



Facilitator Guide



Front Office Trainee

Sector
Tourism and Hospitality

Sub-Sector
Hotels

Occupation
Front Office Management

Reference ID: THC/Q01010, Version-2.0
NSQF Level: 3



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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

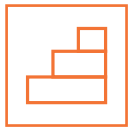
Tourism & Hospitality Skill Council would like to express its gratitude to all the individuals and institutions who contributed in different ways towards the preparation of this “Facilitator Guide”. Without their contribution it could not have been completed. Special thanks are extended to those who 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 Front Office Trainee is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s. Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

The individual at work assists front office associates in performing front office activities and provides. Assistance in bell desk activities if required. The job requires the individual to be polite, well-groomed, committed, and service-oriented, with great interpersonal skills and attention to detail. 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



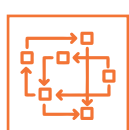
Summary



Role Play



Example



Methodology

Table of Contents

S No.	Module Name	Page No.
1.	Introduction to Front Office Management and Front Office Trainee	1
	Unit 1.1: An Overview of Skill India Mission	5
	Unit 1.2: An Overview of the Hospitality Industry	11
	Unit 1.3: Responsibilities of Front Office Trainee	
2.	Assist in Performing Front Office Activities (THC/N0129)	18
	Unit 2.1: Offer Support in Front Office Activities	20
	Unit 2.2 - Offer Assistance in Bell Desk Operations	27
3.	Maintain Effective Communication and Service Standards (THC/N9901)	33
	Unit 3.1 - Communicate Effectively with Guests, Colleagues, and Superiors	35
	Unit 3.2 - Sensitisation Towards Different Age Groups, Gender and Persons with Disabilities	38
4.	Organisational Confidentiality and Guest's Privacy (THC/N9903)	46
	Unit 4.1 – Maintain the confidentiality of the organisation	48
	Unit 4.2 – Maintain the privacy of guest information	50
5.	Basic Health and Safety Standards (THC/N9906)	57
	Unit 5.1 - Maintain health, hygiene, and safety practices at the workplace	59
	Unit 5.2 - Apply precautionary health measures	63
	Unit 5.3 - Employ effective waste management	70
6.	DGT/VSQ/N0101: Employability Skills (30 Hours)	76
	https://eskillindia.org/NewEmployability	
		
7.	Annexure	79
	Annexure – I	80
	Annexure – II	86
	Annexure – III	91



Guidelines for the Trainer

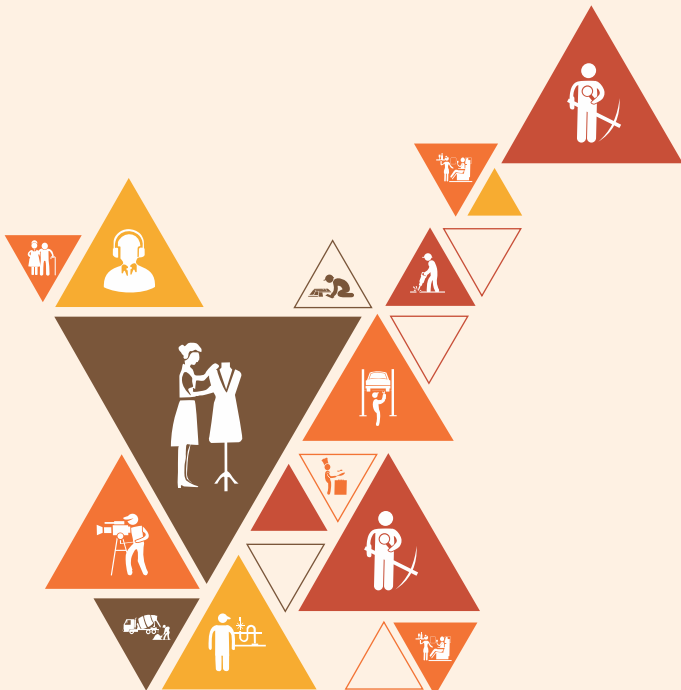
As a Trainer, follow the below guidelines:

- 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 Front Office Management and Front Office Trainee

- Unit 1.1 - An Overview of Skill India Mission
- Unit 1.2 - An Overview of the Hospitality Industry
- Unit 1.3 - Responsibilities of Front Office Trainee



(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 Front Office Trainee
4. Explain the scope of work for a Front Office Trainee

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

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 Hotel/Restaurants of small, medium and large establishments
3. Explain different sections in the front office department
4. Discuss various service departments in the hotel, like Food & Beverage, Housekeeping, etc.

Resources to be Used

- Participant handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Pencil and paper (optional)
- Bowl
- Stickers
- Pen
- Speaker

Notes for Facilitation

- Maintain the record of assessment scores.
- Write down the correct answer on the whiteboard.
- Explain the correct answers one by one.
- Allow maximum participation to answer the questions.

Explain the correct answers one by one. **Define hotel rating** - Hotel ratings are often used to classify hotels according to their quality. The development of the concept of hotel rating and its associated definitions displays strong parallels. From the initial purpose of informing travellers on basic facilities that can be expected, the objectives of hotel rating have expanded into focusing on the hotel experience as a whole.

Describe Sectors related to the tourism/ hospitality industry

1. Lodging industry
2. Recreation Industry
3. Travel and tourism industry
4. Meeting and events industry and Food and beverage industry
 - Allow one or two students to answer the questions.
 - Write down the correct answer on the whiteboard.
 - Allow maximum participation to answer the questions.

Do 

- Video featuring various hotel brand groups of India to be shown by the trainer.
- Draw the segments of the hospitality industry on the whiteboard.
- Presentation slides should have a list of all hotel brands in India and a brief content of each.
- Show images of various types of accommodation centres in India and worldwide. (Heritage properties, luxury collection, business standard etc.)
- Invite a student and give him/her the participant handbook.

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.
- The hotels have four major core areas as departments like Front office, Housekeeping, Food Production and Food & Beverage Department.
- The individual that owns or run hospitality accommodation is known as hotel owners or chairpersons. The work methodology has a specified procedure, and the regulations are pre-determined and regulated by the board of directors. The professional in charge of the organization's business leadership is the Managing director. Likewise, A hotel manager is in charge of all aspects of the hotel operations, and the executive assistant manager assists the general manager. To maximize the occupancy rates and income, essential predictions are the role of the room division manager and revenue manager.

Ask 

- The 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.
- The student about different departments of the hotel if they know.
- About the services that may be given to guests during their stay in the hotel.

Ask the candidates about

- The change in the tourism industry over the past few decades.
- The different types of tourism.
- The hierarchy of the different types of hotels.
- The different roles and positions that different hotel categories have.

