help of Fig 2.1.5 Hardwood Floor, given in the Participant Handbook
- Granite floor with the help of Fig 2.1.6 Granite Floor, given in the Participant Handbook
- Bamboo floor with the help of Fig 2.1.7 Bamboo Floor, given in the Participant Handbook

## Explain

### Types of surfaces

- Marble
- Vitrified tiles
- Vinyl
- Hardwood
- Granite
- Bamboo

## Ask

- The candidates are to give some examples of types of surfaces they have seen in different rooms/premises

## Activity

- Show participants flashcards prepared on types of floor finishes
- Ask them to identify
- Ask them to name one cleaning procedure for each.

## Activity

- Divide the class into 4 small groups
- On 2 tables, place the same set of cleaning brushes jumbled up on the table with other brushes
- Ask the groups, 2 at a time to sort out the correct ones and bring them back to the seat
- Repeat with the other 2 groups
- Declare the winner

## Say

- In the previous class, we studied various floor types and surfaces. There are fixtures in an office setup, and cleaning them is equally important to work.
- The more the variety of floors used in infrastructure, difficult it becomes to keep it clean and maintained. The floor types change with budget and type of organisation.

## Summarise

- Various floor types and surfaces

## Explain

### Cleaning methods for different types of floors

- Vinyl floors
- Terrazzo floors
- Linoleum Floors
- Ceramic Tile Floors
- Marble Floors
- Wood Floors

## Elaborate

### The following processes and why different floor require different cleaning procedure

- Steps to clean concrete floors
- Steps to clean ceramic floors
- Steps to clean linoleum floors
- Marble floor cleaning steps
- Slate and flagstone cleaning steps
- Steps to clean brick floors

## Ask

- The candidates are to cite the steps of cleaning different floors verbally one by one and ask the steps to be described by each student

## Note for facilitation

Prepare and use a PPT of different types of floor surfaces and other notes to candidates relevant to this session

## Activity

- Make the students visit offices/hotels
- Let them observe observe 5 types of floors.
- Divide students in group of 5 , Each group to write about cleaning procedure of the floor they observed



## Unit 2.2– Importance of Organizing and Maintaining the Office Equipment and Furniture

### Unit Objective

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

1. Organize and maintain the office equipment and furniture
2. Describe the regulatory and auditory compliance related to cleaning
3. State the meaning and concept of organising maintenance

### 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.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

### Say

**Start the session by saying**

- Organisations should strive to keep their equipment organised to achieve higher productivity levels.
- Organising equipment can be accomplished by developing an all-inclusive management approach considering various factors.
- From setting up procurement receipts to tracking depreciation for timely disposal can help an organisation have the following advantages:
  - Reduce costly repairs
  - Extend the life of the office equipment
  - Increase productivity

- Gain competitive advantage
- Improve stock control
- Achieve regulatory compliance
- Enhance operational performance

## Elaborate

- Neatly arranged office furniture with the help of Fig 2.2.1 Neatly arranged office furniture, given in the Participant Handbook
- Furniture arrangement with visual balance with the help of Fig 2.2.2 Furniture arrangement with visual balance, given in the Participant Handbook
- Clutter-free office furniture with the help of Fig 2.2.3 Clutter-free office furniture, given in the Participant Handbook

## Explain

- **The points to be kept in mind while arranging furniture-** Keep entryway clear
- Create visual balance
- Do not take up all the wall space
- Be conscious of traffic flow

### Advantages of maintaining clean and organised office space

- Maintains high moral
- Demonstrates a high level of professionalism
- Help keep office space safe
- Increases efficiency

## Ask

- What are the different types of furniture and fixtures found in an office?
- Can you tell me how wooden furniture can be maintained ?

## Say

- To achieve maintenance of any place, inspection and supervision are a must.
- You might have observed your mother inspecting the house after the maid cleans it and then giving her some instructions.

## Explain

- Why are maintenance inspections necessary?
- Importance of maintaining office equipment and fixtures
  - Reduce Costly Repairs
  - Extend the life of office equipment
  - Increase productivity
  - Reduce equipment problems
  - Recurring problems are covered
  - Improves cleaning staff performance
- Maintenance of each part of the office – Computer screens, chairs and tables, close attention, machines kept clean, checked minor repairs etc

## Elaborate

- Better inspection processes result in long life of the equipment and fixtures

## Say

- Maintenance inspections can identify minor issues before they turn into costly repairs. In addition, inspections ensure machines are working correctly and help prevent equipment downtime.

## Explain

- Different types of inspection methods to identify damage to the property
- The best maintenance inspection programs include the following best practices:

## Elaborate

The best maintenance inspection programs include the following best practices:

- Condition-monitoring routes cover all needed inspections
- Simple inspection tools, including a stroboscope, bright flashlight, infrared thermometer, vibration pen, mirrors, and industrial stethoscope, are readily available
- Guards or other protective gear can be removed to check belts, couplings, and chains in action
- Oil containers and other clear gauges and base bolts are clean and facilitate accurate inspections
- Maintenance staff is educated and trained in basic inspection processes
- Types of maintenance inspections

## Ask

- The questions on maintenance inspections
- What should be the qualities of a good inspector?
- How can you judge the inspector's work?

## Notes for Facilitation

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

## Say

There are various types of inspections. They depend on the type of organization, type of guests etc. So let us see the various types of inspections

## Explain

The various types of inspections are -

- Safety inspection
- Failure finding inspection
- Lighting inspection
- Electrical inspection
- HVAC inspection
- Building interior inspection
- Building exterior inspection
- Plumbing inspection

## Note for facilitation

- Use PPT and videos, which you can download from various links from google.
- Arrange a visit to a well-maintained office

## Activity

- Form various groups of students, each performing a different cleaning activity.
- Ask students to create an inspection checklist



## Unit 2.3 – Importance of maintaining guest service etiquette in the office setup

### Unit Objective

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

1. Demonstrate the standard procedure to welcome and greet the guests
2. Describe the filing, labelling and storage of office documents
3. Discuss various office errands like purchases of supplies and visiting the bank for work

### Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Bank deposit slips
- Specimen copy of a cheque

### 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 discussed the importance of organizing and maintaining office equipment and furniture.
- In today's session, we will discuss the importance of maintaining guest service etiquette in the office setup

## Explain

- Importance of maintaining guest service etiquette
- Etiquettes and manners
- Filing, labelling and storage method of office documents and files

## Elaborate

- How organisations establish their reputations
- Customer satisfaction is a critical differentiator in a competitive marketplace
- Customer retention depends on providing exceptional and memorable guest service
- A pleasant attitude is the foundation of good guest service
- The key to keeping repeat customers is to provide service that is both exceptional and unforgettable
- How proper knowledge and information about the property and city help in the growth

## Say

- The organisation is responsible for documentation and correct filing, especially confidential documents.

## Elaborate

- How does developing a system help in organising the documents
- What should be the correct sorting of disarranged files
- Importance of maintaining files location

## Tip

- For effective document management
- Avoid saving unnecessary documents.
- Follow a consistent method for naming your files and folders.
- Store related documents together, whatever their type.
- Separate ongoing work from completed work.
- Avoid overfilling folders.
- Organize documents by date.
- Make digital copies of paper documents.

## Activity

- Conduct a practical session on property inspection and ask every student to note critical findings on a page.
- You may Tell the students to collect samples/printouts of various office errands.

## Role Play

- How always smiling and keeping a polite and cheerful demeanour helps win customers.
- Pick any 2 students, one plays the role of a customer, and another becomes the Multipurpose Associate.

### Situation

- The visitor/customer/guest (can be used interchangeably here) is looking for office space, and he first encounters the Multipurpose Associate. The Multipurpose Associate. shares the information with the prospect (with one's authority) and guides him to the right person.

## Practical

- Distribute some bank deposit slips and a specimen copy of a cheque and direct the candidates to fill up a bank slip and deposit with a cheque

## Ask

- The candidates if they understood the process of filling a bank deposit slip.
- Questions the candidates on etiquette and manners

## Notes for Facilitation

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

## Say

Every office has one person who keeps running all day to get things from the bank or chops or bring papers from some office. Official errands such as postage stamps handling, taking care of outgoing mail of the guest and carrying out outside errands for the guest and hotel, such as:

- Buying cinema tickets
- Moving files and documents etc., for the guest
- Going to banks
- Going to the post office and FRRO police station to deliver C forms' etc.



