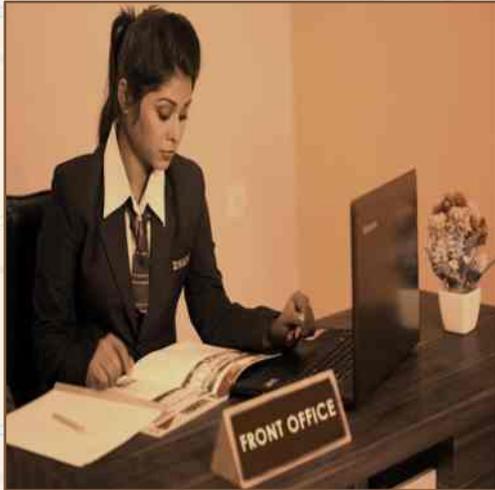




# Facilitator Guide



## Guest Service Executive (Front Office)

Sector  
Tourism and Hospitality

Sub-Sector  
Hotels

Occupation  
Front Office Management

Reference ID: THC/Q0109, Version-3.0  
NSQF Level: 5



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**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 Guest Service Executive (Front Office) 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.

A Guest Service Executive (Front Office) performs front office functions such as registering guests, allotting rooms, handling check-in/check-out, receiving payments, and offering services to ensure a memorable stay for guests. The job requires the individual to be polite, well-groomed, committed, and service-oriented, with excellent interpersonal skills and attention to detail. In addition, the person should be able to work comfortably for a long duration.

## 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



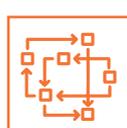
Summary



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 ensure you have all the training tools and materials for the training session (learning cards, sketch pens, raw materials, etc.).
  - Check the condition of your training equipment, such as a laptop, projector and camera, and relevant tools (depending on the training site).
  - Before starting any training program, the trainer should concentrate on the below crucial pointers,
    - Use best practices and methods of training.
    - Create awareness of the quality of work done.
    - Explain how to minimise 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.
    - Motivate the participants in engagement plans.
- Understand your participants
  - You will conduct the training program for a certain period as a trainer. Therefore, to improve the program's effectiveness, you should understand the mindset of the participants and create a good rapport with them. Therefore, it is always essential to maintain a good working relationship with the participants to achieve better results from the training program.
- Adopt the basic etiquette during training
  - Greet the participant and introduce yourself.
  - Understand the concept of being soft-spoken and working alone.
  - Introduce the importance of training.
  - Involve the participants for a brief introduction with all.
  - Clarify their doubts patiently, and do not get irritated if a participant asks the same question repeatedly.
  - Understand and observe the participant's level for better training.
  - Watch each participant's effort and keep note of their 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".
  - Encouragement is an exercise for productivity, be positive and professional while giving feedback to the participants, and do not criticise or make fun of their performance.
  - Identify the faulty practices of the participants, brief practice of unlearning and guide them to relearn.
  - Be observant and friendly as a mentor.
  - Each session should introduce briefly and share the topic in the next session.
  - Recapitulate the topic covered in the last session.



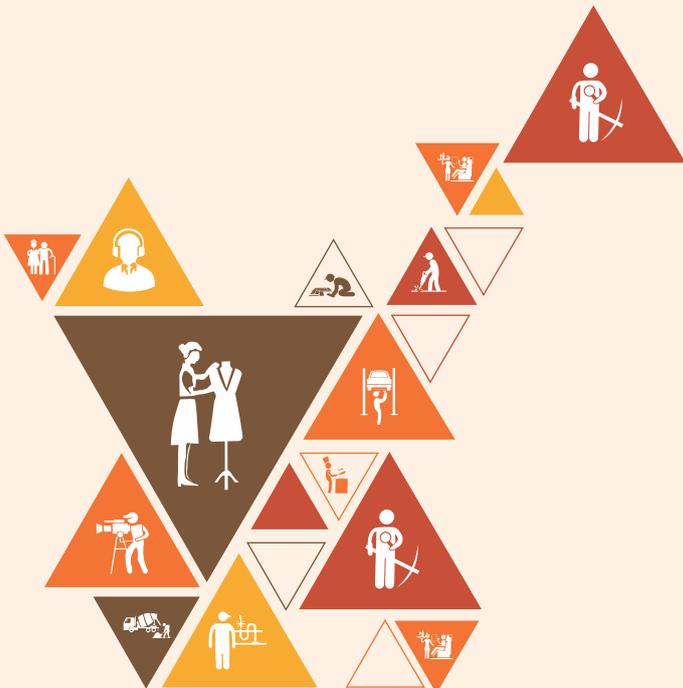
# 1. Introduction to GUEST SERVICE EXECUTIVE (FRONT OFFICE)

Unit 1.1 – Icebreaker and About Skill India Mission

Unit 1.2 – About Hospitality Industry

Unit 1.3 – Roles and responsibilities of a Guest Service Executive (Front Office)

Unit 1.4 – Scope of work for a Guest Service Executive (Front Office)



(Bridge Module)

## Key Learning Outcomes



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

1. Outline the overview of the Skill India Mission
2. Describe the scope of the Hospitality Industry
3. Define the roles and responsibilities of a Guest Service Executive (Front Office)
4. Explain the scope of work for a Guest Service Executive (Front Office)

## Icebreaker

### Say

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

### Notes for Facilitation

- Add more details when introducing yourself, such as experience, native place, learning, likings etc.

### Resources to be used

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

### Activity

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

### Notes for Facilitation

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



## Unit 1.1: An Overview of Skill India Mission

### Resources to be Used

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

### Do

- 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

- The Skill India Mission is an initiative the government started in 2015.
- It functions as an overarching scheme, beneath which many more specific skilling schemes are active.
- The primary intention behind introducing this program is to equip the country's young people with valuable skill sets that will increase their chances of finding employment in various fields across the economy

### Notes for Facilitation

- Tell the student about the main objectives of Skill India
- Tell the about the skill India mission

### Explain

- 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

### Elaborate

- **Features of Skill India Mission**

## Ask

- What is Skill India's Mission?
- What are the main Skill India objectives?

## Activity

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

Brief them on the topics given in the participant handbook.

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

## Summarise

- An overview of Skill India Mission.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

## Notes

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## Unit 1.2– An Overview of the Hospitality Industry

### Unit Objectives

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

1. Describe the tourism and hospitality industry and its sub-sectors.
2. Elaborate on the hierarchy of hotels of small, medium and large establishments.
3. Explain different sections in the front office department.
4. Discuss various service departments in the hotel.

### Resources to be used

- Participant Handbook
- PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Pencil and paper (optional)
- Speaker
- Stickers, thumb nail
- Bulletin Board

### Notes for Facilitation

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

### Do

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

### Say

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

## Explain



- Tourism and hospitality industry and its sub-sectors
- List of the top hotel brands in India
- Types of hotels
- Hotel star ratings
- Departments of a hotel
- The hierarchy of large, medium, and small hotels
- Organisation chart of a large, medium and small hotel
- Organizational structure of front office
- 5 hierarchy of front office department
- Duties and responsibilities of front office staff
- Facilities and amenities in hotel

## Elaborate



- Elucidate the top hotel brands in India with the help of ( Fig 1.2.1 Top hotel brands in India), given in the Participant Handbook.
- Describe the constituents of hotel types with the help of ( Fig 1.2.2: Constituents of hotel types), given in the Participant Handbook.
- Elucidate the hotel star ratings with the help of ( Fig 1.2.3 Hotel star ratings), given in the Participant Handbook.
- Illustrate the departments of a Hotel with the help of ( Fig 1.2.4 Departments of a Hotel), given in the Participant Handbook.
- Describe the organization chart of a large hotel with the help of ( Fig 1.2.5 Organization chart of a large hotel), given in the Participant Handbook.
- Describe the organisation chart medium hotel with the help of ( Fig 1.2.6 Organisation chart medium hotel), given in the Participant Handbook.
- Clarify the organisation Chart of a Small Hotel with the help of ( Fig 1.2.7 Organisation Chart of a Small Hotel), given in the Participant Handbook.
- Illustrate the front office hierarchy with the help of ( Fig 1.2.8 Front office hierarchy), given in the Participant Handbook.