Notes for Facilitation

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

Explain

- Tourism and Hospitality Industry and its Sub-sectors.
- Types of hotels.
- Hotel star Ratings.
- Departments of a Hotel.
- The Hierarchy of Large, Medium, and Small Hotels.
- Organization Chart of a Large, Medium and Small Hotel.

Elaborate

- Elucidate the Tourism and Hospitality Industry and its Sub-sectors with the help of (Figure 1.2.1: Top Hotel Brands in India), given in the Participant Handbook.
- Describe the Types of hotels with the help of (Figure 1.2.2 Constituents of Hotel Types), given in the Participant Handbook.
- Elucidate the Departments of a Hotel with the help of (Fig 1.2.4 Departments of a Hotel), given in the Participant Handbook.
- Illustrate the Organization Chart of a Large, Medium and Small Hotel with the help of (Fig 1.2.6 Organization Chart Large Hotel), given in the Participant Handbook.
- Describe the Organization Chart of a Large, Medium and Small Hotel with the help of (Fig 1.2.7 Organization chart medium hotel), given in the Participant Handbook.
- Clarify the Organization Chart of a Large, Medium and Small with the help of (Fig 1.2.8 Organization Chart of a Small Hotel), given in the Participant Handbook.

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. Let all the students mention the understood points in stickers and put them on bulletin boards with thumb pins.
- Each one will speak about the written word on stickers.
- This would help them to collect their understanding for the next session also.
- This activity gives a quick go-through of the entire session.

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

Table 1.3.1. Constituents of the hotel categorisation

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

Designation/Position	Responsibilities
Financial Controller	In charge of preparing and managing the hotel's financial budget and implementation
Training Manager	Evaluates employees and identify training according to need
Security Manager	Manages and oversees the security of a hospitality property
Executive Assistant Manager	Manages and assists the overall operations in the absence of General Manager.
Sales and Marketing Manager	Promote the hotel's existing brands and introduce new products to the market
Executive Housekeeper	Supervises staff, including interviewing, hiring, and training employees
System Manager	System Manager plans, deploy and manages software and hardware for overall information technology needs

Table 1.3 1Roles and responsibilities of different job roles

Summarise

- Conclude the various segments in tourism.
- The hierarchy of hotels/restaurants of small, medium and large establishments.
- The hotel's service departments include core departments (Food Production, Food and Beverage, Housekeeping, Front Office) and support departments (Finance & Accounts, Security, Maintenance, Human Resources& Training, Sales & Marketing, and IT).

Notes

UNIT 1.3: Responsibilities of Front Office trainee

Unit Objectives

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

1. Discuss the roles and responsibilities of the Front Office trainee.
2. Describe the career prospects for front-office trainees.

Resources to be Used

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

Notes for Facilitation

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

Do

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

Say

- This training programme is developed to impart specific skills to individuals who wish to perform as a Front Office Trainee. The responsibilities of a Front Office Trainee are as below:
 - Assist in front office operations.
 - Assist in bell desk activities.
 - Communicate effectively with guests, colleagues and superiors
 - Maintain professional etiquette
 - Provide specific services as per the guests' requirements
 - Maintain organisational confidentiality
 - Respect guest's privacy
 - Maintain personal and workplace hygiene

- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Notes for Facilitation

- Share a brief description of the function of the front office department.
- The business centre facilitates the internet facilities and system for work. Specifically, the business centre is being used at business-class hotels.
- The travel desk and Concierge coordinate to arrange personalized services about the city and hotel.
- The reservation section is responsible for taking reservations and managing the pricing to achieve good revenue for the hotel.
- The Bell desk section coordinates with security in terms of safety measures.

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
- Tell the students to take their notebooks and pen and note all their understandings about the topic.
- Make the students write down the various roles performed by the Front Office Department sub-sections.

Explain

- Growth Path for Front office Trainees
- Attributes required for a front office trainee

Elaborate

- Elucidate the Growth Path for Front office Trainees with the help of (Fig 1.3.1 Growth Path for Front office Trainee), given in the Participant Handbook.

Ask

- What are the functions of the Front Office department?
- According to the roles and functions, what are the names of sub-sections?

Exercise

- Question 1.** Which scheme aims to skill one crore youth in the next three years?
- (A). Start-up, stand up
 - (B). Pradhan Mantri Kaushal Vikas Yojana**
 - (C). The National Skill Development Mission
 - (D). Deen Dayal Upadhyaya Grameen Kaushalya Yojana
- Question 2.** A group that is checking in may consume alcoholic beverages in the lobby.
- (A). True**
 - (B). False
- Question 3.** The Organizational Chart aids the administration by illustrating the chain of command.
- (A). True**
 - (B). False
- Question 4.** Extended-stay hotels are similar to suite hotels but usually offer kitchen amenities in the room.
- (A). True**
 - (B). False
- Question 5.** Which among the given option is a responsibility of a Front office trainee?
- (A). Developing an overall understanding of how a hotel functions
 - (B). Supports managers with various tasks (e.g. policy making, goal setting)
 - (C). Learns to evaluate the performance
 - (D). All of the above**
- Question 6.** When a front office trainee reaches level 7, he/she holds which of the following designation?
- (A). Duty Manager**
 - (B). Guest relation manager
 - (C). Front office executive
 - (D). Guest Service Associate (Front office)
- Question 7.** Hotels are routinely graded in order to group them into quality categories.
- (A). True**
 - (B). False

Question 8. What does the image indicate?



- (A). Typify luxury across all areas of operation**
- (B). Achieve a deluxe guest experience
- (C). Deliver a broad range of amenities and needs.
- (D). Focus on the needs of price-conscious guests

Question 9. Casino hotels are hotels with -----

- (A). Hotels with gambling facilities**
- (B). Houses with rooms converted into overnight facilities
- (C). Located in the mountains, on an island, or in other exotic locations away from cities
- (D). Provide long-term or permanent accommodation for guests.