## Exercise

Select the best alternative from the given options (MCQs)

**Question 1.** What are the basic practices that must be followed at the workplace?

- I. Ensure that all specks of dirt are cleaned up right away.
- II. To increase electricity efficiency, keep light fixtures clean.
- III. Keep toilets clean to avoid infection diseases
- IV. Check and repair all pieces of equipment regularly.

- (A). Only 1 & 2
- (B). Only 2 & 3
- (C). Only 3 & 4
- (D). All 1,2,3 & 4**

**Question 2.** Identify which of the following is a box sweeper machine?

(A).



(B).



(C).



(D).



**Question 3.** When a cash deposit takes place in a bank a/c; after which the following amount the PAN No. of account holder will be needed to be produced?

- (A). ₹ 25,000
- (B). ₹ 50,000
- (C). ₹ 49,999**
- (D). ₹ 100,000

- Question 4.** How does the Multi-purpose Associate keep the workplace equipment in good working order?
- I. By making sure the machines are clean
  - II. By checking for basic repairs and faults regularly
  - III. By carrying out all necessary regular maintenance
- (A). Only I  
(B). Only II  
(C). Only III  
**(D). All I, II & III**
- Question 5.** It is discovered that there is a broken chair in the cabin while cleaning the office; what should be done to handle the situation?
- (A). First, note it in the guest supplies control register  
(B). Second, note it in the register of expected arrivals  
**(C). Third, note it in the damage/breakage register**  
(D). Finally, make a note of it in the guest call log
- Question 6.** How does the Multi-purpose Associate keep a track of the department's office stationery?
- I. Keep all of the stationery in one place
  - II. Start keeping note of the dates of the stationery orders to have an idea of when they will be needed to order more
  - III. Recycle old stationery to save money on notepads and test copies."
- (A). Only I  
(B). Only II  
(C). Only III  
**(D). All I, II & III**
- Question 7.** Arrange the steps for procuring office supplies in a logical sequence:
- I. Make sure to receive the proper invoice as per alignments
  - II. Once the order status is confirmed and proceeds, release the payment
  - III. Confirm with vendors and place an order
  - IV. Identify the requirements and make a proper list for further procedure
- (A). IV, III, I & II  
(B). I, II, III & IV  
**(C). IV, III, II & I**  
(D). III, I, IV & II

**Fill in the blanks questions**

**Question 8.** Going to post office and FRRO police station for delivering of \_\_\_\_\_ etc.

- (A). A forms
- (B). B forms
- (C). C forms**
- (D). D forms

**Question 9.** Organising office files can be complex, especially if he/she has \_\_\_\_\_ files and documents.

- (A). large**
- (B). small
- (C). medium
- (D). bundled

**Question 10.** Maintenance inspections can identify minor issues before they turn into costly\_\_\_\_\_.

- (A). repairs**
- (B). expenses
- (C). matters
- (D). none of the above



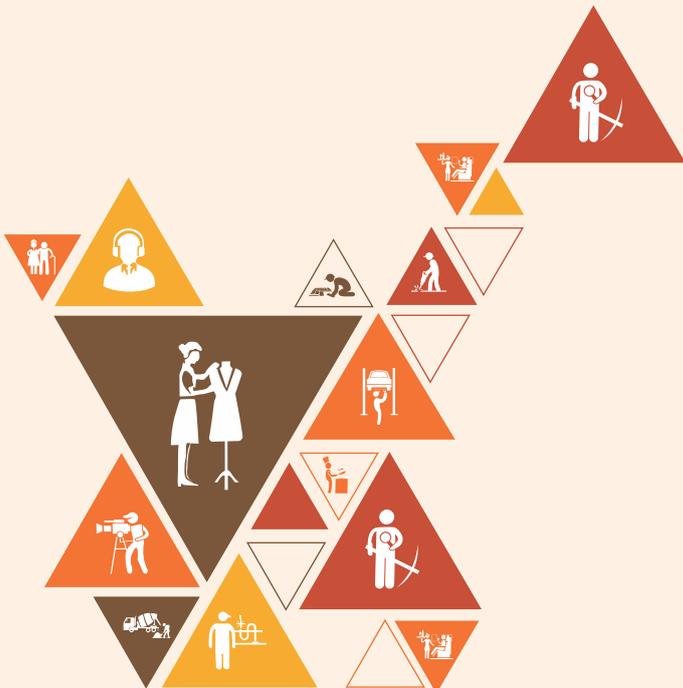




# 3. Perform Housekeeping Activities in Residential and Commercial Areas

Unit 3.1 – Tools and equipment for housekeeping

Unit 3.2 - Cleaning methods for different areas/surfaces



THC/N5819

## Key Learning Outcome

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

1. Explain various tools and equipment for housekeeping
2. List different housekeeping signages
3. Describe various cleaning methods for different areas/surfaces
4. Discuss the correct sequence of cleaning and sanitising activities
5. Explain specific methods of cleaning spillage
6. Discuss the importance of rearranging the furniture after cleaning
7. Elaborate various types of insecticides/fumigants for internal as well as external infrastructure
8. Describe the types and operations of landscaping tools
9. Explain the procedure to maintain the garden area

## Unit 3.1 – Tools and Equipment for Housekeeping

### Unit Objectives

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

1. Describe the advantages of cleaning equipment
2. Elaborate classification of cleaning equipment
3. Discuss different housekeeping signages

### 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.
- Encourage the participants to ask questions, explore ideas etc.
- Capture their responses on board and share them wherever necessary

### Say

- Commercial cleaning focuses on office related items. Garbage removal, hazardous cleanup, and heavy cleaning are commercial cleaning services.
- Commercial cleaning is not industrial. Instead, it means industrial cleaning. Commercial cleaning services clean machinery, empty spaces, chemicals, and industrial solvents.
- Domestic cleaners clean floors, bedrooms, and bathrooms. An office, building, and retail store cleaning service. Retail store cleaning is different from home cleaning. Professional cleaners are thorough and meticulous. They are more qualified to clean the home because they specialise in property messes.

## Elaborate

- Advantages of cleaning equipment
- Introduction to tools and equipment
- Classification of cleaning equipment
- Different housekeeping signages

## Explain

### Manual cleaning equipment

- Abrasives
- Brushes
- Chambermaid's cart/housekeeping trolley
- Dustbin
- Dusting cloths
- Dustpans
- Janitor's trolley
- Mops
- Mop wringer trolley
- Scarifying devices
- Spray bottles

### Electric cleaning equipment

- Scrubbing Machine
- Box Sweeper
- Polishing Machine
- Vapour Cleaning Machine
- Vacuum Cleaner

### Cleaning agents or chemicals

- Water
- Vinegar
- Bathroom cleaners
- Clean air sprays
- Degreaser
- Floor Cleaners and sealers
- Laundry cleaners
- Several chemicals are used in dry cleaning
- Sanitisers
- Toilet blocks
- Toilet cleaners
- Carpet cleaning agents

Do 

- Download Pictures of manual and electrical cleaning equipment and explain their functional usage and technical know-how to the candidates
- Start the class by revising the previous lesson on introduction to tools and equipment.

Ask 

- What is manual cleaning equipment?
- What is electrical cleaning equipment?
- What are cleaning agents, and how can they clean dirt and stains?

Activity 

- Collect some images of the electrical cleaning equipment. Direct the candidates to form a group of 2 and sit back facing. One candidate sees the image and the description of the image, and the other partner tries to decipher the equipment's name based on the first candidate's information.

Say 

- Keeping the workplace clean prevents the spread of germs, reduces risks, and improves organisation. Clean offices boost productivity and happiness. Promote workplace decorum and housekeeping signs to remind employees to pitch in.

Elaborate 

- Describe the housekeeping signage with the help of Fig 3.1.2 Housekeeping signage, given in the Participant Handbook

Explain 

- Watch the step sign
- Do not enter cleaning in progress
- Area closed for cleaning
- Wet floor signs
- The area has been disinfected signs



## Unit 3.2 – Cleaning Methods for Different Areas/Surfaces

### Unit Objectives

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

1. Discuss manual cleaning methods
2. Describe mechanised cleaning methods
3. Elaborate on the correct sequence of cleaning and sanitising activities
4. Illustrate the stages of cleaning
5. Discuss the different methods of cleaning spillage
6. Describe various types of insecticides/fumigants
7. Illustrate various types and operations of landscaping tools
8. Explain the procedure for maintaining the garden area

### 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

- In the last unit, we discussed equipment for housekeeping
- In today's session, we will discuss the importance of cleaning methods for different areas/surfaces.