## Ask



- Ask students the reasons for travelling from one part of the world to another.
- What are the various types of service that one can observe during travelling?
- What are the basic requirements they may have during travel?
- Hotel star ratings
- Ask the student about different departments of the hotel if they know.
- Ask about the services that may be given to guests during their stay in the hotel.
- Now since you know the sections/parts of front office department and their work, tell me how they can be put in a ladder or chart.

## Notes for Facilitation



- Meet front office staff of various hotels and collect information on how they work, what are their stress timings, how do they handle stress etc

## Activity



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

*Table 1.3.1. Constituents of the hotel categorisation*

- Give individual topics (Roles and responsibilities of different job roles) from the participants' handbook to the students for revision.

## Activity - 2

- Take the print outs of the blow images and distribute them to them to the candidates. The candidates need to find the missing information and fill in the same on the images. This activity will test their retention. In the circular image the candidate need to fill in the names of the departments of a hotel and in the n the 2<sup>nd</sup> one they need write th description of the star category.



★ ★ ★ ★ ★	
★ ★ ★ ★	
★ ★ ★	
★ ★	
★	



## Unit 1.3: Roles and Responsibilities of a Guest Service Executive (Front Office)

### Unit objectives

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

1. Elaborate on the job role of Guest Service Executive (Front Office) in the tourism and hospitality industry
2. Explain the basic terminologies used in the parlance of the 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.
- Maintain the record of assessment scores.

### Do

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

### Say

- You must have observed that every hotel tries to have the best and attractive reception area or lobby and carefully choose the staff at the front office.
- Front office is the face of the property and it creates first impression of the hotel.
- A guest decides whether he wish to stay in that hotel or not, guessing how the hotel is.
- It is said that front office is the area where the Managers are made.
- Front office staff is exposed more to guests and that is why their overall personality is better developed.
- Front office staff learns multi-tasking.

## Explain



- Opportunities –

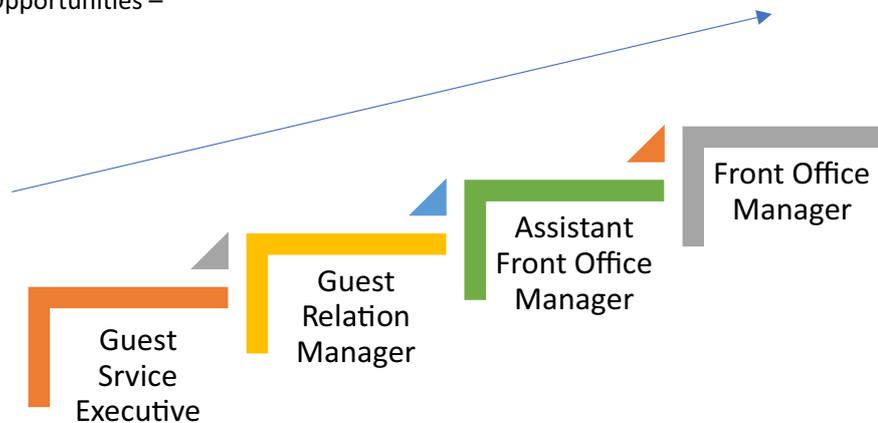


Figure 1.3.1: Opportunities for GSE Executive in a hotel

- The personal attributes of the front office executive is smile, pleasant personality, politeness, patience.
- Explain position major role – Greeting the guests and helping them, managing the staff in front office, must have correct information about the hotel, should be a problem solver, taking care of guests' complaints and solving problems.

## Elaborate



- Opportunity for guest service executive (front office)
- In the tourism and hospitality industry
- Job description for guest service executive (front office) in hotels
- Position summary
- Duties and responsibilities
- Following are some essential attributes he/she must have
- Basic terminology used in the hospitality sector

## Ask



- Can you give main 3 responsibilities of front office executive?
- What are the essential attributes of front office executive?
- When you enter in any hotel, where do you first go and why
- Do you remember any hotel where you had good and bad experience at the reception counter?
- What are the reasons we remember them?
- Can you name some commonly used terminology in our daily routine? Or in conversations?
- What amenities you prefer during stay in a hotel?
- What amenities are commonly expected by the guests?
- Do you think the preferences change with the category of travellers?

## Notes for Facilitation



- Get the list of commonly used terminology from any large hotel desk
- Observe front office working and take your notes on observations
- You can also guide participants how they can observe working of front office at different hotels.

## Activity - 1



- Divide class into 2 groups
- Distribute flash cards having pictures of popular hotel chains from India like Taj, Oberoi, Lemon Tree, Hilton, Hyatt etc
- Ask each group to say 2 lines on each of them.

## Activity - 2



- Give the printed table to each candidate and ask the to write down the definition of the given words. Whosoever gets the maximum definitions correct is the winner.
- For answers refer the topic 1.3.2 Basic Terminology Used in the Hospitality Sector in the Participant handbook.



## Unit 1.4: Scope of Work – Guest Service Executive (Front Office)

### Unit objectives

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

1. Elaborate on the scope of Guest Service Executive(Front Office)

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

### Say

- Guest Service Executive is a very important position in any hotel. He is the key person who can make or break a hotel.
- Guests always have lot of expectations from a hotel when they check in.
- It is a challenging position, because hotel industry's tagline is "Guest is always right"
- Guest Service in the Hospitality and Tourism Industry prepares hospitality managers to meet and exceed guests' expectations through quality service that is evident in all of the operation, its people, and its plan.



## Exercise



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

**Question 1.** Which schemes were launched to encourage the country's young population to take up industry-relevant training and build them in skill development?

- (A). The National Skill Development Mission
- (B). Pradhan Mantri Kaushal Vikas Yojana (PMKVY)**
- (C). Indian Skill Development Services
- (D). National policy for skill development and Entrepreneurship 2015

**Question 2.** Which of the following is not a service department?

- (A). F&B Service
- (B). Food production
- (C). Housekeeping
- (D). Accounting**

**Question 3.** Which of the following describes the cutoff date?

- (A). The date agreed upon between a group and a hotel, after which all unreserved rooms in the group's block will be released back to the general availability.**
- (B). Reservation kept on hold due to hotel over
- (C). Based on previous group history, block fewer rooms than the number requested by a group.
- (D). A division of business flow through a hotel that identifies the physical contacts and financial exchanges between the guests and the hotel.

**Question 4.** Which of the following is not an advantage of being a Guest Service Executive (Front office)?

- (A). Many job profiles are available for Guest Service Executive (Front Office)**
- (B). The working hours will be flexible
- (C). They will have the chance to interact with different kinds of people daily
- (D). This profile will not help you improve your communication skills

**Question 5.** A Guest Service Executive should possess which of the following qualities?

- (A). Attention to detail
- (B). Guest-centric
- (C). Excellent communication skills
- (D). All of them**

**Fill in the blanks**

**Question 1.** Skill India Mission helps to bridge the gap between \_\_\_\_\_ required by the industry and people's skills for employment generation. (Ans - skills)

**Question 2.** Serviced Apartment / Residential hotels provide \_\_\_\_\_ accommodation for guests. (Ans-long term or permanent)

**Question 3.** The information desk at the hotels is intended to provide \_\_\_\_\_ to the guest.  
(Ans- information)

**Question 4.** The staff at bell desk is required to \_\_\_\_\_ guest to their rooms and familiarise them with hotel facilities (Ans-escort)

**Question 5.** Non-show refers to a guest who made a room reservation but did not \_\_\_\_\_ . (Ans - register or Check-in)