Question 10. UNWTO stands for

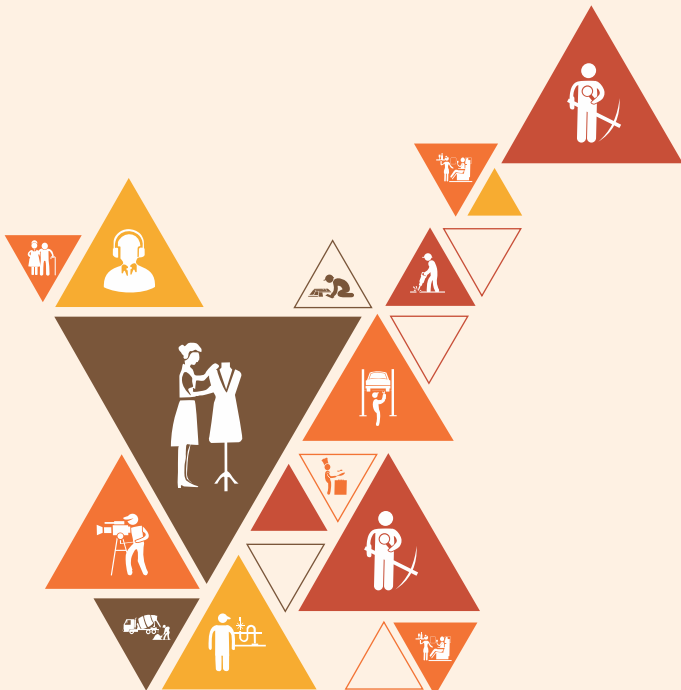
- (A). The World Textile Organization of the United Nations
- (B). The World Tourism Organization of the United Nations**
- (C). The World Tourism Operation of the United Nations
- (D). The World Tourism Organization of the Union Nations



2. Assist in Performing Front Office Activities

Unit 2.1 - Offer support in Front Office Activities

Unit 2.2 - Offer Assistance in Bell Desk Operations



THC/N0129

Key Learning Outcomes



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

1. Elaborate on various office equipment, such as photocopiers, printers, and workstations, along with their functions
2. Explain the front office guest cycle
3. Explain the importance of organising and arranging the work area
4. Explain the communication etiquette and other protocols to be followed while attending the phone calls, greeting and welcoming the guests
5. Describe various types of rooms, facilities, tariffs (like BAR, Corporate, Contracted, Group, etc.) and meal plans applicable in the Hotel Industry
6. Explain the guest registration, check-in and checkout procedures, policy and other regulatory requirements of a Hotel
7. Discuss the importance of maintaining inter and intra-departmental coordination
8. Explain the importance of using of internet and e-mail for a Front Office Trainee
9. Describe different kinds of reports to be prepared by the Front Office Trainee

Unit 2.1: Offer support in Front Office Activities

Unit Objective

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

1. Explain proper techniques for using various office equipment.
2. Understand the significance of organising the work area.
3. Explain desirable professional and communication etiquette for customer service.
4. Explain guest registration, check-in, and check-out processes.
5. Explain different hotel industry-relevant accommodation types, amenities, and rates (Such as BAR, Group, Corporate etc.).
6. Understand the importance of managing cooperation within and outside the department.
7. Explain the importance of various reports to be generated and the use of the internet and e-mail by front office trainee.

Resources to be Used

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

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Maintain the record of assessment scores.
- Write down the correct answer on the whiteboard.

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 desk, which directly interacts with guests, is a crucial aspect of the hotel. Reservation, guest service, check-in, check-out, telephone, finance & cashiering, foreign exchange, room assignment, inquiry, etc., are some of this department's primary responsibilities.

Explain

- Use of Various Office types of equipment
- Front Office Guest Cycle
- Keeping Work Area Organized
- Communicating with Guests
- Types of Rooms, Facilities, Tariffs, and Meal Plans Applicable
- Types of Rooms
- Guest Registration, Check-In, and Check-Out
- Guest Registration and Check-in Process
- Late Checkout Process and Procedure
- Checking Occupancy Status
- Importance of Managing Coordination within and outside department
- Maintaining Various Business Reports
- Introduction to E-mail

Elaborate

- Elucidate the Use of Various Office types of equipment with the help of (Fig 2.1.1 Use of Various Office Types of Equipment), given in the Participant Handbook.
- Describe the Use of Various Office types of equipment with the help of (Table 2.1.1- Types of Front Office Equipment), given in the Participant Handbook.
- Elucidate the Use of Various Office equipment with the help of (Fig 2.1.2 Basic parts of the computer), given in the Participant Handbook.
- Illustrate the Use of Various Office types of equipment with the help of (Fig 2.1.3 A Basic Photocopier.), given in the Participant Handbook.
- Describe the Use of Various Office types of equipment with the help of (Fig 2.1.4 Do's and don'ts of using a photocopier), given in the Participant Handbook.
- Clarify the Use of Various Office types of equipment with the help of (Fig 2.1.5 A basic Printer), given in the Participant Handbook.
- Clarify the Use of Various Office types of equipment with the help of (Fig 2.1.6 Do's and don'ts of using a printer), given in the Participant Handbook.
- Illustrate the Use of Various Office types of equipment with the help of (Fig 2.1.7 Credit card validator), given in the Participant Handbook.
- Illustrate the Use of Various Office types of equipment with the help of (Fig 2.1.8 Call Accounting System), given in the Participant Handbook.
- Define the Use of Various Office equipment with the help of (Fig 2.1.9 Wake-up call system), given in the Participant Handbook.
- Illustrate the Front Office Guest Cycle with the help of (Fig 2.1.10 Guest Service Cycle in a hotel), given in the Participant Handbook.
- Elucidate the Front Office Guest Cycle with the help of (Table 2.1.2 Associated activities), given in the Participant Handbook.
- Illustrate the Keeping work area organized with the help of (Fig 1.2.3 Keeping work area organized), given in the Participant Handbook.
- Describe Communicating with Guests with the help of (Fig 1.2.4 Question word usage), given in the Participant Handbook.

- Describe the Types of Rooms with the help of (Fig 2.1.11 Single Room), given in the Participant Handbook.
- Elucidate the Guest Registration, Check-In, and Check-Out with the help of (Fig 2.1.18 Guest Registration and Check-in Process), given in the Participant Handbook.
- Describe the Checking Occupancy Status with the help of (Table 2.1.5 Occupancy report template), given in the Participant Handbook.
- Describe the Maintaining Various Business Reports with the help of (Table 1.2.5 Pick and drop report), given in the Participant Handbook.
- Elucidate the Maintaining Various Business Reports with the help of (Table 1.2.6 Arrival report), given in the Participant Handbook.
- Illustrate the Maintaining Various Business Reports with the help of (Table 1.2.7 Departure report), given in the Participant Handbook.
- Describe the Maintaining Various Business Reports with the help of (Fig 2.1.8 Rate variance report), given in the Participant Handbook.
- Clarify the Introduction to E-mail with the help of (Fig 2.1.19 G Mail –Email), given in the Participant Handbook.
- Clarify the Introduction to E-mail with the help of (Fig 2.1.20 Email Components), given in the Participant Handbook.
- Illustrate the Introduction to E-mail with the help of (Fig 2.1.21 Microsoft Outlook), given in the Participant Handbook.
- Illustrate the Introduction to E-mail with the help of (Fig 2.1.22 outlook), given in the Participant Handbook.
- Define the Introduction to E-mail with the help of (Fig 2.1.23 Forward or reply to an email message), given in the Participant Handbook.
- Illustrate the Introduction to E-mail with the help of (Fig 2.1.24. Add an attachment to an email message), given in the Participant Handbook.
- Elucidate the Introduction to E-mail with the help of (Fig 2.1.24 saving an attachment), given in the Participant Handbook.
- Illustrate the Introduction to E-mail with the help of (Fig 2.1.25 Calendar appointment), given in the Participant Handbook.
- Describe the Introduction to E-mail with the help of (Fig 2.1.26 Setting reminders), given in the Participant Handbook.
- Describe the Introduction to E-mail with the help of (Fig 2.1.27 Setting reminders), given in the Participant Handbook.
- Define the Introduction to E-mail with the help of (Fig 2.1.28. Print an email), given in the Participant Handbook.

