



# Housekeeping Supervisor

QP Code: THC/Q0201

Version: 2.0

NSQF Level: 5

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## THC/Q0201: Housekeeping Supervisor

### Brief Job Description

The individual at work maintains inventory for housekeeping activities, assigns duties, monitors, and inspects work of housekeeping personnel to ensure a clean, orderly, and attractive workplace.

### Personal Attributes

The job requires the individual to have strong communication, interpersonal, and team management skills.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [THC/N0242: Manage housekeeping staff and inventory](#)
2. [THC/N0243: Supervise housekeeping operations](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5151.9900

<b>Minimum Educational Qualification &amp; Experience</b>	12th Class/I.T.I (two years after class 10th) with 3 Years of experience in Housekeeping Department OR 12th Class/I.T.I (one year after class 10th and with one year of experience) with 3 Years of experience in Housekeeping Department OR Certificate-NSQF (level-4 Guest Service Associate (HouseKeeping)) with 1 Year of experience in Housekeeping Department
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	24/06/2021
<b>Next Review Date</b>	24/06/2024
<b>Deactivation Date</b>	24/06/2024
<b>NSQC Approval Date</b>	24/06/2021
<b>Version</b>	2.0

## THC/N0242: Manage housekeeping staff and inventory

### Description

This OS unit is about monitoring the work of housekeeping staff and training them.

### Scope

The scope covers the following :

- Monitor and train housekeeping Staff
- Maintain housekeeping inventory

### Elements and Performance Criteria

#### *Monitor and train housekeeping Staff*

To be competent, the user/individual on the job must be able to:

- PC1.** ensure availability of adequate staff to perform housekeeping activities
- PC2.** screen job applicants, and hire new employees as per requirement
- PC3.** prepare work schedule of housekeeping staff
- PC4.** roster staff according to workplace needs, anticipated peaks, and dip in occupancy
- PC5.** allocate staff and brief them on duties and relevant procedures
- PC6.** check staff workload and assist staff to prioritize workloads according to work requirements
- PC7.** monitor the attendance of the staff
- PC8.** resolve staff conflict, whenever it arises
- PC9.** arrange for backup in case of unplanned leaves of any employee
- PC10.** identify training needs and implement the staff training plan
- PC11.** report to the senior as per escalation matrix in case of tough situations and irreconcilable issues among the team members
- PC12.** maintain required records of work hours, payrolls, and other employee information
- PC13.** evaluate employee performance and recommend personnel actions, such as promotions, transfers, and dismissals

#### *Maintain housekeeping inventory*

To be competent, the user/individual on the job must be able to:

- PC14.** estimate the quantity of materials that will be required for cleaning
- PC15.** prepare weekly/ daily requisition to procure stock from the store
- PC16.** check the received stocks from the stores for quantity against requisition
- PC17.** perform the stock rotation of materials, linen, and other consumable stock and return the old stock for reprocessing as per organizational policies
- PC18.** maintain stock records of the items in the inventory
- PC19.** ensure that all housekeeping equipment and supplies are stored properly
- PC20.** ensure upkeep and maintenance of tools, equipment, or machinery required for housekeeping duties

- PC21.** maintain appropriate levels of PAR (Periodic Automatic Replenishment) Stock of Linen & consumables in housekeeping pantry
- PC22.** maintain discards percentages
- PC23.** prepare month-end inventory records

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** SOPs for housekeeping
- KU2.** staff scheduling and rostering procedures
- KU3.** performance monitoring methods
- KU4.** procedure to record staff attendance
- KU5.** human resource management procedure
- KU6.** conflict resolution strategies
- KU7.** effective team handling techniques
- KU8.** procedure to record employee information
- KU9.** inventory management process
- KU10.** procedure to inspect storage of housekeeping equipment
- KU11.** procedure to inspect the housekeeping equipment
- KU12.** various records and reports prepared by the housekeeping department
- KU13.** workplace training methods

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** read the organisation's policies, SOP, etc.
- GS2.** analyse resource requirement at workplace like materials, equipment, etc.
- GS3.** discuss task lists, schedules, and workloads with co-workers
- GS4.** complete documentation related to housekeeping in the workplace
- GS5.** communicate effectively with co-workers and other departments
- GS6.** plan and prioritize tasks to ensure smooth functioning of the organisation
- GS7.** identify immediate solutions to resolve delays