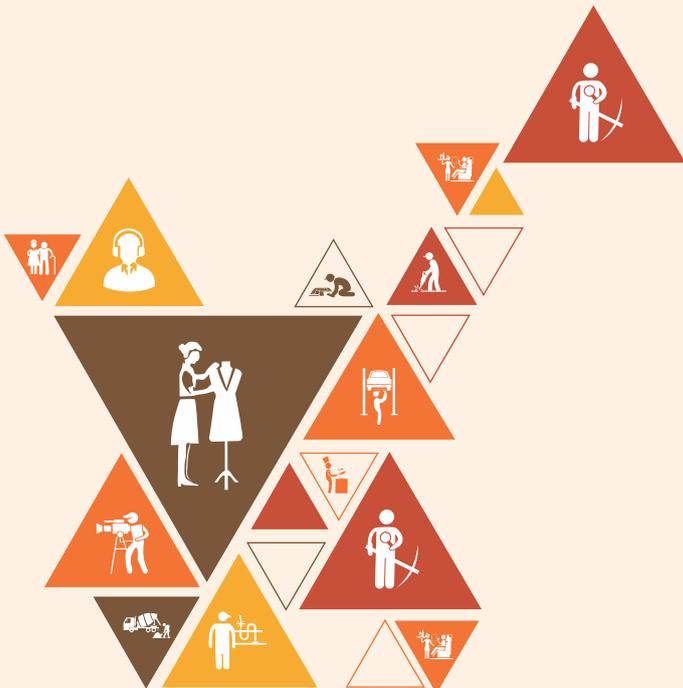






# 2 Handle Guest Complaints and Guide Front Office Staff

Unit 2.1: Enhance Guest Experiences



THC/N0120

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

1. Employ suitable practices to handle guest complaints
2. Apply appropriate techniques to maintain guest complaint records with their solution
3. Describe Selection, coaching and counselling procedures for the Front Office Personnel
4. Explain the policy to guide and supervise Front Office Staff

## Unit 2.1: Enhance Guest Experiences

### Unit objectives

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

1. Explain different types of common guest complaints
2. Discuss the significance and procedure of handling guest complaints effectively
3. Explain the importance of following timeline to complete corrective actions
4. Describe the value of updating guest, regarding the status of action taken on their complaints
5. Discuss the techniques to obtain and analyse guest feedback
6. Elaborate on the performance evaluation methods of front office staff
7. Explain various types of standard records and reports maintained at the front office.

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

### Say

- Guests at any hotel have a tendency to complaint even for the smallest thing, because they think that it is the right and they must use it.
- Even if everything is perfect, guest still finds out some mistake.
- As Guest is always right, staff must respond positively and appropriately.
- It is common for guests to lodge one or the other kind of complaint. Rather it is a typical behavioural pattern of any guest.
- It becomes very important for any hotel to train the staff and appoint the senior staffs who are good at handling guest complaints.

## Explain



- Types of common guest complaints in hotels
- Handling guest complaints in hotels effectively
- Procedure for handling guest complaints
- Locating guest complaints
- Significance of handling guest complaints effectively in a time-bound manner
- Consequences of unanswered hotel guest complaints
- Significance of updating the guest regarding the status of action taken on their complaint
- Obtaining and analysing guest feedback
- Importance of receiving guest feedback
- Techniques of obtaining guest feedback
- Techniques of analysing guest feedback
- Selection, coaching and counselling of the front office personnel
- Selection of the front office personnel
- Coaching/training of the front office personnel
- Counselling and guiding the front office personnel
- Performance evaluation method of the front office employees
- Types of standard records and reports maintained at the front office in hotel industry

## Elaborate



- Elucidate the guest complaint cycle with the help of( Fig 2.1.1 Guest Complaint Cycle), given in the Participant Handbook.
- Describe the guest complaint handling flowchart with the help of( Fig 2.1.2 Guest Complaint Handling Flowchart), given in the Participant Handbook.
- Elucidate the modes of updating a guest with the help of( Fig 2.1.3 Modes of updating a guest), given in the Participant Handbook.
- Illustrate the guest feedback techniques with the help of( Fig 2.1.4: Guest Feedback Techniques), given in the Participant Handbook.
- Describe the what does counselling include with the help of( Fig 2.1.5: What does counselling include), given in the Participant Handbook.
- Describe the steps of employee performance evaluation process with the help of( Fig 2.1.6: Steps of Employee Performance Evaluation Process), given in the Participant Handbook.
- Clarify the sample of high balance report with the help of( Fig 2.1.7: Sample of High Balance Report), given in the Participant Handbook.
- Illustrate the sample of daily arrival report with the help of( Fig 2.1.8: Sample of Daily Arrival Report), given in the Participant Handbook.
- Illustrate the sample of daily departure report with the help of( Fig 2.1.9: Sample of Daily Departure Report), given in the Participant Handbook.
- Define the sample of concierge report with the help of( Fig 2.1.10: Sample of Concierge Report), given in the Participant Handbook.
- Illustrate the sample of manager report with the help of( Fig 2.1.11: Sample of Manager Report), given in the Participant Handbook.

- Elucidate the sample of daily forecast report with the help of( Fig 2.1.12: Sample of Daily forecast Report), given in the Participant Handbook.
- Illustrate the sample of cashier report with the help of( Fig 2.1.13: Sample of Cashier Report), given in the Participant Handbook.

### Ask

- Can you tell me some common guest complaints?
- Have you ever complained for anything during your stay in a hotel?
- What are techniques to obtain and analyse guest feedback?
- What is the importance of following timeline?

### Notes for Facilitation

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

### Role Play

- Devide the class in pairs and one candidate becomes the guest and the other becomes the Guest Service Executive (Front Office) the guests can have different complaints such as TV, phone, bathroom related complants and . Guest Service Executive (Front Office) provides them the solution.
- At the end of the role rate the performances of the candidates and give them the feedback how can they more precise and apt at providing the solutions.

### Summarise

- Types of common guest complaints in hotels
- Handling guest complaints in hotels effectively
- Procedure for handling guest complaints
- Locating guest complaints
- Significance of handling guest complaints effectively in a time-bound manner
- Consequences of unanswered hotel guest complaints
- Significance of updating the guest regarding the status of action taken on their complaint
- Obtaining and analysing guest feedback
- Importance of receiving guest feedback
- Techniques of obtaining guest feedback
- Techniques of analysing guest feedback
- Selection, coaching and counselling of the front office personnel
- Selection of the front office personnel
- Coaching/training of the front office personnel



## Exercise



### Choose the correct option from the given alternatives

**Question 1.** Which of the following is among the type of complaints guests have about the hotel?

- (A). Mechanical complaints
- (B). Food and Beverage related complaints
- (C). Attitudinal complaints
- (D). All of them

**Question 2.** Which of the following reports provides details of the revenue realised by every department along with the forecasted figures.?

- (A). Manager Report
- (B). Daily arrival Report
- (C). Concierge Report
- (D). High Balance Report

**Question 3.** Which of the following is not covered under mechanical complaint?

- (A). Manager Report
- (B). Non-working AC
- (C). Noisy room
- (D). Non-working TV

**Question 4.** Which of the following should be the first step while dealing with guests' complaints?

- (A). Apologize
- (B). Empathize
- (C). Listening actively
- (D). Taking action

**Question 5.** Counselling of employees refers to:

- (A). Helping
- (B). Guiding
- (C). Advising
- (D). All of the above

### Fill in the Blanks

**Question 1.** \_\_\_\_\_ report gives information about upcoming arrivals and departures

Answer - Daily forecast report

**Question 2.** Employees can receive feedback from peers and juniors as well as managers in \_\_\_\_\_ type of performance evaluation method.

Answer - a 360 feedback process

**Question 3.** \_\_\_\_\_ complaints are often associated with the attitudes and behaviour of the hotel staff.

Answer - Guest complaints

**Question 4.** Categorized data should be divided into positive, negative, \_\_\_\_\_ and \_\_\_\_\_ in order to focus on each aspect uniformly.

Answer - neutral, junk

**Question 5.** \_\_\_\_\_ is a qualitative method of gathering guest feedback in which a small group of people is led through a discussion by a moderator.