Ask



- Why is Front Office an important department of a hotel?

Notes for Facilitation



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

Activity -1



Print and distribute the below-given figure and ask the candidates to write the equipment names per the category given in the 2nd level of the figure.

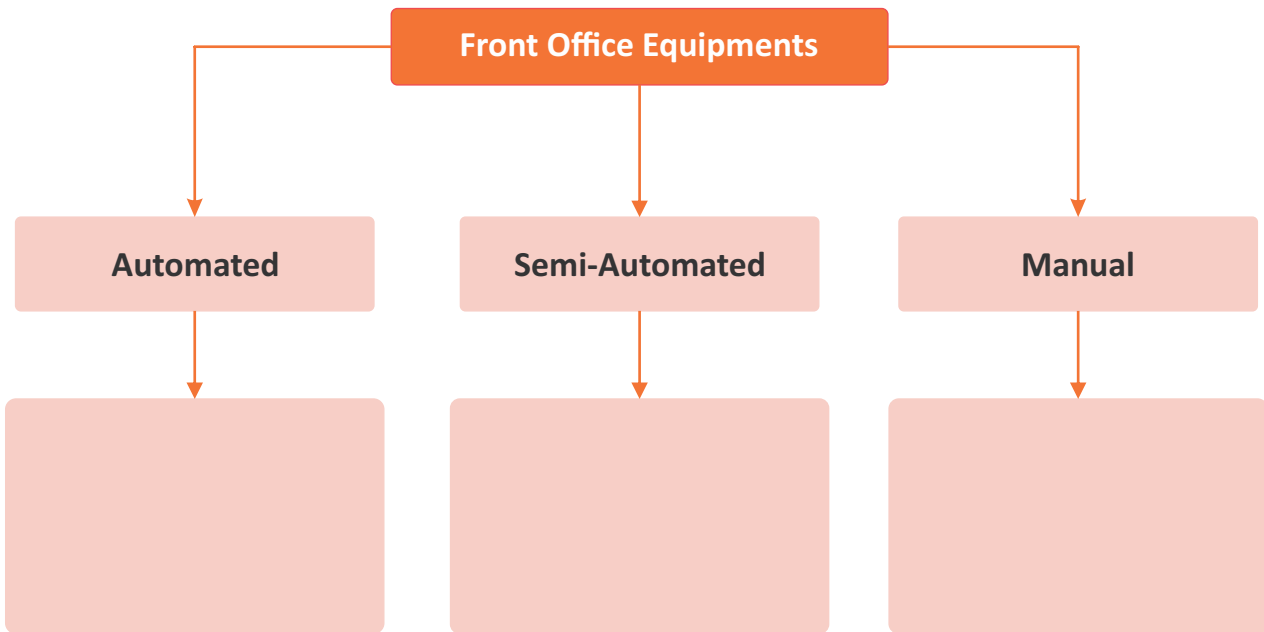


Fig 2.1.1 Activity sheet to be printed and distributed

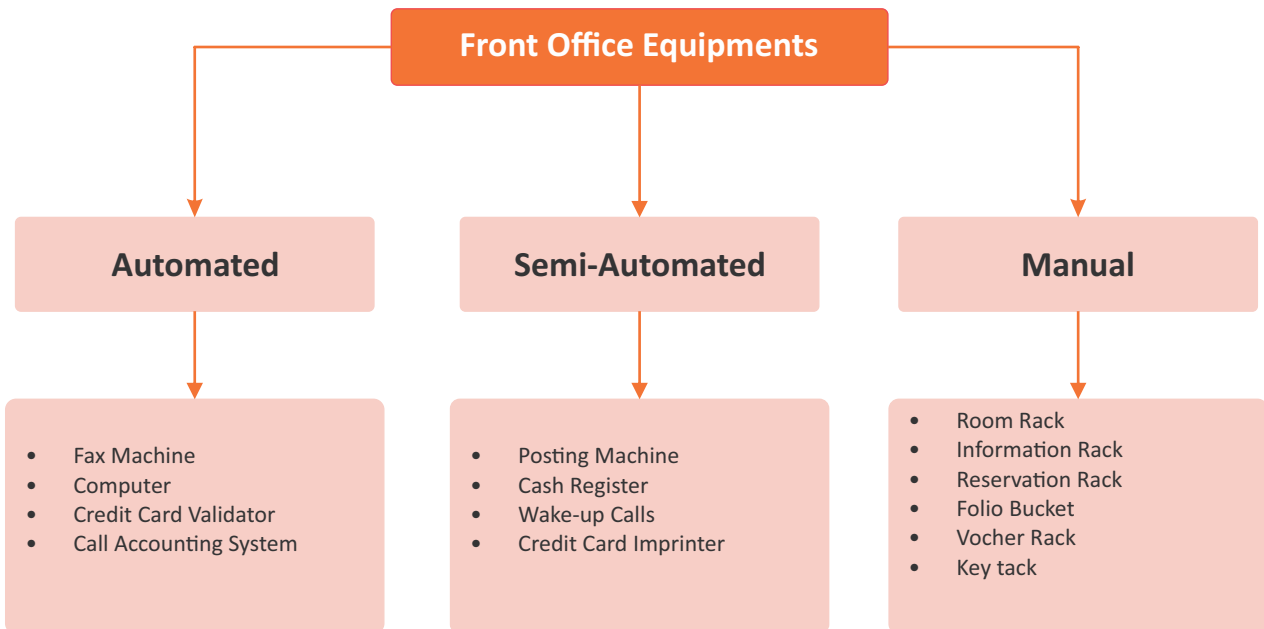


Fig 2.1.2 Answers to the activity

Activity -2



Print and distribute the below-given figure and ask the candidates to write the names of the activities carried out in each hotel's guest service cycle phase.