## Ask

- Do you know the difference between cleaning and sanitising?
- Cleanliness is the most important thing for the guest,

## Notes for Facilitation

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

## Explain

- Introduction to cleaning methods
- Different cleaning methods for different types of dirtiness like dust, dirt, debris, dirty dozen etc

## Elaborate

- Dust
- Dirt
- Debris
- Dirty dozen
- **Manual cleaning methods**
  - Manual cleaning is a 6 or 7-step process, depending on the sanitising method. It involves removing dirt, grease and food scraps and rinsing
  - Cleaning with an appropriate cleaning agent (e.g. detergent, degreaser)
  - Other manual cleaning methods
  - Sweeping - Sweeping is done to collect dust when the floor surface is too rough for a dust mop.
  - Dusting - This task requires a systematic and orderly approach for efficiency & ease.
- **Mechanised cleaning methods**
  - Suction Cleaning, spray buffing, polishing, scrubbing
  - Correct Sequence of Cleaning and Sanitising Activities
  - Pre-clean – remove excess food waste by sweeping, wiping or pre-rinsing.
  - Main clean – loosen surface waste and grease using a detergent.
  - Rinse – remove loose food waste, grease and detergent.
  - Disinfection – kill the bacteria with disinfectant or heat.
  - Final rinse – remove the disinfectant.
  - Drying – remove all moisture.

## Explain

- Cons of sweeping
- The equipment required for sweeping
- Cons or disadvantages of dusting
- Equipment & agents required for damp dusting
- Cons or disadvantages of dry mopping the floor
- Equipment & agents required for dry mopping the floor
- What are the equipment & agents required for damp mopping
- Equipment & agents required for manual scrubbing
- Equipment & agents required for manual polishing
- Equipment & agents required for cleaning or vacuum cleaning
- Equipment & agents required for spray buffing
- Equipment & agents required for spot cleaning
- Equipment & agents required for scrubbing
- Equipment & agents required for stripping
- Equipment & agents required for dry cleaning <?M

## Notes for Facilitation

- Allow all the students to answer the questions.
- Provide the answers to all the questions as you keep on asking the questions

## Explain

- The correct sequence of cleaning and sanitising activities
- 6 stages of cleaning
  - Pre-clean
  - Main clean
  - Rinse
  - Disinfection
  - Final rinse
  - Drying
- Methods of cleaning spillage
- Various types of insecticides/fumigants
- Types and operations of landscaping tool
  - Harrows
  - Plank
  - Cultivator
  - Mower
  - Hedge
  - Grass shear
  - Spade
  - Rake
  - Garden hoe
  - Khurpi

## Elaborate

- Precautions for using landscaping tool
- Care and maintenance of landscaping tools after use
- Procedure to maintain the garden area

## Elaborate

- Types of insecticides – Systemic, ingested, contact
- A pesticide is a chemical or a biological agent such as a virus, bacterium, antimicrobial, or disinfectant that deters, incapacitates, or kills, pests.
  - Types of Pests They Kill
    - ✓ Insecticides – insects
    - ✓ Herbicides – plants
    - ✓ Rodenticides – rodents (rats & mice)
    - ✓ Bactericides – bacteria
    - ✓ Fungicides – fungi
    - ✓ Larvicides – larvae
  - Disadvantages of pesticides – Resistance, kill non-target organisms

## Ask

What is landscaping?

Have you ever noticed the beautiful plants and flower beds by the roadside while travelling in the city?

How landscaping makes the surroundings look beautiful and pleasant?

## Activity

- For three different groups, one each to demonstrate manual, mechanical and sanitizing activities.
- Give students an assignment on landscaping where they can take pictures and prepare a presentation.

## Summarise

- Commercial cleaning is a cleaning that is to be carried out through commercial cleaning firms a firm that employs trained cleaners who uses the specialised technology to sanitise the commercial buildings like:
  - Offices
  - Clean rooms and R & D (Research & Development) Facilities
  - Medical and Healthcare Facilities
  - Schools
  - Commercial Kitchens
  - Industrial
- The commercial cleaning firm specified with the teams of specialists that practices the specialised
- cleaning technologies to ensure the optimal hygienic conditions and keep following the most stringent
- needs when there is a remediation or cleanroom development conditions that need to be acknowledged.

## Exercise

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

- Question 1.** Embedded dirt, markings, deeper scuffs, and scratches are removed from the floor and portion of the polish are removed by which of the following?
- (A). Scrubbing**
  - (B). Spraying
  - (C). Box sweeping
  - (D). Suction cleaning
- Question 2.** Which of the following is the only way to remove dry soil altogether. It collects, bundles, and transports soil without spreading it.?
- (A). Vacuuming with high-filtration devices**
  - (B). Buffing
  - (C). Polishing
  - (D). Grinding
- Question 3.** Which among the following will not be used to clean the kitchen tiles?
- (A). Tooth brush**
  - (B). Scrubber
  - (C). Cleaning agent
  - (D). Water
- Question 4.** Which one of the following is not suggested while checking the gas leak in the kitchen?
- (A). Turn the equipment off
  - (B). Wait for the gas to dissipate
  - (C). Look and listen for the site of the leak
  - (D). Use the flame to check for leaks**
- Question 5.** Which of the following tool is used to loosen and agitate the soil, break up clods, and eliminate weeds in the ground?
- (A). Cultivator**
  - (B). Mover
  - (C). Khurpi
  - (D). Rake

**True false type questions**

**Question 1.** Soil degrades over time and must be refilled regularly.

- (A). True**
- (B). False

**Question 2.** Garden gears should be cleaned to control disease and prevent transferring bacteria or dangerous elements into your garden.

- (A). True**
- (B). False

**Question 3.** Cleaners who operate in homes or other domestic settings are referred to as "residential cleaners."

- (A). True**
- (B). False

**Question 4.** Spade is made of cast iron and is used to dig or turn over the soil, make bunds in the field, small plots, etc.

- (A). True**
- (B). False

**Question 5.** Shear is used for various garden tasks such as pruning, cutting, and trimming hedges and shrubs to make them look nice.

- (A). True**
- (B). False





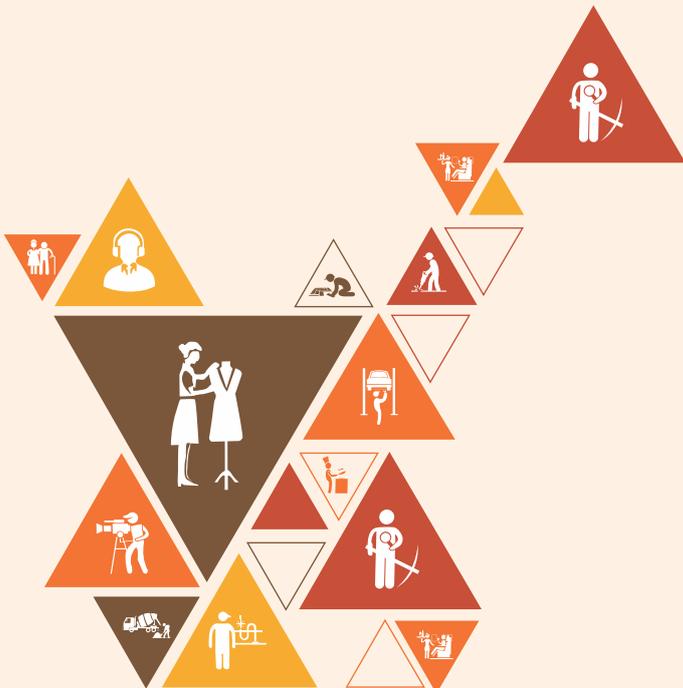


## 4. Maintain Effective Communication and Service Standards

Unit 4.1 – Communicate effectively with guests, colleagues, and superiors

Unit 4.2 – Maintain professional etiquette

Unit 4.3 – Ways to show sensitisation towards different age groups, gender and persons with disabilities



THC/N9901

## Key Learning Outcome



### **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
- 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

### Explain

- Components of effective communication
- Effective listening
- Characteristics of a good and effective listener
- Use of body language in communication

## Do

- Start the session by asking questions like:
  - Do you know about customer satisfaction?
- Explain the components of effective communication.
- Discuss the significant part of the communication process, i.e., Listening to facial expression
- Describe the practical listening skills.
- Define the characteristics of a good and effective listener.
- Reiterate on following points:
  - Product (service)
  - Price
  - Place (distribution)
  - Promotion
  - People
  - Physical evidence, and
  - Process

## Notes for Facilitation

- The transmission of a message is not the same as the message itself. It is a two-way communication that begins with the receiver and ends with the sender. In business, communication must be successful. Therefore, management is all about communication.
- The primary functions of management (Planning, Organizing, Staffing, Directing and Controlling) cannot be performed well without effective communication.