Answer - Focus groups

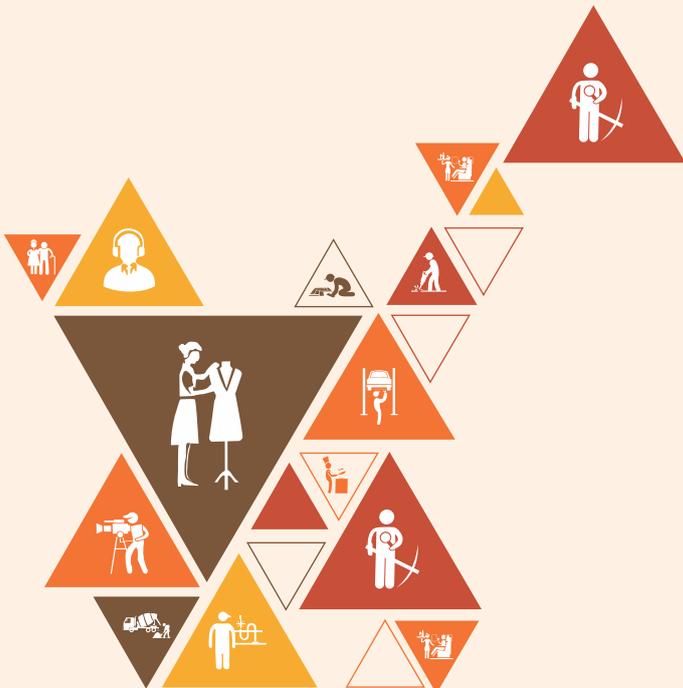






# 3 Perform Cashiering Activities

Unit 3.1: Perform Cashiering Activities



THC/N0110

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

1. Perform the steps to handle payment during guest check-in and check-out
2. Apply reasonable practices to ensure proper preparation and presentation of related vouchers and bills like advance payment bills, master bills, commission vouchers etc
3. Employ appropriate practices to update the property management systems
4. Draft a sample master bills/invoice with added credit transactions from different points of sale
5. Perform the closing activities for the shift

## Unit 3.1: Perform Cashiering Activities

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

1. Explain various modes of payments such as credit/debit cards, cash, travel voucher, forex card etc. Discuss the importance and procedure of preparing a payment receipt.
2. Outline the hotel property management system and overview for check-in, check-out, room availability etc.
3. Explain various types of vouchers and bills, such as paid outs (VPO), petty cash, charge vouchers, cash receipt vouchers etc., used in the hotel.
4. Elaborate on cash management processes
5. Explain types of ledgers like a guest ledger, city ledger etc
6. State the significance of ensuring the preparation of master bill/invoice (under guest or company name) with added credit transactions from different points of sale.

### Resources to be Used



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

### Notes for Facilitation



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

### Do



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

### Say



- Front office handles lot of money in cash, card payments and other kind payments.
- At the end of the day they have to report a huge amount correctly to the accounts department.
- The front office is the only working department round the clock for 24 hours of a day.
- This department never get to leave the desk at any time of the day.

## Explain



- Settlement of guest accounts in the hotel industry
- Various modes of payment
- Settlement of accounts in hotel
- Preparation of payment receipt
- Overview of hotel property management system
- Introduction and benefits of property management system
- Types of PMS
- Popular property management systems and concerns in selecting an appropriate PMS
- PMS functionalities for front desk
- Arrivals and check in
- Vouchers and ledgers used in front office
- Closing activities for the shift in hotels

## Elaborate



- Elucidate the Pros and Cons of various modes with the help of( Table 3.1.1 Pros and Cons of various modes), given in the Participant Handbook.
- Describe the Property Management System with the help of( Fig 3.1.1: Property Management System), given in the Participant Handbook.
- Elucidate the Sample of PMS Home Screen with the help of( Fig 3.1.2 A Sample of PMS Home Screen), given in the Participant Handbook.
- Illustrate the Sample display screen with the help of( Fig 3.1.3 Sample display screen), given in the Participant Handbook.
- Describe the Sample display screen searching with the help of( Fig 3.1.4 Sample display screen searching), given in the Participant Handbook.
- Describe the Sample display screen preferences with the help of( Fig 3.1.5 Sample display screen preferences), given in the Participant Handbook.
- Clarify the Sample check-in screen with the help of( Fig 3.1.6: Sample check-in screen), given in the Participant Handbook.
- Illustrate the Sample payment screen with the help of( Fig 3.1.7: Sample payment screen), given in the Participant Handbook.
- Illustrate the PMS print command with the help of( Fig 3.1.8 PMS print command), given in the Participant Handbook.
- Define the PMS check-in completion with the help of( Fig 3.1.9 PMS check-in completion), given in the Participant Handbook.
- Illustrate the Sample of Cash Receipt Voucher with the help of( Fig 3.1.10 Sample of Cash Receipt Voucher), given in the Participant Handbook.
- Elucidate the Sample of Allowance Voucher with the help of( Fig 3.1.11 Sample of Allowance Voucher), given in the Participant Handbook.
- Illustrate the Sample of Cash Advance Voucher with the help of( Fig 3.1.12 Sample of Cash Advance Voucher), given in the Participant Handbook.
- Describe the Sample of Correction voucher with the help of( Fig 3.1.13 Sample of Correction voucher), given in the Participant Handbook.



## Exercise



Choose the correct option from the given alternatives.

- Question 1.** Which of the following is not the function of a night audit?
- (A). Shift Commencement
  - (B). Taking the shift handover from the evening shift
  - (C). Counting and tallying the cash float
  - (D). There are NO departures still to depart.
- Question 2.** \_\_\_\_\_ is a software that facilitates a hotel's reservation management.
- (A). Google sheets
  - (B). Property management system
  - (C). MS- word
  - (D). MS-excel
- Question 3.** City Ledger is also known as:
- (A). Front Office ledger
  - (B). Guest Ledger
  - (C). Non-Guest Ledger
  - (D). Rooms ledger
- Question 4.** Which vouchers are used to support a cash payment transaction at the front office?
- (A). Cash Receipt Voucher
  - (B). Allowance Voucher
  - (C). Correction Voucher
  - (D). Petty Cash Voucher
- Question 5.** Which of the following are required by the Local Property Management System?
- (A). Terminal servers
  - (B). Network cards
  - (C). Operating system
  - (D). All of the above

### Fill in the Blanks

- Question 1.** PMS in the hotel industry stands for \_\_\_\_\_
- Question 2.** \_\_\_\_\_ voucher is used to support an account allowance in the hotel.
- Question 3.** A set of all guest accounts currently residing in the hotel is called \_\_\_\_\_.
- Question 4.** Computers/Workstations and Internet connections are required by \_\_\_\_\_ type of PMS.
- Question 5.** A hotel receipt is issued after the \_\_\_\_\_ has been paid by the guest.



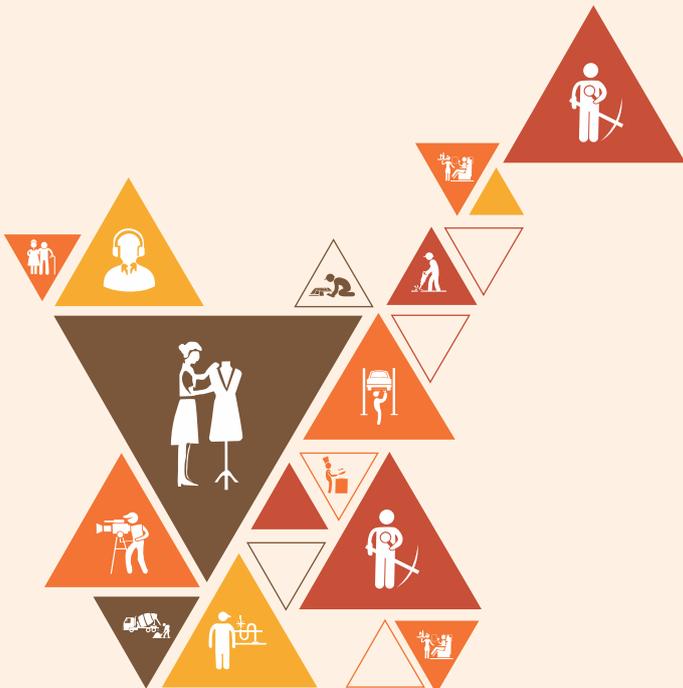




## 4. Handle Guest Relations

Unit 4.1: Ensure a smooth stay for the guests

Unit 4.2: Train the Front Office staff



THC/N0141

## Key Learning Outcomes



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

1. Apply proper practices to ensure that the concerned person is informed about the guest's arrival and that the staff greet the guest as per standards.
2. Role play on how to assist guest in the check-in and check-out process.
3. Dramatise how to address guests' requests and handle their complaints.
4. Employ proper practices to ensure the feedback is sought from the guest regarding various facilities and amenities.
5. Apply appropriate techniques to conduct the need analysis for the staff to determine the training needs.
6. Prepare a sample front desk operations manual regarding the roles and best practices for front desk employees.
7. Explain ways to conduct effective training for staff.