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor and train housekeeping Staff</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> ensure availability of adequate staff to perform housekeeping activities	-	-	-	-
<b>PC2.</b> screen job applicants, and hire new employees as per requirement	-	-	-	-
<b>PC3.</b> prepare work schedule of housekeeping staff	-	-	-	-
<b>PC4.</b> roster staff according to workplace needs, anticipated peaks, and dip in occupancy	-	-	-	-
<b>PC5.</b> allocate staff and brief them on duties and relevant procedures	-	-	-	-
<b>PC6.</b> check staff workload and assist staff to prioritize workloads according to work requirements	-	-	-	-
<b>PC7.</b> monitor the attendance of the staff	-	-	-	-
<b>PC8.</b> resolve staff conflict, whenever it arises	-	-	-	-
<b>PC9.</b> arrange for backup in case of unplanned leaves of any employee	-	-	-	-
<b>PC10.</b> identify training needs and implement the staff training plan	-	-	-	-
<b>PC11.</b> report to the senior as per escalation matrix in case of tough situations and irreconcilable issues among the team members	-	-	-	-
<b>PC12.</b> maintain required records of work hours, payrolls, and other employee information	-	-	-	-
<b>PC13.</b> evaluate employee performance and recommend personnel actions, such as promotions, transfers, and dismissals	-	-	-	-
<i>Maintain housekeeping inventory</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC14.</b> estimate the quantity of materials that will be required for cleaning	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC15.</b> prepare weekly/ daily requisition to procure stock from the store	-	-	-	-
<b>PC16.</b> check the received stocks from the stores for quantity against requisition	-	-	-	-
<b>PC17.</b> perform the stock rotation of materials, linen, and other consumable stock and return the old stock for reprocessing as per organizational policies	-	-	-	-
<b>PC18.</b> maintain stock records of the items in the inventory	-	-	-	-
<b>PC19.</b> ensure that all housekeeping equipment and supplies are stored properly	-	-	-	-
<b>PC20.</b> ensure upkeep and maintenance of tools, equipment, or machinery required for housekeeping duties	-	-	-	-
<b>PC21.</b> maintain appropriate levels of PAR (Periodic Automatic Replenishment) Stock of Linen & consumables in housekeeping pantry	-	-	-	-
<b>PC22.</b> maintain discards percentages	-	-	-	-
<b>PC23.</b> prepare month-end inventory records	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0242
<b>NOS Name</b>	Manage housekeeping staff and inventory
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/06/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## THC/N0243: Supervise housekeeping operations

### Description

This OS unit is about preparing for housekeeping services, and performing administrative duties related to housekeeping.

### Scope

The scope covers the following :

- Prepare for housekeeping services
- Monitor housekeeping activities
- Perform administrative duties

### Elements and Performance Criteria

#### *Prepare for housekeeping services*

To be competent, the user/individual on the job must be able to:

- PC1.** obtain housekeeping requirements from the manager as per SOP
- PC2.** prepare a work plan and estimate resource requirement including materials, equipment, and other consumables
- PC3.** ensure availability of various cleaning agents, tools, equipment, and machinery required for specific housekeeping activities
- PC4.** prepare material indent sheet as per the requirement of the area to be cleaned and pre-determined quantity levels
- PC5.** check all equipment for proper functioning, cleanliness, and sanitization
- PC6.** coordinate with the engineering department regarding any repair of the faulty equipment or tools
- PC7.** ensure the material collected from the housekeeping store is as per the material indent sheet
- PC8.** distribute cleaning supplies, consumables to be replenished and tools and equipment required for the job to the housekeeping staff
- PC9.** ensure that the clean linen is transported to appropriate locations using required equipment and safe handling techniques
- PC10.** store and secure the excess or reserve material and equipment as per workplace procedures
- PC11.** issue floor keys to guest room attendants

#### *Monitor housekeeping activities*

To be competent, the user/individual on the job must be able to:

- PC12.** make sure appropriate material and equipment are used as per the requirement of the area to be cleaned
- PC13.** ensure cleanliness, sanitization, and safety of the workplace as per organisational quality standards
- PC14.** ensure that the staff wears appropriate uniform as per organizational standards
- PC15.** inspect the rooms and common areas for cleanliness and sanitization

- PC16.** supervise the handling of soiled linen to laundry department and placing requisition for fresh linen
- PC17.** ensure that housekeeping service meets the guest needs and expectations
- PC18.** ensure the cleaning schedule is followed at all times
- PC19.** ensure that furniture and other items are arranged as per organisational standard
- PC20.** supervise spring cleaning activities
- PC21.** ensure equipment and materials in the housekeeping area are used as per SOP

*Perform administrative duties*

To be competent, the user/individual on the job must be able to:

- PC22.** establish and implement operational standards and procedures (SOPs) for various activities of the housekeeping department
- PC23.** prepare and implement cleaning schedules
- PC24.** maintain lost & found records as per organisation policies
- PC25.** coordinate with the engineering department for preventive maintenance
- PC26.** maintain and control floor key & master key records
- PC27.** collect guest feedback regularly
- PC28.** check & implement any special request highlighted in guest history
- PC29.** investigate complaints about service and equipment, and take corrective action