## Ask

- What is the importance of effective communication

## Summarise

- Summarise the importance of effective communication

## Explain

- Seven P's service industry and service gaps in this industry
  1. Product
  2. Process
  3. Physical evidence
  4. Pricing
  5. Place
  6. Promotion

## Ask

- Ask the candidates if they have understood the topic

## Activity

- Ask the candidates to list the examples of the 7 Ps of the service industry.

## Say

Most guests who experience bad, uncaring, unfair, or incompetent service want some combination of the following:

- Validation
- A fix
- A make-up
- Doing Good
- Recompense

## Explain

- What steps can be taken to resolve the issues when handling complaints

## Explain

- The steps involved in handling the guest complaints
  1. Focus on the complete action
  2. Apologise to the guest for the problem
  3. Ask the guest what you can do to resolve the problem
  4. Make extra efforts to mend the situation.
  5. Learn from the situation

## Ask

- Ask the candidate about the steps for handling guest complaints

## Say

- Guest feedback is a marketing term that describes the process of obtaining a guest's opinion about a business, product or service.

## Explain

### How to get feedback from the guests

- Ask them
- Be the guest
- Focus groups
- Questionnaires and surveys
- Usage statistics
- The front-line staff

## Do

- Emphasise the process of spotting customer service issues and apologising to a customer.
- Explain the process of resolving customer issues.
- Define the process of measuring customer satisfaction by their feedback

## Summarise

- The importance of guest satisfaction and guest feedback
- The procedure of receiving feedback and complaints constructively
- Various ways to handle guest complaints
- Different ways to improve the guest experience



## UNIT 4.2: Employ Appropriate Expertise to Promote Professional Etiquette

### Unit Objectives

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

1. Discuss the value and Ethics in Business
2. Describe the significant ethical principles to be followed for a successful business

### Do

- Start the session by asking questions like:
  - Do you know about the meaning of value and ethics in business?
  - What do you understand by coordination and communication?
- Explain why ethics is important.
- Describe the ethical principles to be followed for a successful business.
- Define the characteristics of a good and effective listener.
- Discuss the significant part of professionalism.
- Reiterate the use of body language in communication
- Enlist the types of customers and how to deal with them.

### Notes for Facilitation

Most of us agree that ethics in practice makes sense; having it carefully drafted and redrafted in books may not serve the purpose. Nevertheless, we all want businesses to be fair, clean, and beneficial to society. For that to happen, organisations need to abide by ethics or the rule of law and engage in fair practices and competition, all of which will benefit the consumer, the society and the organisation.

### Ask

- Why is ethical and professional behaviour necessary?
- Why are professionalism and workplace etiquette important?
- What is etiquette and professionalism?
- What is ethical and professional behaviour?



## Unit 4.3: 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 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

### 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.
- Differentiate the terms like PWD, LGBT and SRS.
- Emphasising the equitable distribution of power, influence and resources in society.

## Notes for Facilitation

- Discrimination is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age or sexual orientation.
- The human brain naturally puts things in categories to make sense of the world. For example, very young children quickly learn the difference between boys and girls. Nevertheless, our values in different categories are learned from our parents, peers, and observations about how the world works. Often, discrimination stems from fear and misunderstanding.
- Discrimination has many shapes and forms. These range from hurtful comments about someone's race to objectionable actions to stereotyping people and how they behave, prejudice and even hatred directed at someone depending on where they are from, their colour, ethnicity, and what they do.

## 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?

## Summarise

- Summarise the importance of gender and age sensitivity
- Summarise gender and age-specific requirements of the guests
- Summarise the specific needs of People with Disabilities
- Summarise the importance of reporting Sexual harassment in the workplace
- Summarise ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

Say 

- 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 

- Hiring/firing/promotions
- Pay
- Job classification
- Benefits

Say 

- The International Day Against Homophobia, Biphobia and Transphobia was observed on May 17. It aims to coordinate international events that raise awareness Of LGBT rights violations and stimulate interest.in LGBT rights work worldwide.
- Gender equality is when people of all genders have equal rights, responsibilities and opportunities.
- Gender equality is achieved when women, men, girls and boys have equal rights, conditions and opportunities and the power to shape their own lives and contribute to the development of society

Explain 

- What is LGBT

Ask 

- Ask the candidates what sexualism is.

Explain 

- Sexual orientation
- Homosexuality
- Coming out
- Homophobia
- LGBTIQA+
- PRIDE month



## 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). LGBTIQA±
- (D). None of the above



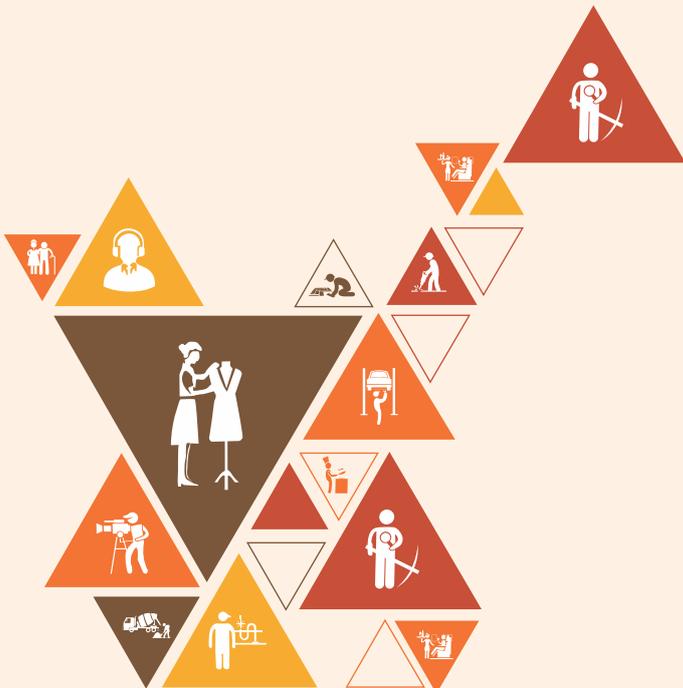




# 5.Organisational Confidentiality and Guest's Privacy

Unit 5.1 – Maintain the confidentiality of the organisation

Unit 5.2 – Maintain the privacy of guest information



THC/N9903

## Key Learning Outcome

**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

### Do

- 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 the Intellectual Property Rights.
- Enlist the types of IPR.
- Discuss the Copyright infringement and its repercussions.



## 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 the specification

### 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

### 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.

## Notes for Facilitation

At various times, the Hotel/Restaurant will be obliged to ask you, as a customer, for information about you and members of your family, such as:

- Contact details (for example, last name, first name, telephone number, email)
- Personal information (for example, date of birth, nationality)
- Information relating to your children (for example, first name, date of birth, age)
- Your credit card number (for transaction and reservation purposes)
- Your membership number for the AccorHotels loyalty program or another partner program (for example, the airline loyalty program)
- Your arrival and departure dates
- Your preferences and interests (for example, smoking or non-smoking room, preferred floor, type of bedding, type of newspapers/magazines, sports, cultural interests)
- Your questions/comments during or following a stay in one of our establishments.

## 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?

## Summarise

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

## 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**







## Key Learning Outcome

**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

### 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
- Tie

### 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.

### Activity

- Find the terms related to personal hygiene.
- In groups of 2 ask the participant to tell how frequently each of the participants should follow personal hygiene and why ?

### 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?

### Explain

- Explain the importance of personal hygiene for oneself and the workplace one work in.
- Cleanliness attracts the attention of one and brings a great impression also. Everyone wants to be properly dressed up and, as per the standards, to be approached by individuals.

### Say

- Each term that was hidden in activity sheets creates image building for oneself.
- The hospitality industry thus creates a great impression of one to serve better to their clients.
- The guest's expectation gets exceeded by seeing a presentable person meeting them during their stay.
- 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 and made each one realise the awareness and importance of hygiene for all.