## Unit 4.1: Ensure the smooth stay for the guest

### Unit objectives

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

- Outline the standard procedure and guidelines for front office staff.
- Discuss different types of rooms and standard check-in and check-out procedures in a hotel.
- Explain types of guests, their profiles and typical requirements.
- Describe the method of checking for regular guests, VIP guests etc making appropriate arrangements and verifying all the facilities before arrival of guest.
- State the significance of ensuring that the concerned person is intimated about the guest's arrival.
- Elaborate on the methods to plan resources based on reservations
- Explain the standard procedure to coordinate with other departments regarding guest service.
- Outline the importance of ensuring that front desk staff including receptionists and concierge offer stellar customer service and provide memorable hospitality experience to the guest and their concerns are resolved as standard.
- Describe the techniques to handle dissatisfied guests, the significance of taking corrective measures regarding disappointed guests and ensuring that the concerned person/department has taken appropriate measures to prevent the problem from reoccurring in the future.
- Discuss the importance of ensuring that the feedback is sought from the guest regarding various facilities and amenities and incorporate them, if relevant.

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

## Say

- The front office personnel should be on time to report for their shifts and perform their duties and obligations.
- Employee timeliness indicates their dedication to their jobs.
- Remember a guest is repeated only when he is fully satisfied with all his requirements, which includes service, room comfort and food as well.
- Services rendered by staff and their good communication skills help retaining and repeating guests.
- Training is must for any area where skill is the major requirement at work.
- Training helps to update knowledge and improve skills
- Updating with global scenario is the need of time in hospitality industry as trend changes frequently and fast.

## Explain

- Standard procedure and guidelines for front office staff
- Types of rooms
- Hotel check-in and check-out procedure
- Types of guests
- Importance of providing memorable experiences to the guests
- Techniques to handle dissatisfied guests

## Elaborate

- Elucidate the single room with the help of( Fig 4.1.1: Single Room), given in the Participant Handbook.
- Describe the Twin Room with the help of( Fig 4.1.2: Twin Room), given in the Participant Handbook.
- Elucidate the Double Room with the help of( Fig 4.1.3: Double Room), given in the Participant Handbook.
- Illustrate the Triple Room with the help of( Fig 4.1.4: Triple Room), given in the Participant Handbook.
- Describe the Quad Room with the help of( Fig 4.1.5: Quad Room), given in the Participant Handbook.
- Describe the Deluxe Room with the help of( Fig 4.1.6: Deluxe Room), given in the Participant Handbook.
- Describe the Hollywood Twin Room with the help of( Fig 4.1.7: Hollywood Twin Room), given in the Participant Handbook.
- Illustrate the Stages in check-in procedure with the help of( Fig 4.1.8 Stages in check-in procedure), given in the Participant Handbook.

## Ask

- When do you feel like going to a hotel again and again?
- What are the priorities of you in a hotel stay?
- Can you give a name of any hotel where you would like to visit again? And why?
- What kind of training you have attended so far?
- What did you like about training, you liked the most?

## Activity

- Divide class into 2 groups
- Ask them to conduct role play to present their understanding on how to handle unhappy guest.

## Summary

- Standard procedures and guidelines to front office staff
- Types of rooms in a hotel
- 6 step check-in and check-out procedure
- VIP arrivals
- Happy guests and techniques to handle dissatisfied guest

## Notes

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## Unit 4.2: Train the Front Office Staff

### Unit objectives

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

1. Describe the methods of identifying the gaps between the available workforce and required skillset.
2. Describe and apply proper techniques to conduct the need analysis for the staff to determine the training needs.
3. Explain the methods of identifying the latest developments, processes and best practices followed in the front office department globally.
4. Elaborate on the procedure to prepare work and training manuals for front desk employees.
5. Explain the ways to conduct effective training for staff.

### 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

- Skill gap /Training Needs analysis is a tool that can identify gaps between employees' current skills and those required by the organisation to achieve its goals.
- This assists one in determining what training or hiring requirements are needed to fill skill gaps.

## Explain



- Skill gap/training needs analysis
- Preparing training manual
- Conducting training
- Ways/techniques of conducting training
- Identification of latest trends

## Elaborate



- Instructor-led training
- eLearning
- Simulation employee training
- Hands-on training
- Coaching or mentoring
- Lecture-style training
- Group discussion and activities
- Roleplaying
- Case studies or other required reading

## Ask



- How to identify the gaps between the available workforce and required skillset
- What are the methods of identifying the latest developments, processes, and best practices followed in the front office department globally
- What is the procedure to prepare work and training manuals for front desk employees

## Summary



- Benefits of skill gap and training need analysis
- Preparing training manuals
- Types of training
- Effective training program

## Notes



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**Choose the correct option from the given alternatives**

**Question 1.** Which of the following will not be followed while dealing with a dissatisfied guest?

- (A). Staying calm
- (B). Talking rudely to them
- (C). Acknowledging their distress
- (D). Empathizing with them

**Question 2.** Affluent travellers' value:

- (A). High-quality service
- (B). Comfort
- (C). Unforgettable experiences
- (D). All of the above

**Question 3.** Which of the following stage is not a part of the check-in procedure?

- (A). Receiving the guest
- (B). Allocating the rooms
- (C). Presenting the bills as well as supporting vouchers
- (D). Registration of the guest

**Question 4.** Which of the following about skill gap analysis is not true?

- (A). It is used to identify gaps between employees' current skills and those required by your organisation to achieve its goals
- (B). It aids in strategic workforce planning
- (C). It decreases the productivity of the organization
- (D). It is used to determine what training or hiring requirements are required to fill skill gaps

**Question 5.** Which would be the first step in developing a training program?

- (A). Developing learning objectives
- (B). Performing a training needs assessment
- (C). Implementing the training
- (D). Designing and developing training materials

**Fill in the Blanks**

**Question 1.** \_\_\_\_\_ is a time for inquiring about guest services and determining the method of transaction.

**Question 2.** A positive guest experience increases the likelihood of the \_\_\_\_\_ returning.

**Question 3.** A \_\_\_\_\_ room is a type of room that can accommodate four people.

**Question 4.** Instructor-led training is delivered by a \_\_\_\_\_.

**Question 5.** One should always give importance to listening to the audience's \_\_\_\_\_ while creating training manual



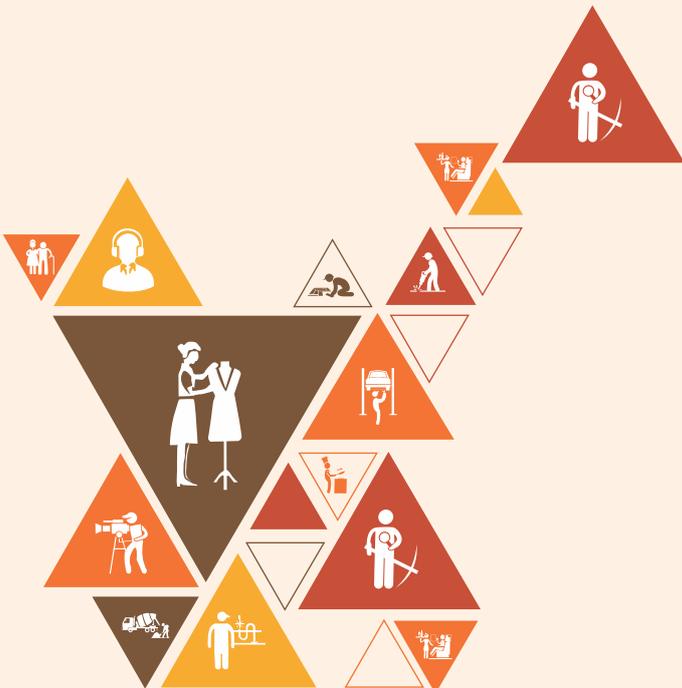




# 5. Communicate Effectively and maintain Service Standards

Unit 5.1 – Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors

Unit 5.2 -- Describe the ways to show sensitisation towards different age groups,gender and persons with disabilities



THC/N9901

## Key Learning Outcomes



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

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

## Unit 5.1: Communicate Effectively with Guests, Colleagues, and Superiors

### Unit Objectives

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

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

### Resources to be Used

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

### Notes for Facilitation

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

### Say

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

## Explain



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

## Elaborate



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

## Do



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

## Ask



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

## Notes for Facilitation



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

## Activity



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

## Summarise



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

## Notes



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## Unit 5.2: Sensitisation Toward Different Age Groups, Genders and Persons With Disabilities