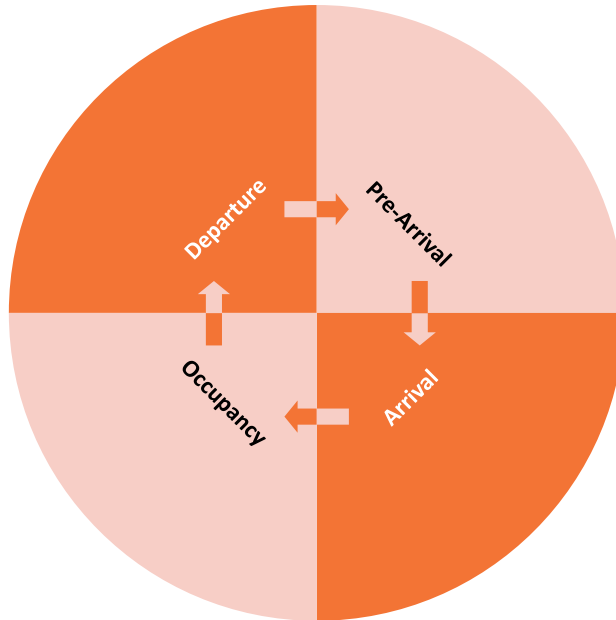


Fig 2.1.3 Activity sheet to be printed and distributed

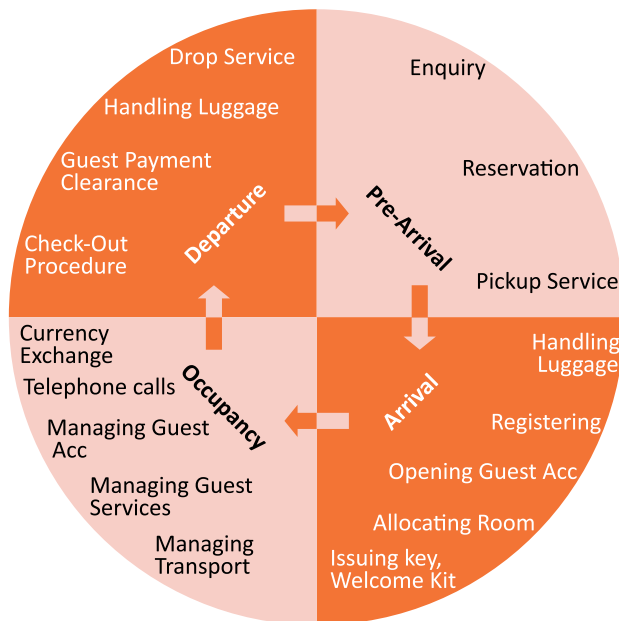


Fig 2.1.4 Answers to the activity

Activity - 3

- Print and distribute the below-given figure
- Dive the candidates into a group of 2; each group get 2 print outs of the given figure below
- One candidate speaks up the description of each stage, and another writes them on the sheet.
- At the end of the activity, you can declare the winner and also disclose the group close to the description of the stages given in the activity sheet.

Six Stages of Check-in Procedure

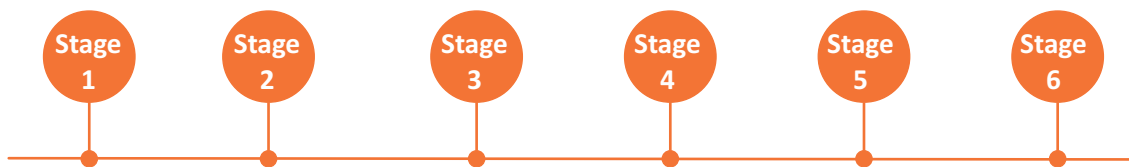


Fig 2.1.5 Activity sheet to be printed and distributed

Six Stages of Check-in Procedure

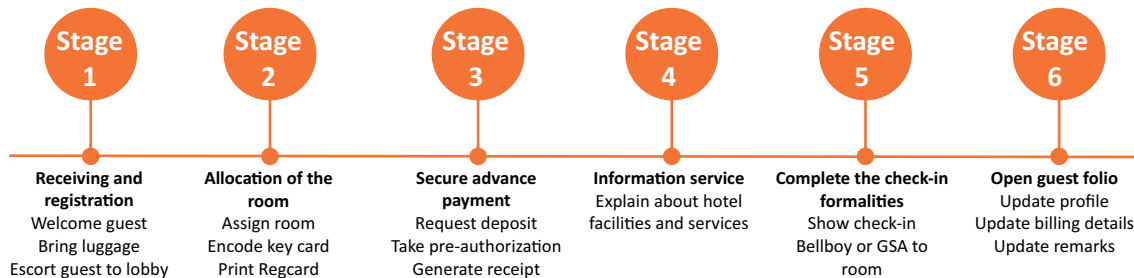


Fig 2.1.6 Answers to the activity

Unit 2.2: Offer Assistance in Bell Desk Operations

Unit Objective

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

1. Understand different types of occupancy and guest movements.
2. Understand different types of luggage trolleys and carts and how they are used.
3. Understand the procedure to handle and tag guests' luggage, parcel and other belongings.
4. Following professional etiquette, explain how to receive guests' mail, packages, and messages.

Resources to be Used

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

Notes for Facilitation

- Enter the class ten minutes before the session begins.
- Maintain the record of assessment scores.
- Write down the correct answer on the whiteboard.
- Allow maximum participation to answer the questions.
- Explain the correct answers one by one.

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

- They offer to assist in bell desk operations which directly interact with different types of occupancy and guest movements. It helps better understand different types of luggage trolleys and carts and how they are used. It follows professional etiquette; explains how to receive guests' mail, packages and messages.

Explain

- Managing guest movements and occupancy status
- Nature of occupancy status and flow of guests during
- The peak and lean seasons
- Types of baggage trolleys or carts and their usage
- Sop for handling and tagging guests' luggage
- Receiving and delivering guest's messages and parcels
- Methods of screening the parcels, messages, and other deliverables
- Importance of bell desk associate to perform his/her shift
- Basic terminology used in hospitality parlance

Elaborate

- Elucidate the Types of Baggage Trolleys or Carts and their Usage with the help of (Fig 2.2.1 Luggage hand truck), given in the Participant Handbook.
- Illustrate the Types of Baggage Trolleys or Carts and their Usage with the help of (Fig 2.2.2 Bellman's luggage cart), given in the Participant Handbook.
- Describe the SOP for Handling and Tagging of Guests' Luggage with the help of (Fig 2.2.3 Luggage tag), given in the Participant Handbook.
- Clarify the Receiving and Delivering of Guest's Messages and Parcels with the help of (Fig 2.2.4 Message slip), given in the Participant Handbook.