### Ask

- Ask the candidates how personal and workplace hygiene adds up to productivity
- What are the best practices for maintaining personal hygiene

### Explain

- Explain the concept and importance of personal and workplace hygiene.
- Explain the basic practices to maintain personal hygiene.

### 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.

## Say

- Any organisation builds up stronger and grows mainly because of employees' job happiness; staff/workers are more productive if they are happy at work or feel happy at work.
- Yes, the concept of first impression lasts longer, and so does for employees and guests reaching the hotel.
- Since personal hygiene is essential to all, maintaining hygiene with hands is a priority.
- Regularly taking baths will remove dead cells and bacteria, too.
- Trim nails frequently, and keep them short and clean always.
- Oral hygiene is about more than pearl-white teeth. Brush your teeth twice after having food.
- Wash hands after using the toilet, changing a diaper, after cutting or wounding, before having food and after food too, after sneezing, and after coming in contact with the garbage handle.

## Activity

- 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?

## Tip

- Tips to be followed while hygiene and cleaning are in process.
- Explain the participants with the help of the image shown.

## Ask

- Ask the candidates to explain different personal hygiene standards and the importance

## Activity

- 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.

### Steps to wash hand

- Wet hands with clean and warm running water.
- Apply a small amount of liquid hand wash.
- Rub your palms together, away from the water.
- Rub your fingers and thumb, the skin in between them.
- Scour your palms with your nails.

- Rub the back of each hand.
- Rinse with clean running water
- Dry with a clean towel or paper towel.

## Explain



- Explain the steps to bathe correctly with hygiene standards to be followed.
- Explain a few procedures followed during the trimming of nails Explain the procedure to maintain oral hygiene with the help of proper images and its importance at the workplace.

## Ask



- Ask one participant to read the grooming process from the participant handbook.
- Ask the participants about their dressup while preparing to go out with friends for the party.

## Do



- Show the images of people groomed in corporate attire, people at parties, people at religious spots, and people at home
- Show them how to tie a tie

## Say



- The hospitality industry has standards for different sections of the department.
- There should be an understanding of the purpose of carrying formal attire at work, with the proper grooming standards.
- Women can choose between western and Indian attire for formal dress up.
- Do not use bright jewellery and bright make-up.
- Should choose proper black shoes and avoid high heels and boots.
- Minimum accessories to be worn and no visible tattoos.
- Hair should be neat and clean for both men and women.

## Explain



- 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
- The importance of etiquette and good manners to the hotel industry
- 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

### Tips

- Dos and Don'ts,
  - ✓ Males should shave daily.
  - ✓ Comb hair properly
  - ✓ Wear mild perfume.
  - ✓ Dress according to the body type, weight and complexion.
  - ✓ Corporate attire is to be worn only on duty.
- Do not chew gums, no tobacco; mobile phone use has refrained too.

### 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.

### Explain

- The importance of punctuality, having a positive attitude, taking care of mental health and focusing on fitness.
- The key points to be taken care of during part of the hospitality industry.

### Say

- To be real, one has to be real in a positive approach towards every step taken, since it said, "Do not judge a book by its cover", but the reality in the industry is that one is judged initially by the cover.
- What is shown gets sold before its used, so building the image starts from how you show it.
- To build a positive mindset, taking care of oneself is important.
- Good sleep is the most important aspect of mental health, and a stress-free atmosphere needs good exercise. So, fitness should be added to the routine.
- Being punctual is a discipline; to learn discipline, self-motivated and self-control are needed, and this will teach time management.
- To be courteous is the process of balancing listening power and understanding capacity. This readiness and assisting people are gestures in the service industry. So, train the mind for willingness to serve people.



## 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
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Table prints for activity
- Paper and lighter/matchbox

### 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

**Ask** 

- Ask participants what steps are to be taken in case of an emergency.
- Ask about the types of safety and security concerns that may be seen in hotel operations.

**Do** 

- Show participants the videos related to the attack that happened at Taj Mumbai. Discuss the same by the activity sheet provided below.

**Activity** 

- Direct participants about the threats that maybe caused and , as per the image shown, Whether they know what best could be done in handling situations.
- Discuss in detail the trainers' viewpoints on handling such situations with participants.

Situations On Emergency Situations	Discussion
In case of fire	
In case of theft	
In case of guest illness	

Table 11.2.1 Activity questions on emergency

**Explain** 

- Tell all the guest service associates, door attendants, communication experts, telephone operators, parking attendants and bell desk are hotel front office personnel.
- Explain how all of them serve guests at the first point itself.
- Explain the effective communication and coordination done by front office personnel with the security department.
- Give insights into the legal requirements during the check-in/registration process.
- How security of guest rooms and guests is ensured by having an electronic locking system.
- How the front office department employs a variety of procedures, including front office operations and management in tourism and hospitality safety and security.

**Activity** 

- Ask the participants to see the image below and know their understanding.
- Ask them to write down the short story they could create by seeing the image.

## Ask

- Ask the participants for the full form of PPE.
- Ask the participants to give examples of some equipment that they may know.

## 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.

## Explain

- Explain some examples of personal protection equipment used for safety.

## Ask

- What dangers do maintenance staff face if they do not wear the correct personal protective gear in the maintenance department?
- Ask the participants to write answers as per their knowledge and awareness.

## Tips

- Tell the students why should one never operate dangerous equipment without receiving proper training.

## Say

- A safety management program aims to reduce dangers before they cause catastrophic incidents.

## Elaborate

### Ten steps of an effective safety management program-

- Examine work methods and work environments for potential safety concerns.
- Inform department heads about the types of hazards and how to avoid them.

- Put together a safety committee.
- Keep detailed safety records.
- Conduct in-house safety checks regularly.
- Teach employees about the need for safety awareness.
- Encourage employees to be safety mindful.
- Carry out a thorough examination and investigation of all incidents and injuries.
- Maintain a safety management system and track follow-ups.
- Evaluate the efficiency of the safety management system.

**Explain** 

- Explain the Occupational safety and hazards standards
- Explain Ergonomics injuries and other safety awareness.

**Activity** 

- 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
	
	
	
	
	

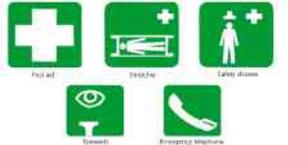
	
	

Table.5.2.2 Safety warning signs

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

Table.5.2.3 Safety warning signs answers



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.

## Ask

- Ask participants about the elementary procedures for the prevention of accidents.

## Explain

- Prohibitory signs
- Warning signs
- All safety warning labels at the workplace to the participants.
- All elementary procedures for the prevention of accidents.
- The measures taken in case of an accident.

## Notes for Facilitation

- **Danger signs** – Indicate immediate hazards that will result in injury or death if not avoided.
- **Warning signs**- Indicate a hazard level between caution and danger, indicating a risk that could make upshot in serious injury or death if not avoided.
- **Caution signs**- Represents the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.
- **Physical signs** Used to indicate either the actual or potential presence of a biohazard, identifying objects contaminated with “viable hazardous agents” that pose a risk or potential risk to a person’s well-being.
- **Safety symbols**- While they can be used on their own (if they are sufficient to convey the message), they are frequently combined with other sign kinds to offer a visual representation to accompany written content and notifications.
- 3 Es of safety
- Safety education
- Safety engineering
- Safety enforcement

## Ask

- Ask the participants about their understanding of signs learnt in the previous session.
- Ask the participants about the basic components of fire

## 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 the reason led for the fire, and now explain how components like heat, fuel, and oxygen played a role in catching fire.

## Explain

- Explain the term suffocation, as noticed during a demonstration.
- Explain the fire triangle and all types of fire.

## Ask

- Ask participants about some extinguishers they know or have seen at different places

## 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

PPEs are used to guard people against harm. Reduce your chance of exposure to hazards that could lead to severe industrial injuries and illnesses. These injuries and diseases can be caused by chemical, radioactive, physical, electrical, mechanical, and other job hazards. Personal protection equipment includes gloves, safety glasses, shoes, earplugs or muffs, hard helmets, respirators, coveralls, vests, and full bodysuits.

Accidents can be avoided by following the principles listed below.