### Unit Objectives

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

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

### Resources to be Used

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

### Notes for Facilitation

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

### Say

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

## Explain



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

## Elaborate



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

## Summarise



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

## Say



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

## Do



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

## Ask



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

## Demonstration



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



## Exercise



### True False question.

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

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

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

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

- (A). Focus
- (B). Respect
- (C). Acknowledge
- (D). Sympathy**

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

- (A). Ethical decision**
- (B). Listening skills
- (C). Effective communication
- (D). None of the above

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

- (A). Interruption**
- (B). Focus
- (C). Attention
- (D). Empathy

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

- (A). 4
- (B). 5
- (C). 6
- (D). 7**

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

- (A). Gender Integration
- (B). Gender Equity**
- (C). Gender Stereotypes
- (D). Gender discrimination

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

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

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

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

**Fill in the blank's questions**

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

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

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

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

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

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







## Key Learning Outcomes



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

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

## Unit 6.1: Confidentiality Of The Organisation

### Unit Objectives

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

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

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

### Explain

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

## Elaborate



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

## Ask



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

## Notes for Facilitation



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

## Summarise



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

## Notes




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## Unit 6.2: Maintain the Privacy of Guest Information

### Unit Objectives

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

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

### Resources to be Used

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

### Notes for Facilitation

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

### Say

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

### Explain

- Respect guest's copyright

## Elaborate



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

## Do



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

## Ask



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

## Notes for Facilitation



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

## Summarise



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



## 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**







**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 7.1: Maintain Health, Hygiene, and Safety Practices at the Workplace

### Unit Objectives

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

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

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

## Say

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

## Explain

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

## Elaborate



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

## Do



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

## Ask



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

## Notes for Facilitation



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

Do 

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

Activity - 1 

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

Activity - 2 

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

Practical 

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

Summarise 

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

Notes 

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## Unit 7.2.: Apply Precautionary Health Measures

### Unit Objectives

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

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

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

## Say

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

## Explain

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

## Elaborate



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

## Ask



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

## Notes for Facilitation



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

## Activity - 1

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

Image To Identify	Answer	
		
		
		
		
		
		
		

Table.6.2.1 Safety warning signs

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

Table.6.2.2 Safety warning signs answers

## Activity - 2

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

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

Table.7.2.3 Guess the must (Activity sheet)

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

Table.7.2.4 Answers guess the must (Activity sheet)

## Activity - 3

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



## Unit 7.3: Employ Effective Waste Management

### Unit Objectives

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

1. Employ effective waste management

### Resources to be Used

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

### Notes for Facilitation

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

### Do

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

### Say

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

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

## Explain

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

## Elaborate

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

## Demonstrate

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



## Exercise



- Question 1.** A warm smile always helps the guest to open up. It makes the guest feel important. Moreover, they are comfortable knowing th at 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?

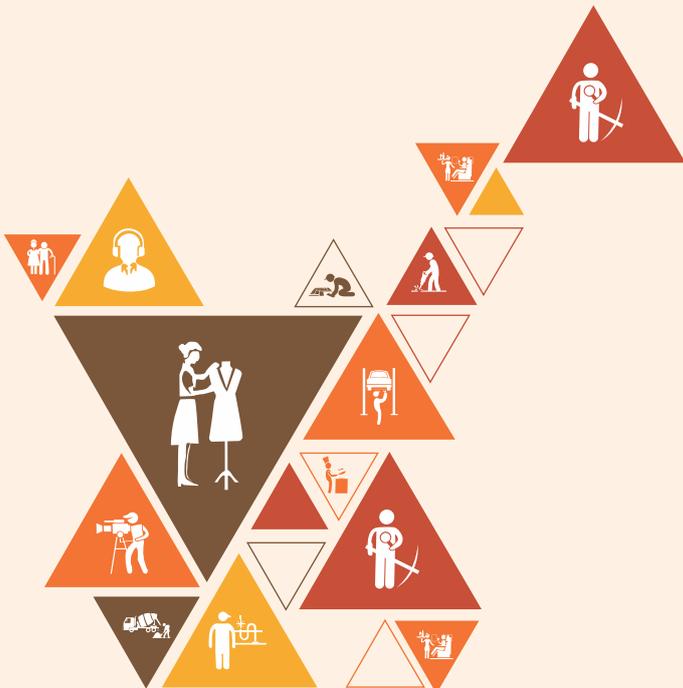
- (A). It makes you a cultured individual
- (B). It teaches you how to talk, walk, and behave in society.
- (C). It teaches you to use the mobile
- (D). A and B**







## 6. Employability Skills



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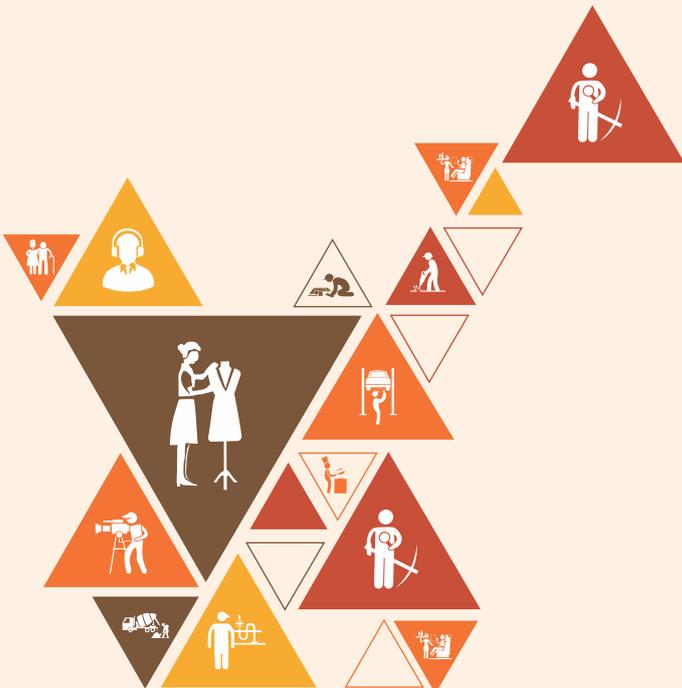
<https://eskillindia.org/NewEmployability>





# Annexures

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



## Annexure I

### Training Delivery Plan

<b>Program Name:</b>	Guest Service Executive (Front Office)		
<b>Qualification Pack and reference ID</b>	THC/Q0109		
<b>Version No.</b>	3	<b>Version Update Date</b>	24/02/2022
<b>Pre-Requisite License or Training</b>	NA		
<b>Training Outcomes</b>	<p><b>At the end of the program, the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>• Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow</li> <li>• Employ appropriate practices to ensure gender, PwD and age-sensitivity</li> <li>• Describe the protocols to protect confidentiality of the organizational information and guests' privacy</li> <li>• Apply appropriate practices to monitor health, hygiene and safety standards at the workplace</li> <li>• Describe the ways to enhance guest experience</li> <li>• Employ appropriate skills and knowledge to manage cashiering activities</li> <li>• Prepare sample guest reservation occupancy and forecasting reports</li> <li>• Discuss effective ways to maintain guest relations</li> <li>• Employ appropriate practices to train the staff</li> <li>• Perform the steps of managing and monitoring guest reservation procedure</li> </ul>		