Ask

- Why must positive body language be displayed?
- Why do hotels usually have separate tariffs for peak season and off-season?
- In how many rings must the telephone be answered?
- What is the procedure after receiving the parcel?

Notes for Facilitation

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

Activity

- Confirm from the class if each candidate has an active mail ID. Suppose anyone does not have one; ask them to create one.
- Then divide the candidates as per the hierarchy of the large hotel and write a mail to each department for the daily common hotel issues or general information sharing or updating superiors.

Exercise

Question 1. Which among the following is not an input device?

- (A). Light pen
- (B). Mouse
- (C). Microphone
- (D). Monitor**

Question 2. Identify the associated activity of arrival w.r.t. guest cycle.

- (A). Enquiry
- (B). Bill Settlement**
- (C). Guest Registration
- (D). Pickup service

Question 3. Match the following.

5S of Workplace organization	Relevant phrase
1. Sort	a. Make it clean and keep it clean
2. Set in order	b. When in doubt, move it out
3. Shine	c. A place for everything and everything in its place
4. Standardise	d. The most difficult-just do it
5. Sustain	e. Quality processes on time every time

Question 4. Which among the following cannot be used to express gratitude to the guest?

- (A). I wish, I could _____
- (B). Thank you
- (C). It means a lot to me
- (D). I appreciate...

Question 5. Only hotel stay is covered in _____.

- (A). American plan
- (B). Modified American plan
- (C). European plan**
- (D). Continental plan

Question 6. Which among the following details is not relevant to be captured in the registration card in the case of a native guest?

- (A). Guest's name
- (B). Complete residence/business address
- (C). Passport and Visa details
- (D). Purpose of the visit**

Question 7. _____ is to be referred to check the difference between the current rate and the rate loaded at the time of reservation.

- (A). Arrival report
- (B). Departure report
- (C). Pick-up and drop report
- (D). Rate variance report**

Question 8. Calculate occupancy percentage based on sellable rooms from the following data.

- Total number of rooms hotel = 225
- Number of rooms occupied on a particular date = 168
- Total Out of order rooms = 7

Question 9. If the guest's room is not ready on arrival, what action should be taken to handle the guest's luggage?

- (A). Place the luggage on the luggage rack in a room
- (B). Store the luggage in the store room on arrival shelves and update the log book accordingly**
- (C). Store the luggage in the store room on the departure shelves and update the log book accordingly
- (D). Store the luggage in a store room on long-term storage shelves and update the log book accordingly

Question 10. Which among the following is advisable in case of guest's message contains upsetting news?

- (A). Deliver the message to the guest directly
- (B). Notify the duty manager before sending the message**
- (C). Delay the delivery of the message for sometime
- (D). Ask the caller to inform the guest directly

Scan the QR codes to watch the related videos



[Check Out Procedure](#)

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 3.1: 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 3.1.1 communication process in the participant handbook
- With the help of Fig 3.1.2, 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 3.1.3 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



Unit 3.2: Sensitisation Toward Different Age Groups, Genders and Persons With Disabilities

Unit Objectives

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

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

Resources to be Used

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

Notes for Facilitation

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

Say

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

Explain



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

Elaborate



- With the help of Fig 3.3.1, 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 3.3.3 Importance of gender sensitisation in the participant handbook
- PRIDE month with the help of Fig 3.3.4 PRIDE month in the participant handbook
- LGBTIQA+ with the help of Fig 3.3.5 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

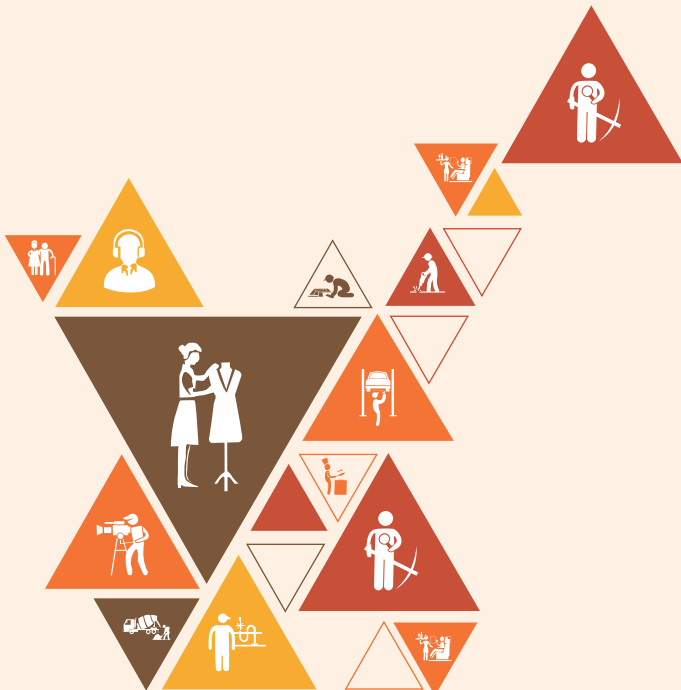
- (A). sexualism**
- (B). homophobia
- (C). LGBTIQA±
- (D). None of the above



4. Organisational Confidentiality and Guest's Privacy

Unit 4.1 – Maintain the confidentiality of the organisation

Unit 4.2 – Maintain the privacy of guest information



THC/N9903

Key Learning Outcomes



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

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

Unit 4.1: 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 4.1.1 IPR), given in the Participant Handbook.
- Describe the IPR Types with the help of(Fig 4.1.2 IPR Types), given in the Participant Handbook.
- Elucidate the copyright Infringement with the help of(Fig 4.1.3 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



Unit 4.2: 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**

Key Learning Outcomes



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

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

Unit 5.1: 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 5.1.1 Personal Hygiene, Fig 5.1.2 Hygiene-1, Fig 5.1.3 Hygiene-2 Fig 5.1.4 Various kinds of mat and Fig 5.1.5 Ways of hygiene in the Participant handbook.
- Hand washing and its steps with the help of Fig 5.1.7 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 5.1.6 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 

Unit 5.2.: 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 5.2.8 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>DANGER SIGNS Indicate immediate hazards that will result in injury or death if not avoided.</p>
	<p>WARNING SIGNS Indicate a hazard level that falls somewhere between caution and danger.</p>
	<p>CAUTION SIGNS, Represent the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.</p>
	<p>BIOLOGICAL HAZARD SIGNS indicate either the actual presence of a biohazard.</p>
	<p>NOTICE SIGNS, Used to convey general information as warning indicators are linked to activities not directly related to personal injury.</p>
	<p>GENERAL SAFETY SIGNS, Important safety instructions and procedures, for example- such as regulations and practices for first signs, cleanliness, and housekeeping.</p>
	<p>FIRE SAFETY SIGNS are frequently used to mark the location of emergency equipment, such as fire extinguishers. These signs do not provide instructions for using safety equipment.</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.5.2.3 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.5.2.4 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 5.3: 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**