- When using any cleaning equipment, always follow the manufacturer's recommendations.
- After distributing cleaning chemicals, promptly and securely replace the caps.
- Cleaning agents should be labelled.
- Maintain a clean and dry floor.
- While cleaning, place caution signs throughout the area.
- Before touching plugs, sockets, or electrical fittings, ensure your hands are completely dry.
- Mark any equipment that is not working as 'out of order.'
- Carefully dispose of trash.
- Never put cigarette butts or sharp objects in the trash bag carried by the room staff.
- Carefully open and close doors.
- Carefully clean up any broken glass.

## Ask

- Why is fire safety important at any given point and state?

## Explain

- The practices that could result from fire and how to identify the type of fire.
- The fire warning systems like fire alarms, Sprinklers, Fire Pillar hydrants, Fire hose cabinets, Water fire extinguishers, Beam detectors, and Smoke detectors.
- The use of fire sprinkler systems at different places like commercial offices, restaurants eating areas, warehouses, Commercial kitchens, Industrial organisations, and multi or single-family residences.
- The handling of situations due to fire, like
  - ✓ When one notices a fire.
  - ✓ When one hears a fire alarm.
  - ✓ What and how to decide the evacuation.
  - ✓ How to survive a building fire.
  - ✓ What needs to be done if someone gets trapped?
  - ✓ If someone gets caught in the fire.
  - ✓ How to prevent self and protect at the time of the fire.
  - ✓ After a fire emergency.
- Explain the use of extinguishers and operating instructions for fire extinguishers.
- Explain the firefighting equipment and the type of fire extinguisher.

## Summarize

- Summarise different safety warning signs and labels at the workplace
- Summarise ways to identify hazards at the workplace.

## Activity

### Identify the signs to check the understanding

- Download and print the fire signs from the internet
- Distribute the prints to each participant and ask them to identify the signs

## Ask

- Ask the candidates how a preventive health check-up helps in reducing the chance of complications during treatment
- How frequently the participant goes for health check-ups?

Say 

- To have a healthy body and mindset, one must have a proper sleep and a good diet.
- Regular check-up of the body helps the doctor to diagnose the disease early.
- Reduces risk and complications for the future.

Explain 

- Describe the importance of preventive health check-ups
- Discuss how a frequent check-up can determine one's overall health.
- 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.
- Explain the measures to be followed after medical advice and recommendations.

Tip 

- Every six-month regular check of health is important.
- Keep track of personal health.

Activity 

- 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.11.2.4 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.11.2.5 Answers guess the must (Activity sheet)

## Summarise

- Summarise the topic by asking participants about the general tests for a regular health checkup.

## Ask

- Ask the participants if they know about risks that may arise due to hazards at work.
- What are the basic reasons for having common workplace hazards

## Explain

- Explain common workplace hazards.
  - Working at a height and falling objects and how to prevent falling injuries.
  - Machinery malfunction.
  - Electrical injuries.
  - Fire injures
- Explain the confined spaces and prevention of injuries.

## Say

- Prevention is easy if the awareness is broadened. Have use of height safety ladders and equipment.
- Ensure that pieces of equipment are inspected and re-certified regularly.
- Encourage employees to report any indicators of machine failure.
- Well-maintenance of electrical equipment is essential.
- Work areas in tight locations should be limited. Extreme measures should be taken for skilled and equipped employees to access such areas.
- Uneven surfaces and congested areas may cause slips, falls, cuts, and other physical injuries.
- Provide awareness, training, and lectures on appropriate postures to prevent strains and bodily pains.
- For chemical injuries, authorised, trained staff should access the location.

## Notes for facilitation

- Discuss working at a height and falling objects
- Describe machinery malfunction
- Describe electrical hazards
- Describe confined spaces
- Describe physical hazards

- Describe ergonomic hazards
- Describe chemical hazards
- Describe biological hazards
- Describe noise hazards

### Ask

- Ask the candidates to explain common workplace hazards and their prevention

### Activity

- 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 such disturbance caused by noise.

### Summarize

- Summarise the causes of risks and potential hazards in the workplace and ways to prevent them.

### Ask

- Ask the participants, do they have a basic idea of the first aid kit and its uses.
- Ask what all things do first aid kit consists of.

### Explain

- What are emergency measures
- Meaning of evacuation protocol
- How to contact the emergency services.
- The components of the First-aid Kit and how and when to use them.

### Activity

- Ask the participant to show how to put a bandage by looking at the image below.



## 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
- 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

### Explain

- What is waste management
- 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

## Ask

- Ask the candidates to list the methods of waste disposal
- Ask the candidates to tell the 6 R's in waste management

## Demonstrate

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

## Say

Did you know that there are five types of waste? We hardly give what we throw away a second thought

## Explain

- liquid waste
- solid waste
- organic waste
- recyclable waste
- hazardous waste
- The four ways of disposing of hazardous waste

## 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

## Notes for Facilitation

- Waste management can be defined as all the activities required to manage waste, from collecting the waste to recycling and monitoring.
- Waste in waste management refers to unwanted or unusable material produced through human activity and can have different forms. Waste can be liquid, solid, or gas, each having its disposal method and way of managing the waste.
- Besides the state of the matter, there are also different types of waste, such as household, biological, commercial and industrial waste. In addition, some types of waste can threaten the

environment and human health, such as radioactive and chemical waste. These types of waste are called hazardous waste.

- Waste management aims to reduce the dangerous effects of such waste on the environment and human health. A big part of waste management deals with municipal solid waste created by industrial, commercial, and household activities.

### Ask

- What are the five 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

### Explain

- Biodegradable waste
- Non-biodegradable waste
- Recycling of waste

### Ask

Ask the candidates to list the waste generated in the hotels and list their categories as per the waste classification

### Explain

- Importance of waste management in hotels
- Steps for effective waste management in hotels
- Two departments handle waste in the hotel

### Ask

- Ask the candidate to list and explain the steps of waste management in hotels



## 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**







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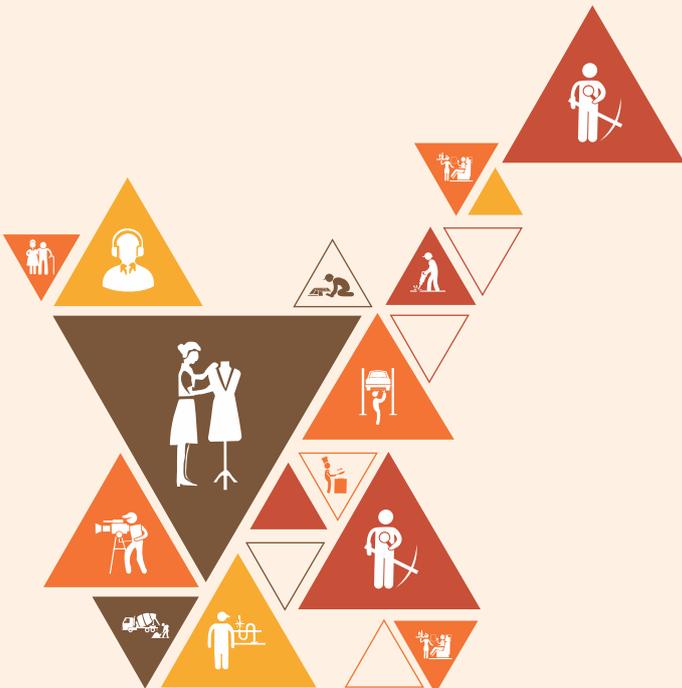
<https://eskillindia.org/NewEmployability>





## 9. Annexures

- Annexure -I
- Annexure -II
- Annexure -III



## Annexure -I

### Training Delivery Plan

Training Delivery Plan			
<b>Program Name:</b>	Multipurpose Associate		
<b>Qualification Pack Name &amp; Ref. ID</b>	Multipurpose Associate, THC/Q2902, Version 1.0		
<b>Version No.</b>	1	<b>Version Update Date</b>	24/12/2020
<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>• Perform office duties and cleaning operations in the office set up</li> <li>• Describe the housekeeping activities in residential and commercial areas</li> <li>• Employ appropriate 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> </ul>		