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Introduction to Front Office Management	An Overview of Skill India Mission	1. Explain the objectives and benefits of the Skill India Mission		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		An Overview of the Hospitality Industry	1. Describe the tourism and hospitality industry and its sub-sectors 2. Elaborate on the hierarchy of hotels of small, medium and large establishments 3. Explain different sections in the front office department 4. Discuss various service departments in the hotel		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		Roles and Responsibilities of a Guest Service Executive (Front Office)	1. Elaborate on the job role of Guest Service Executive (Front Office) in the Tourism and Hospitality industry. 2. Explain the basic terminologies used in the parlance of the Hospitality Industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
		Scope of Work-Guest Service Executive (Front Office)	1. Elaborate on the scope of Guest Service Executive (Front Office) in the Tourism and Hospitality industry		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 0
2	Handle Guest Complaints and Guide Front Office Staff	Enhance Guest Experiences	1. Explain different types of common guest complaints	THC/N0120 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, GS1, GS2, GS3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Enhance Guest Experiences (Contd...)	2. Discuss the significance and procedure of handling guest complaints effectively		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Enhance Guest Experiences (Contd...)	3. Explain the importance of following a timeline to complete corrective actions		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Enhance Guest Experiences (Contd...)	4. Describe the value of updating the guest regarding the status of action taken on their complaint		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Enhance Guest Experiences (Contd...)	5. Discuss the techniques to obtain and analyse guest feedback		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Enhance Guest Experiences (Contd...)	6. Elaborate on the performance evaluation method of the Front Office employees		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Enhance Guest Experiences (Contd...)	7. Explain various types of standard records and reports maintained at the Front Office		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 9 P : 9
3	Perform Cashiering Activities	Perform Cashiering Activities	1. Explain various modes of payment, such as credit/debit cards, cash, travel voucher, forex card, etc. Discuss the importance and procedure of preparing a payment receipt	THC/N0110  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, KU10, KU11, KU12, KU13, KU14, KU15, KU16, GS1, GS2, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 12 P : 14
		Perform Cashiering Activities (Contd...)	2. Outline the hotel property management system overview for check-in, check-out, room availability, etc.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 12 P : 14
		Perform Cashiering Activities (Contd...)	3. Explain various types of vouchers and bills, such as Paid Outs (VPO), petty cash, charge voucher, cash receipt voucher, etc., used in the hotel		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 12 P : 14
		Perform Cashiering Activities (Contd...)	4. Elaborate on the cash management processes		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 12 P : 14
		Perform Cashiering	5. Explain types of ledgers like a guest ledger, city ledger, etc.		Interactive Lecture in the Class	Participant handbook, Projector	T : 12 P : 12

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Activities (Contd...)				Whiteboard, Marker, and Duster	
		Perform Cashiering Activities (Contd...)	6. State the significance of ensuring the preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 10 P : 12
4	Handle Guest Relations	Ensure Smooth Stay for the Guests	1. Outline the standard procedure and guidelines for front office staff	THC/N0141	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	2. Discuss different types of rooms and standard check-in and check-out procedures in the hotels		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	3. Explain various types of guests, their profiles and typical requirements		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	4. Describe the methods of checking for regular guests, VIP guests, etc., making appropriate arrangements and verifying all the facilities before the guest's arrival.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	5. State the significance of ensuring that the concerned person is intimated about the guest's arrival		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	6. Elaborate on the methods to plan resources based on reservations		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	7. Explain the standard procedure to coordinate with other departments		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 5 P : 5

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			regarding guest service			Marker, and Duster	
		Ensure Smooth Stay for the Guests (Contd...)	8. Outline the importance of ensuring that front-desk staff, including receptionists and concierges, offer stellar customer service and provide memorable hospitality experiences to the guests, and their concerns are resolved as standard procedure		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	9. Describe the techniques to handle dissatisfied guests, the significance of taking corrective measures regarding disappointed guests and ensuring that the concerned person/department has taken appropriate measures to prevent the problem from re-occurring in the future		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
		Ensure Smooth Stay for the Guests (Contd...)	10. Discuss the importance of ensuring that the feedback is sought from the guest regarding various facilities and amenities and incorporate them, if relevant		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 5
5	Handle Guest Relations	Train the Front Office Staff	11. Describe the methods of identifying the gaps between the available workforce and the required skillset	THC/N0141 Pc10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, Pc23, KU8, KU9, KU10, KU11, KU12,GS1, GS2,GS3	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 13 P : 10
		Train the Front Office Staff (Contd...)	12. Describe and apply proper techniques to conduct the need analysis for the staff to determine the training needs		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 13 P : 10
		Train the Front Office Staff (Contd...)	13. Explain the methods of identifying the latest developments,		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard,	T : 13 P : 10

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			processes, and best practices followed in the front office department globally			Marker, and Duster	
		Train the Front Office Staff (Contd...)	14. Elaborate on the procedure to prepare work and training manuals for front desk employees		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 13 P : 10
		Train the Front Office Staff (Contd...)	15. Explain the ways to conduct effective training for staff		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 13 P : 10
6	Ensure Effective Communication and Service Standards at the Workplace	Maintain Effective Communication and service standard	1. Discuss the importance of effective communication	THC/N9907 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, 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 : 2 P : 2
		Maintain Effective Communication and service standard (Contd...)	2. Explain the importance of guest satisfaction and guest feedback		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
		Maintain Effective Communication and service standard (Contd...)	3. Outline the procedure of receiving feedback and complaints constructively		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
		Maintain Effective Communication and service standard (Contd...)	4. Describe various ways to handle guest complaints		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
		Maintain Effective Communication and service standard (Contd...)	5. Discuss different ways to improve the guest experience		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities	6. Explain the importance of gender and age sensitivity		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Sensitisation Towards Different Age	7. Discuss gender and age-specific		Interactive Lecture in the Class	Participant handbook, Projector	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...)	requirements of the guests			Whiteboard, Marker, and Duster			
		Sensitisation Towards Different Age Groups, Gender and Persons with Disabilities (Contd...)	8. Discuss the specific needs of People with Disabilities			Interactive Lecture in the Class		Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Sensitisation Towards Different Age Groups, Gender and Persons with Disabilities (Contd...)	9. Discuss the importance of reporting Sexual harassment at the workplace			Interactive Lecture in the Class		Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Sensitisation Towards Different Age Groups, Gender and Persons with Disabilities (Contd...)	10. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors			Interactive Lecture in the Class		Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
7	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/N9902	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4		
		Maintain the Privacy of Guest Information	2. Discuss the usage, storage and disposal procedures of confidential information as per specification			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4	
		Maintain the Privacy of Guest Information (Contd...)	3. Explain the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4	
		Maintain the Privacy of Guest Information (Contd...)	4. Discuss the Intellectual Property issues and policies affecting the organisation and guest privacy			Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 3	
8	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/N9907	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
		Maintain Health, Hygiene, and Safety Practices at the Workplace (Contd...)	2. Discuss best practices to maintain personal hygiene.	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18,,KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, Ku9,KU10,G S1, GS2, GS 3,GS4,GS5	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Maintain Health, Hygiene, and Safety Practices at the Workplace (Contd...)	3. Explain the ways to clean and sanitise 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	4. Describe the standard operating procedure for handling tools, materials, and equipment.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	5. 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...)	6. 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...)	7. Explain the importance of preventive health check-ups organised by the facility.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	8. Describe the causes of risks and potential hazards in the workplace and ways to prevent them.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	9. 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...)	10. Discuss ways to identify hazards at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Apply Precautionary Health Measures (Contd...)	11. 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...)	12. 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	13. Employ effective waste management techniques		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
9	Employability Skills			DGT/VSQ/N 0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	T : 60 P : 0
10	On-the-Job Training						90 Hours

## Annexure-II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Guest Service Executive (Front Office)
Qualification Pack	THC/Q0109
Sector Skill Council	Tourism and Hospitality Skill Council

S No.	Assessment Guidelines
1	The Sector Skill Council will create criteria for assessment for each Qualification Pack. 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 centre (as per the assessment criteria below).
5	Based on these criteria, individual assessment agencies will create individual evaluations for skill practicals for every student at each examination/ training centre.
6	To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % the aggregate marks to clear the assessment successfully.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