Scan/Click this QR code to access eBook

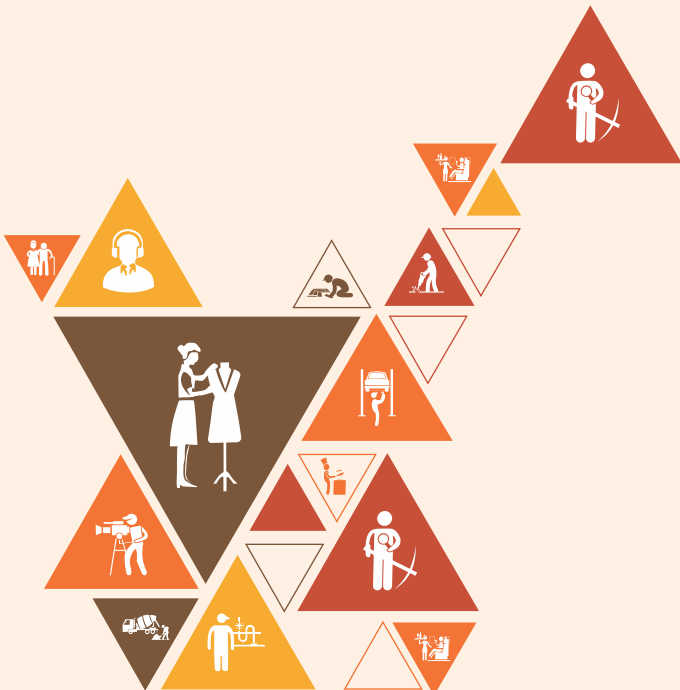


<https://eskillindia.org/NewEmployability>



Annexures

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



Annexure I

Training Delivery Plan

Program Name:	Front Office Trainee		
Qualification Pack and reference ID	THC/Q0110		
Version No.	3	Version Update Date	24/06/2021
Pre-Requisite License or Training	NA		
Training Outcomes	<p>At the end of the program, the learner will be able to:</p> <ul style="list-style-type: none"> • Apply appropriate practices to assist the Front Office Associate in Front Office operations • Employ appropriate practices to greet and welcome the guests • Describe how to assist the Bell Desk Associate in handling the luggage • Apply appropriate practices to assist in preparing and distributing the amenity vouchers • Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow • Apply gender and age-sensitive service practices • Describe the protocols related to confidentiality of the organizational information and guests' privacy • Apply health, hygiene, and safety practices at the workplace 		

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Introduction to Front Office Management and Front Office Trainee	An overview of skill India mission	1. Explain the objectives and benefits of the Skill India Mission	THC/N0129	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 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 : 2 P : 0
		Responsibilities of front office trainee	1. Discuss the roles and responsibilities of the front office trainee associate 2. Describe the career prospects for front office trainees		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 0
2	Assist in Performing Front Office Activities	Offer Support in Front Office Activities	1. Explain proper techniques for using various office equipment.	THC/N0129 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, GS1,GS2	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Offer Support in Front Office Activities (Contd...)	2. Understand the significance of organising the work area.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Offer Support in Front Office Activities (Contd...)	3. Explain desirable professional and communication etiquette for customer service.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Offer Support in Front Office Activities (Contd...)	4. Explain guest registration, check-in, and check-out processes.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
		Offer Support in Front Office Activities (Contd...)	5. Explain different hotel industry-relevant accommodation types, amenities, and rates (Such as BAR, Group, Corporate etc.).		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Offer Support in Front Office Activities (Contd...)	6. Understand the importance of managing cooperation within and outside the department.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Offer Support in Front Office Activities (Contd...)	7. Explain the importance of various reports to be generated and the use of the internet and e-mail by front office trainee.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 4
3	Assist in Performing Front Office Activities	Offer Assistance in Bell Desk Operations	1. Understand different types of occupancy and guest movements.	THC/N0129 PC13, PC14, PC15, PC16 KU13, KU14, KU15, KU16, KU17, KU18, GS3,GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Offer Assistance in Bell Desk Operations (Contd...)	2. Understand different types of luggage trolleys and carts and how they are used.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Offer Assistance in Bell Desk Operations (Contd...)	3. Understand the procedure to handle and tag guests' luggage, parcel and other belongings.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Offer Assistance in Bell Desk Operations (Contd...)	4. Following professional etiquette, explain how to receive guests' mail, packages, and messages.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
4	Maintain Effective Communication and Service Standard	Maintain Effective Communication and Service Standard	1. Discuss the importance of effective communication	THC/N9901 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, GS1, GS2, GS3, GS4, GS5	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		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 : 1
		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 : 1
		Maintain Effective Communication	4. Describe various ways to handle guest complaints		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
		and Service Standard (Contd...)				Whiteboard, Marker, and Duster	
		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 : 1
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities	1. Explain the importance of gender and age sensitivity		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	2. Discuss gender and age-specific requirements of the guests		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	3. Discuss the specific needs of People with Disabilities		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	4. Discuss the importance of reporting Sexual harassment at the workplace		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Sensitisation Towards Different Age Groups, Genders and Persons with Disabilities (Contd...)	5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
5	Organisational Confidentiality and Guest's Privacy	Maintain the Confidentiality of the Organization	1. Explain the procedures to report the infringement of IPR to the concerned person	THC/N9903	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 3
		Maintain the Privacy of	1. Discuss the usage, storage and disposal procedures of		Interactive Lecture in the Class	Participant handbook, Projector	T : 4 P : 3

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Customer's Information	confidential information as per the specification	PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS3		Whiteboard, Marker, and Duster	
		Maintain the Privacy of Customer's Information (Contd...)	2. 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 : 3
		Maintain the Privacy of Customer's Information (Contd...)	3. 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 : 4 P : 3
6	Follow Health, Hygiene and Safety Practices	Maintain Health, Hygiene, and Safety Practices at the Workplace	1. Discuss the concept and importance of personal and workplace hygiene.	THC/N9906 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, GS1, GS2, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Maintain Health, Hygiene, and Safety Practices at the Workplace (Contd...)	2. Discuss best practices to maintain personal hygiene.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Maintain Health, Hygiene, and Safety Practices at the Workplace (Contd...)	3. Explain how 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	1. 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...)	2. State the importance of safety management programs.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health	4. Explain the importance of preventive health check-		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
		Measures (Contd...)	ups organised by the facility.			Whiteboard, Marker, and Duster	
		Apply Precautionary Health Measures (Contd...)	5. 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...)	6. Identify different safety warning signs and labels at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	7. Discuss ways to identify hazards at the workplace.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	8. List the components of the first-aid kit.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Apply Precautionary Health Measures (Contd...)	9. Explain the procedure to report accidents and other health-related issues as per SOP.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 1 P : 1
		Employ Effective Waste Management	1. Employ effective waste management techniques.		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 3
7	Employability Skills			DGT/VSQ/N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector Whiteboard, Marker, and Duster	T : 30 P : 0
8	On-the-Job Training						60 Hours