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Introduction to the Facility Management and Housekeeping Activities (Bridge Module)	Introduction to the Indian hospitality industry	<ol style="list-style-type: none"> <li>Outline the overview of Skill India Mission</li> <li>Describe the Hospitality Industry</li> </ol>	THC/N5818	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 0
		Objectives and benefits of the Skill India Mission	<ol style="list-style-type: none"> <li>Discuss skill India mission</li> <li>Describe the primary skill India objectives</li> <li>Describe features of skill India mission</li> </ol>		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 0
		Tourism and hospitality industry and its sub-sectors	<ol style="list-style-type: none"> <li>Explain tourism and hospitality industry market size</li> <li>Describe the Investments that made in the tourism and hospitality industry</li> <li>Discuss the central and state government initiatives with respect to tourism and hospitality industry</li> <li>Elaborate on the achievements of tourism and hospitality industry</li> <li>Discuss the future of the tourism and hospitality industry</li> </ol>		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		Hierarchy of facility management and housekeeping in commercial and residential properties	<ol style="list-style-type: none"> <li>Discuss the facility management</li> <li>Explain the importance of housekeeping</li> <li>Describe the role of the housekeeping department</li> <li>Discuss the structure of housekeeping staff</li> <li>Explain housekeeping in other institutions</li> <li>Explain the attributes required for a Multi-purpose Associate</li> <li>Describe the job opportunities for a Multi-purpose Associate in the tourism and hospitality industry</li> </ol>		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
2	Carry Out Office Duties and Basic Cleaning	Perform Cleaning Activities and Office Operations in	<ol style="list-style-type: none"> <li>Elaborate various types of surfaces and fixtures in an office set-up, and appropriate cleaning equipment and</li> </ol>	THC/N5818	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 4 P : 4

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
	Activities in the Set-up	the Office Set-up	agents required to clean them	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, GS1, GS2, GS3		Marker, and Duster	
		Perform Cleaning Activities and Office Operations in the Office Set-up (Contd...)	2. Explain the importance of organizing and maintaining the office equipment and furniture		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Perform Cleaning Activities and Office Operations in the Office Set-up (Contd...)	3. Describe different types of inspection methods to identify damage to the property		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Perform Cleaning Activities and Office Operations in the Office Set-up (Contd...)	4. Explain the importance of maintaining guest service etiquette in the office setup		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
		Perform Cleaning Activities and Office Operations in the Office Set-up (Contd...)	5. Elaborate the filing, labelling and storage method of office documents and files		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
		Perform Cleaning Activities and Office Operations in the Office Set-up (Contd...)	6. Discuss various official errands like buying office supplies/medicines/lunch for the staffs, deposit checks/drafts in the bank, etc.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 6
3	Perform Housekeeping Activities in Residential and Commercial Areas	Tools and equipment for housekeeping	1. Describe the advantages of cleaning equipment	THC/N5819	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Tools and equipment for housekeeping (Contd...)	2. Elaborate classification of cleaning equipment		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Tools and equipment for housekeeping (Contd...)	3. Discuss different housekeeping signages	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, KU10, KU11, KU12, GS1, GS2, GS3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Cleaning methods for different areas/surfaces (Contd...)	1. Discuss manual cleaning methods		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning methods for different areas/surfaces (Contd...)	2. Describe mechanised cleaning methods		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning methods for different areas/surfaces (Contd...)	3. Elaborate on the correct sequence of cleaning and sanitising activities		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning methods for different areas/surfaces (Contd...)	4. Illustrate the stages of cleaning		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Cleaning methods for different areas/surfaces (Contd...)	5. Discuss the different methods of cleaning spillage		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning methods for different areas/surfaces (Contd...)	6. Describe various types of insecticides/fumigants		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning methods for different areas/surfaces (Contd...)	7. Illustrate various types and operations of landscaping tools		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning methods for different areas/surfaces (Contd...)	8. Explain procedure to maintain the garden area		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
4	Maintain Effective Communication and Service Standard	Communicate effectively with guests, colleagues, and superiors	1. Discuss the importance of effective communication	THC/N9901	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	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	3. Outline the procedure of receiving feedback and complaints constructively	PC15, PC16, PC17, PC18, PC19, PC20, KU1, KU2, KU3, KU4, KU5,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	4. Describe various ways to handle guest complaints	KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, GS1,	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Communicate effectively with guests, colleagues, and superiors (Contd.)	5. Discuss different ways to improve the guest experience	GS2, GS3, GS4, Gs5	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		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 : 1
		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 : 1
		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
		Ways to show sensitisation towards different age	2. Discuss gender and age-specific requirements of the guests		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 1 P : 1

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		groups, gender and persons with disabilities Contd.)				Marker, and Duster	
		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 : 2 P : 2
		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 : 2 P : 2
		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 : 2 P : 2
5	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/N990 3  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 : 2
		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 : 6 P : 2
		Maintain the privacy of guest	3. Discuss the Intellectual Property issues and policies affecting the		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 4 P : 4

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		information (Contd.)	organization and guest privacy			Marker, and Duster	
6	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/N990 6 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.)	2. Discuss procedure to maintain personal hygiene		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,	T : 1 P : 1

S No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
						Marker, and Duster	
		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
		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 : 1 P : 1
		Employ effective waste management	1. Employ effective waste management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 3
7	Employability Skills	Employability Skills		DGT/VSQ/N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	T : 60 P : 0
8	On-the-Job Training						<b>OJT-150 Hours</b>

## Annexure-II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT FOR TRAINEES

Job Role	Multi-Purpose Associate
Qualification Pack	THC/Q5808
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
<b>Maintain cleanliness in the office</b>	<b>25</b>	<b>25</b>	<b>-</b>	<b>15</b>
PC1. clean office floors, carpet, walls, ceiling, windows, fixtures, and other interior areas daily as per organizational SOP	-	-	-	-
PC2. dry dust all furniture beginning with top surfaces and working towards the base in commercial sites	-	-	-	-
PC3. clean and sanitize all workstations as per SOP	-	-	-	-
PC4. organize office equipment and furniture as per standards	-	-	-	-
PC5. maintain all office equipment such as photocopiers, fax machines etc. as needed	-	-	-	-
PC6. report any repair or maintenance issues, safety hazards or observed property damage like missing fixtures, carpet damage, malfunctioning equipment, or broken furniture, etc. to supervisor	-	-	-	-
<b>Carry out office operations</b>	<b>25</b>	<b>25</b>	<b>-</b>	<b>10</b>
PC7. greet guests and visitors as per organizational standards	-	-	-	-
PC8. escort guests/visitors to visitor area and serve water and tea/coffee as per organizational standards	-	-	-	-
PC9. take print outs or make photocopy of the documents as per instructions	-	-	-	-
PC10. file papers and label the documents as instructed	-	-	-	-
PC11. store official files and registers as per organizational standards	-	-	-	-
PC12. collect office supplies like pens, diaries, notepads, etc. from the designated person and distribute to office staff as directed	-	-	-	-
PC13. collect and distribute internal or external mails or documents or packages	-	-	-	-
PC14. serve water and tea/coffee to the office staff at their work station as per organizational standards	-	-	-	-
<b>Run official errands</b>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
PC15. buy office supplies from the market as per requirement/instructions	-	-	-	-
PC16. deposit cheques or drafts in banks	-	-	-	-
PC17. buy any item like medicines, lunch, etc. as per the instructions of the office staff, if required	-	-	-	-
<b>NOS Total</b>	<b>60</b>	<b>60</b>	<b>-</b>	<b>30</b>
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>Prepare for housekeeping activities</b>	<b>25</b>	<b>25</b>	<b>-</b>	<b>15</b>
PC1. obtain all necessary information on housekeeping requirements	-	-	-	-