NOS	Performance Criteria	Theory	Practical	Project	Viva
1. THC/N0120: Handle guest complaints and guide front office staff	PC1. address the requests raised by the guests and offer a possible solution to the problem if it is under the purview	15	15	-	5
	PC2. inform the right person or department to handle the guest complaint as per the requirement	-	-	-	-
	PC3. set an appropriate time duration for completion of corrective actions	-	-	-	-
	PC4. monitor the progress of the corrective action	-	-	-	-
	PC5. ensure that the guest is updated regarding the actions that are being taken	-	-	-	-
	PC6. make sure proper record of the history of such incidents, nature of occurrence and their solution is maintained	-	-	-	-
	PC7. provide support to the HR in the selection of front office personnel	25	25	-	15
	PC8. coach and counsel the front desk team members to ensure quality operation	-	-	-	-
	PC9. supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests	-	-	-	-
	PC10. evaluate the job performance of each front office employee	-	-	-	-
	PC11. ensure implementation of all hotel policies and house rules	-	-	-	-
	PC12. review daily front office work, logbook and activity reports	-	-	-	-
	PC13. analyze guest feedback forms on a daily basis	-	-	-	-
	<b>NOS Total</b>		<b>40</b>	<b>40</b>	<b>0</b>
2. THC/N0110: Perform cashiering activities	PC1. reconfirm mode of payment from guest (e.g. credit/debit card, cash, travel voucher, forex card, etc.)	10	10	-	5
	PC2. collect advance money from the guests if the reservation is not pre-paid	-	-	-	-
	PC3. ensure the advance receipt is prepared for advance payment	-	-	-	-
	PC4. make sure the front office associate presents the receipt to the guests as per organizational standards	-	-	-	-
	PC5. ensure updation of advance payment details in the PMS	-	-	-	-
	PC6. check receipt of advance payment by the guest for final bill	20	20	-	10
	PC7. ensure preparation of master bill/invoice (under guest or company name) with added credit transaction from different points of sale such as restaurants, cafeteria, bar / pub, spa, salon, etc. to close the guest account on check out	-	-	-	-
	PC8. make sure all bills are current and updated in the PMS	-	-	-	-
	PC9. ascertain that the master bill is presented, along with supporting vouchers bills (duly signed by the guest) from other departments, to the departing guest for review	-	-	-	-
	PC10. collect payment as per agreed tariff, applicable discount, applicable taxes and GST in the pre-determined mode of payment (cash/debit or credit card/forex card etc.) and as per company guidelines on accepting foreign currency	-	-	-	-
	PC11. make sure the guest account is closed on payment of dues	10	10	-	5
	PC12. ascertain all payment details are updated manually or on the PMS, as applicable	-	-	-	-
	PC13. monitor the maintenance and updation of the logbook for the shift	-	-	-	-
	PC14. ensure a daily account tally of cash at vault and monitor reconciliation of transactions at close of business day/shift	-	-	-	-
	PC15. handover the logbook and other required details to the next shift executive or associate as per organizational standards	-	-	-	-

NOS	Performance Criteria	Theory	Practical	Project	Viva
	<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
3. THC/N0141: Handle guest relations: Handle guest relations	PC1. verify all the facilities before the arrival of the guest	30	30	-	15
	PC2. ensure that the concerned personnel are intimated about the guest's arrival and other requirements well in advance	-	-	-	-
	PC3. make sure staff and self greet the guest as per organization standards	-	-	-	-
	PC4. engage with the guests on arrival to identify requirements and expectations	-	-	-	-
	PC5. check for regular guests, VIP guests, etc. and make appropriate arrangements	-	-	-	-
	PC6. assist walk-in guests in the selection of the hotel room and with other requirements, if any	-	-	-	-
	PC7. coordinate guest check-ins to assigned rooms and inform guests of hotel services, including breakfast and dining options	-	-	-	-
	PC8. coordinate and manage communication between guests and staff and follow-up to ensure that customer concerns are resolved as SOP	-	-	-	-
	PC9. make sure front-desk staff, including receptionists and concierges, offer stellar customer service and provide memorable hospitality experiences to the guests	-	-	-	-
	PC10. address guests' requests, like in-room dining promptly	-	-	-	-
	PC11. handle dissatisfied guests and take corrective measures, if any	-	-	-	-
	PC12. make sure whether the concerned person/department has taken appropriate measures to prevent the problem from re[1]occurring in the future	-	-	-	-
	PC13. co-ordinate with concerned personnel for guest's check-out	-	-	-	-
	PC14. ensure arrangement of bell boy for luggage transfer	-	-	-	-
	PC15. assist guests with payments and other check-out facilities	-	-	-	-
	PC16. make sure the feedback is sought from the guest regarding various facilities and amenities	-	-	-	-
	PC17. ensure the guest's feedback is incorporated, if relevant	10	10	-	5
	PC18. identify the latest developments, processes, and best practices followed in the front office department globally	-	-	-	-
	PC19. conduct the need analysis for the staff to determine the training needs	-	-	-	-
	PC20. identify the gaps between the available workforce and required skillset	-	-	-	-
	PC21. create a front desk operations manual regarding the roles and best practices for front desk employees	-	-	-	-
	PC22. train the staff on various front-office activities	-	-	-	-
	PC23. communicate organizational policies and procedures to the staff	-	-	-	-
	<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
4. THC/N9902: Ensure effective communication and service standards at workplace	PC1. greet the guests promptly and appropriately as per organization's procedure	20	20	-	10
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-

NOS	Performance Criteria	Theory	Practical	Project	Viva
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	PC10. ensure self and team members report to work on time	10	10	-	5
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	PC16. provide assistance to Persons with Disability, if asked	10	10	-	5
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>20</b>
5. THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	PC1. prevent leak of new plans and designs to competitors	6	3	-	3
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	4	2	-	2
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	<b>NOS Total</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>5</b>
6. THC/N9907: Monitor and maintain health, hygiene and safety at workplace	PC1. ensure that self and team's work area is clean and tidy	15	15	-	5
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-

NOS	Performance Criteria	Theory	Practical	Project	Viva
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	10	10	-	5
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	PC14. identify and segregate recyclable, non- recyclable and hazardous waste at workplace	5	10	-	5
	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
	PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	<b>NOS Total</b>	<b>30</b>	<b>35</b>	<b>0</b>	<b>15</b>

## Annexure-III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introduction to Front Office Management	UNIT 1.1 An Overview of Skill India Mission	1.1.1 Skill India Program Objectives, Features and Advantages	20	<a href="https://www.youtube.com/watch?v=y7CxAa7KicM">https://www.youtube.com/watch?v=y7CxAa7KicM</a>	 Role of Government in skill development
Chapter -1 Introduction to Front Office Management	UNIT 1.2 An Overview of Hospitality Industry	Unit 1.2 An Overview of Hospitality Industry	20	<a href="https://www.youtube.com/watch?v=ddPE20dDrs">https://www.youtube.com/watch?v=ddPE20dDrs</a>	 Introduction to Hospitality Industry
Chapter -1 Introduction to Front Office Management	UNIT 1.2 An Overview of Hospitality Industry	1.2.2 Departments of a Hotel	20	<a href="https://www.youtube.com/watch?v=pQce_5Y7ZXI">https://www.youtube.com/watch?v=pQce_5Y7ZXI</a>	 Departments of a hotel
Chapter - 2 Handle Guest Complaints and Guide Front Office Staff	UNIT 2.1 Enhance Guest Experiences	2.1.2 Handling Guest Complaints in Hotels Effectively	30	<a href="https://www.youtube.com/watch?v=9hliG040Nk&amp;t=174s">https://www.youtube.com/watch?v=9hliG040Nk&amp;t=174s</a>	 Handling Guest Complaints
Chapter - 3 Perform Cashiering Activities	UNIT 3.1 Perform Cashiering Activities	3.1.2 Overview of Hotel Property Management System	38	<a href="https://youtu.be/8nqQic42VVI">https://youtu.be/8nqQic42VVI</a>	 Property Management System
Chapter - 4 Handle Guest Relations	UNIT 4.1 Ensure Smooth Stay for the Guests	4.1.3 Hotel Check-in and Check-out Procedure	48	<a href="https://youtu.be/vaPIWRDXREg">https://youtu.be/vaPIWRDXREg</a>	 Check Out Procedure

Chapter - 5 Communicate Effectively and Maintain Service Standards	UNIT 5.2 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	5.2.1 Sexual Orientation and Discrimination	61	<a href="https://www.youtube.com/watch?v=-FCEBe5VNcA">https://www.youtube.com/watch?v=-FCEBe5VNcA</a>	 Gender Sensitization Issues and Challenges
Chapter- 6 Organizational Confidentiality and Guest's Privacy	UNIT 6.1 Maintain the Confidentiality of the Organization	6.1.1 Intellectual Property Rights (IPR) and its Importance	72	<a href="https://youtu.be/vSdoMz6OuA?t=85">https://youtu.be/vSdoMz6OuA?t=85</a>	 Intellectual Property Rights (IPR) - Introduction, Definition, Types, Examples
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Chapter - 7 Basic Health and Safety Standard	UNIT 7.2 Apply Precautionary Health Measures	7.2 Apply Precautionary Health Measures	92	<a href="https://www.youtube.com/watch?v=j2NtUQa_vB4">https://www.youtube.com/watch?v=j2NtUQa_vB4</a>	 Importance and Methods of Protecting People and Assets
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