Annexure-II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Front Office Trainee
Qualification Pack	THC/Q0110
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	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N0129: Assist in performing front office activities	<i>Assist in front office operations</i>	30	30	-	15
	PC1. ensure availability at the front desk at all times	-	-	-	-
	PC2. make sure the work area is always kept in a tidy and organised condition	-	-	-	-
	PC3. attend phone calls, and reroute them to the concerned person	-	-	-	-
	PC4. receive couriers, messages, and parcels and forward them to the addressed person as per SOP	-	-	-	-
	PC5. file all the reports and records properly as per organisational standards	-	-	-	-
	PC6. arrange all the keys in the key rack as per SOP	-	-	-	-
	PC7. assist in preparing and distributing amenity vouchers	-	-	-	-
	PC8. greet and welcome the guests visiting the hotel	-	-	-	-
	PC9. assist Front Office Associate in the guest's check-in during peak hours to ease traffic at the front office like making photocopies of documents, etc.	-	-	-	-
	PC10. assist Front Office Associate in all the necessary preparations for important events and conventions	-	-	-	-
	PC11. escort the guest to the room and explain about the hotel and room's facilities	-	-	-	-
	PC12. liaise with F&B and the housekeeping department regarding guest's requirements	-	-	-	-
	<i>Assist in bell desk activities</i>	10	10	-	5
	PC13. assist Bell Desk Associate with guest luggage handing during arrival and departure of the guests	-	-	-	-
	PC14. provide assistance to bell desk in tagging all guest luggage	-	-	-	-
	PC15. help bell desk in distributing all night audit reports to concerned departments	-	-	-	-
PC16. assist the guest to his or her room or other areas of the hotel, if required	-	-	-	-	
NOS Total	40	40	-	20	
	<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10
THC/N9901: Communicate effectively and maintain service standards	PC1. greet the guests promptly and appropriately as per organisation's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC5. build effective yet impersonal relationship with guests	-	-	-	-
	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to the colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	-	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organisational policy	-	-	-	-
	PC14. maintain personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC19. follow gender and age sensitive service practices at all times	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
	NOS Total	40	40	-	20
THC/N9903: Maintain organisational confidentiality	<i>Maintain organisational confidentiality</i>	6	6	-	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organisational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
and respect guests' privacy	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	-	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	NOS Total	10	10	-	5
	<i>Maintain personal and workplace hygiene</i>	10	10	-	5
THC/N9906: Follow Health, Hygiene and Safety practices	PC1. wash and sanitise hands at regular intervals using hand wash & alcohol-based sanitisers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitise all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	-	-
	PC9. attend regular health check-ups organised by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	-	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-	
<i>Follow effective waste management</i>	5	10	-	5	
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-	

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	NOS Total	25	35	-	15

Annexure-III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.1 An Overview of Skill India Mission	1.1.1 Skill India Program Objectives, Features and Advantages	16	https://www.youtube.com/watch?v=y7CxAa7KicM	 Role of Government in skill development
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.2 An Overview of Hospitality Industry	Unit 1.2 An Overview of Hospitality Industry	16	https://www.youtube.com/watch?v=ddPE20dDrs	 Introduction to Hospitality Industry
Chapter -1 Introduction to Front Office Management and Front Office Trainee	UNIT 1.2 An Overview of Hospitality Industry	1.2.2 Departments of a Hotel	16	https://www.youtube.com/watch?v=pQce_5Y7ZXI	 Departments of a hotel
Chapter - 2 Assist in Performing Front Office Activities	UNIT 2.1 Offer Support in Front Office Activities	2.1.2 Front Office Guest Cycle	31	https://www.youtube.com/watch?v=J0Qf4cXTQlc	 Functions Of Front Office
Chapter - 2 Assist in Performing Front Office Activities	UNIT 2.1 Offer Support in Front Office Activities	2.1.6 Guest Registration, Check-In, And Check-Out	31	https://youtu.be/vaPIWRDXREg	 Check Out Procedure
Chapter - 3 Communicate Effectively and Maintain Service Standards	UNIT 3.1 Maintain Effective Communication and Service Standard	Unit 3.1.1 Effective communication	44	https://youtu.be/X3Fz_Gu5WUE?t=112	 Communication Skills

Chapter - 3 Communicate Effectively and Maintain Service Standards	UNIT 3.3 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	3.3.1 Sexual Orientation and Discrimination	44	https://www.youtube.com/watch?v=-FCEBe5VNcA	 Gender Sensitization Issues and Challenges
Chapter- 4 Organizational Confidentiality and Guest's Privacy	UNIT 4.1 Intellectual Property Rights (IPR) and its Importance	4.1.1 Intellectual Property Rights (IPR) and its Importance	55	https://youtu.be/avSdoMz6OuA?t=85	 Intellectual Property Rights (IPR) - Introduction, Definition, Types, Examples
Chapter- 4 Organizational Confidentiality and Guest's Privacy	UNIT 4.2 Privacy of Guest Information	4.2.1 Procedures to Report the Infringement of IPR to the Concerned Person	55	https://www.youtube.com/watch?v=1C42q3UL26o	 Copyright infringement
Chapter - 5 Basic Health and Safety Standard	UNIT 5.2 Apply Precautionary Health Measures	UNIT 5.2 Apply Precautionary Health Measures	75	https://www.youtube.com/watch?v=j2NtUQa_vB4	 Importance and Methods of Protecting People and Assets
Chapter - 5 Basic Health and Safety Standard	UNIT 5.2 Apply Precautionary Health Measures	5.2.4 Firefighting and its Prevention	75	https://www.youtube.com/watch?v=sM8yiOzXaNE	 Introduction to Fundamental Concepts of Fire Safety
Chapter - 5 Basic Health and Safety Standard	UNIT 5.3 Employ Effective Waste Management	5.3.3 Types of Waste	75	https://www.youtube.com/watch?v=Plr2jpscZ7w	 Waste-Types and Classification



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Address: Tourism & Hospitality Skill Council
404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place,
New Delhi 110001

Email: info@thsc.in

Web: <https://www.thsc.in/>

Phone: 011-41608056/57/74

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