PC2. identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric, vinyl, etc.	-	-	-	-
PC3. select appropriate cleaning agents as per requirement	-	-	-	-
PC4. arrange necessary tools and equipment for housekeeping, like an adjustable ladder, footstools, vacuum cleaner, PPE etc.	-	-	-	-
PC5. sanitize all cleaning equipment	-	-	-	-
<b>Clean reception area, elevators, and other physical infrastructure in commercial and residential areas</b>	<b>20</b>	<b>20</b>	<b>-</b>	<b>10</b>
PC6. use appropriate signages to notify that the cleaning process is on or to mark wet floors, work in progress, etc.	-	-	-	-
PC7. clean floor, roof, walls, and surfaces in hallways, stairs, elevators and reception area	-	-	-	-
PC8. clean windows by applying glass cleaning solution and using a micro-fiber cloth, brush or glass scraper as appropriate	-	-	-	-
PC9. dry dust all furniture beginning with top surfaces and working towards the base	-	-	-	-
PC10. clean and sanitize all workstations in commercial sites as per SOP	-	-	-	-
PC11. clean all the corners and remove cobwebs in and around the walls and pillars	-	-	-	-
PC12. wipe and clean items placed at a height, like picture frames, light fixture, glass panes and ledges etc.	-	-	-	-
PC13. clean air conditioning vents with a brush	-	-	-	-
<b>NOS Total</b>	<b>45</b>	<b>45</b>	<b>-</b>	<b>25</b>
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>Communicate effectively with guests, colleagues and superiors</b>	<b>20</b>	<b>20</b>	<b>-</b>	<b>10</b>
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>-</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>-</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>-</b>	<b>20</b>
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>Maintain organisational confidentiality</b>	<b>6</b>	<b>6</b>	<b>-</b>	<b>3</b>
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	<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>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>Maintain personal and workplace hygiene</b>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
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 cleared regularly 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, following a healthy diet etc.	-	-	-	-
<b>Take precautionary health measures</b>	<b>5</b>	<b>5</b>	<b>-</b>	<b>-</b>
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<b>Follow standard safety procedure</b>	<b>5</b>	<b>10</b>	<b>-</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 and report to the concerned person in time	-	-	-	-
<b>Follow effective waste management</b>	<b>5</b>	<b>10</b>	<b>-</b>	<b>5</b>
PC15. identify and segregate recyclable, non- recyclable and hazardous waste at workplace	-	-	-	-
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>-</b>	<b>15</b>

## Annexure - III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introduction to the Facility Management and Housekeeping Activities	UNIT .1.1 Introduction to The Indian Hospitality Industry	1.1 Introduction to The Indian Hospitality Industry	17	<a href="https://www.youtube.com/watch?v=rddPE20dDrs">https://www.youtube.com/watch?v=rddPE20dDrs</a>	 Introduction to hospitality industry
Chapter -1 Introduction to the Facility Management and Housekeeping Activities	UNIT 1.2 Objectives and Benefits of the Skill India	1.2 Objectives and Benefits of the Skill India	17	<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 the Facility Management and Housekeeping Activities	UNIT 1.4 Hierarchy of Facility Management and Housekeeping in Commercial and Residential Properties	1.4.1 Facility Management (FM)	17	<a href="https://youtu.be/OhpWoHZas3c">https://youtu.be/OhpWoHZas3c</a>	 Introduction to housekeeping department
Chapter -1 Introduction to the Facility Management and Housekeeping Activities	UNIT 1.4 Hierarchy of Facility Management and Housekeeping in Commercial and Residential Properties	1.4.1 Structure of Housekeeping Staff	17	<a href="https://youtu.be/qAjY30QO8Jo">https://youtu.be/qAjY30QO8Jo</a>	 Structure of Housekeeping Department
Chapter -1 Introduction to the Facility Management and Housekeeping Activities	UNIT 1.4 Hierarchy of Facility Management and Housekeeping in Commercial and Residential Properties	1.4.2 Housekeeping in Other Institutions	17	<a href="https://youtu.be/aVVdit6xX2w">https://youtu.be/aVVdit6xX2w</a>	 Housekeeping in other institutions

Chapter -1 Introduction to the Facility Management and Housekeeping Activities	UNIT 1.4 Hierarchy of Facility Management and Housekeeping in Commercial and Residential Properties	1.4.5 Job Opportunities for a Multi-purpose Associate in the Tourism and Hospitality Industry	17	<a href="https://www.youtube.com/watch?v=oBP0oqQljKg">https://www.youtube.com/watch?v=oBP0oqQljKg</a>	 What it takes to succeed in the Service Industry
Chapter - 2 Carry out Office Duties and basic cleaning Activities in the Set -up	UNIT 2.1 Introduction to Cleaning	2.1.2 Various Types of Surfaces and Fixtures and Appropriate Cleaning Equipment and Agents	38	<a href="https://youtu.be/D2r6EW_VZLA?t=148">https://youtu.be/D2r6EW_VZLA?t=148</a>	 Cleaning Agents
Chapter - 2 Carry out Office Duties and basic cleaning Activities in the Set -up	UNIT 2.1 Introduction to Cleaning	2.1.3 How to Clean the Different Types of Floors	38	<a href="https://www.youtube.com/watch?v=QhbSQIPxTul">https://www.youtube.com/watch?v=QhbSQIPxTul</a>	 Cleaning of Different Surfaces
Chapter - 3 Perform Housekeeping Activities in Residential and Commercial Areas	UNIT 3.1 Tools and Equipment for Housekeeping	3.1 Tools and Equipment for Housekeeping	53	<a href="https://youtu.be/tudlbWRForc?t=172">https://youtu.be/tudlbWRForc?t=172</a>	 Cleaning equipment
Chapter - 3 Perform Housekeeping Activities in Residential and Commercial Areas	UNIT 3.1 Tools and Equipment for Housekeeping	3.1 Tools and Equipment for Housekeeping	53	<a href="https://youtu.be/heZvmOif4Kw?t=40">https://youtu.be/heZvmOif4Kw?t=40</a>	 Cleaning of Guest Room
Chapter - 3 Perform Housekeeping Activities in Residential and Commercial Areas	UNIT 3.2 Cleaning Methods for Different Areas/Surfaces	3.2.1 Cleaning Methods	53	<a href="https://www.youtube.com/watch?v=ClswsN8WVvM">https://www.youtube.com/watch?v=ClswsN8WVvM</a>	 Cleaning Public Areas

Chapter - 3 Perform Housekeeping Activities in Residential and Commercial Areas	UNIT 3.2 Cleaning Methods for Different Areas/Surfaces	3.2.2 Correct Sequence of Cleaning and Sanitising Activities	<a href="#">53</a>	<a href="https://www.youtube.com/watch?v=tJe_NFzjbRY">https://www.youtube.com/watch?v=tJe_NFzjbRY</a>	 Principles of Cleaning Procedures, Cleaning Methods
Chapter - 4 Communicate Effectively and Maintain Service Standards	UNIT 4.1 Maintain Effective Communication and Service Standard	4.1.1 Effective Communication	<a href="#">70</a>	<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 Discrimination	<a href="#">70</a>	<a href="https://www.youtube.com/watch?v=-FCEBe5VNcA">https://www.youtube.com/watch?v=-FCEBe5VNcA</a>	 Gender Sensitization Issues and Challenges
Chapter - 5 Organizational Confidentiality and Guest's Privacy	UNIT 5.1 Maintain the Confidentiality of the Organization	5.1.1 Intellectual Property Rights (IPR) and its Importance	<a href="#">80</a>	<a href="https://youtu.be/avSdoMz6OuA?t=85">https://youtu.be/avSdoMz6OuA?t=85</a>	 Intellectual Property Rights IPR)- Introduction, Definition, Types, Examples
Chapter - 5 Organizational Confidentiality and Guest's Privacy	UNIT 5.2 Privacy of Guest Information	5.2.1 Respect Guest's Copyright	<a href="#">80</a>	<a href="https://www.youtube.com/watch?v=1C42q3UL26o">https://www.youtube.com/watch?v=1C42q3UL26o</a>	 Copyright infringement
Chapter - 6 Basic Health and Safety Standard	UNIT 6.2 Apply Precautionary Health Measures	6.2 Apply Precautionary Health Measures	<a href="#">108</a>	<a href="https://www.youtube.com/watch?v=j2NtUQa_yB4">https://www.youtube.com/watch?v=j2NtUQa_yB4</a>	 Importance and Methods of Protecting People and Assets

<p>Chapter - 6 Basic Health and Safety Standard</p>	<p>UNIT 6.2 Apply Precautionary Health Measures</p>	<p>6.2.4 Firefighting and its Prevention</p>	<p><b>108</b></p>	<p><a href="https://www.youtube.com/watch?v=M8yiOzXaNE">https://www.youtube.com/watch?v=M8yiOzXaNE</a></p>	 <p>Introduction to Fundamental Concepts of Fire Safety</p>
<p>Chapter - 6 Basic Health and Safety Standard</p>	<p>UNIT 6.3 Employ Effective Waste Management</p>	<p>6.3.3 Types of Waste</p>	<p><b>108</b></p>	<p><a href="https://www.youtube.com/watch?v=Plr2ipscZ7w">https://www.youtube.com/watch?v=Plr2ipscZ7w</a></p>	 <p>Waste-Types and Classification</p>





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