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** SOPs for housekeeping department
- KU2.** housekeeping inspection checklists
- KU3.** method to prepare work plan
- KU4.** procedure to prepare cleaning schedules
- KU5.** resource management process
- KU6.** cleaning agents, their types and characteristics
- KU7.** operating procedure of various cleaning equipment
- KU8.** material requisition/indent process
- KU9.** method to store material and equipment safely
- KU10.** how to inspect cleaning equipment and tools
- KU11.** room inspection methods and checklists
- KU12.** cleaning schedule
- KU13.** different layout and arrangements for furniture and other items in hotel areas
- KU14.** organisational operational standards and procedures for the housekeeping department
- KU15.** lost & found procedures
- KU16.** various feedback collection techniques
- KU17.** ways to handle guest complaints

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the organisation's policies, SOP, etc.
- GS2.** analyse resource requirement at workplace like materials, equipment, etc.
- GS3.** discuss task lists, schedules, and work-loads with co-workers
- GS4.** complete documentation related to housekeeping in the workplace
- GS5.** communicate effectively with co-workers and other departments
- GS6.** plan and prioritize tasks to ensure smooth functioning of the organisation
- GS7.** identify immediate solutions to resolve delays

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for housekeeping services</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> obtain housekeeping requirements from the manager as per SOP	-	-	-	-
<b>PC2.</b> prepare a work plan and estimate resource requirement including materials, equipment, and other consumables	-	-	-	-
<b>PC3.</b> ensure availability of various cleaning agents, tools, equipment, and machinery required for specific housekeeping activities	-	-	-	-
<b>PC4.</b> prepare material indent sheet as per the requirement of the area to be cleaned and pre-determined quantity levels	-	-	-	-
<b>PC5.</b> check all equipment for proper functioning, cleanliness, and sanitization	-	-	-	-
<b>PC6.</b> coordinate with the engineering department regarding any repair of the faulty equipment or tools	-	-	-	-
<b>PC7.</b> ensure the material collected from the housekeeping store is as per the material indent sheet	-	-	-	-
<b>PC8.</b> distribute cleaning supplies, consumables to be replenished and tools and equipment required for the job to the housekeeping staff	-	-	-	-
<b>PC9.</b> ensure that the clean linen is transported to appropriate locations using required equipment and safe handling techniques	-	-	-	-
<b>PC10.</b> store and secure the excess or reserve material and equipment as per workplace procedures	-	-	-	-
<b>PC11.</b> issue floor keys to guest room attendants	-	-	-	-
<i>Monitor housekeeping activities</i>	<b>15</b>	<b>20</b>	-	<b>5</b>
<b>PC12.</b> make sure appropriate material and equipment are used as per the requirement of the area to be cleaned	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> ensure cleanliness, sanitization, and safety of the workplace as per organisational quality standards	-	-	-	-
<b>PC14.</b> ensure that the staff wears appropriate uniform as per organizational standards	-	-	-	-
<b>PC15.</b> inspect the rooms and common areas for cleanliness and sanitization	-	-	-	-
<b>PC16.</b> supervise the handling of soiled linen to laundry department and placing requisition for fresh linen	-	-	-	-
<b>PC17.</b> ensure that housekeeping service meets the guest needs and expectations	-	-	-	-
<b>PC18.</b> ensure the cleaning schedule is followed at all times	-	-	-	-
<b>PC19.</b> ensure that furniture and other items are arranged as per organisational standard	-	-	-	-
<b>PC20.</b> supervise spring cleaning activities	-	-	-	-
<b>PC21.</b> ensure equipment and materials in the housekeeping area are used as per SOP	-	-	-	-
<i>Perform administrative duties</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC22.</b> establish and implement operational standards and procedures (SOPs) for various activities of the housekeeping department	-	-	-	-
<b>PC23.</b> prepare and implement cleaning schedules	-	-	-	-
<b>PC24.</b> maintain lost & found records as per organisation policies	-	-	-	-
<b>PC25.</b> coordinate with the engineering department for preventive maintenance	-	-	-	-
<b>PC26.</b> maintain and control floor key & master key records	-	-	-	-
<b>PC27.</b> collect guest feedback regularly	-	-	-	-
<b>PC28.</b> check & implement any special request highlighted in guest history	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC29.</b> investigate complaints about service and equipment, and take corrective action	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>45</b>	-	<b>15</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0243
<b>NOS Name</b>	Supervise housekeeping operations
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/06/2021
<b>Next Review Date</b>	24/06/2024
<b>NSQC Clearance Date</b>	24/06/2021

## THC/N9902: Ensure effective communication and service standards at workplace

### Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

### Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

### Elements and Performance Criteria

#### *Promote effective communication*

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

#### *Maintain professional etiquette*

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

#### *Ensure rendering of specific services as per the guests' requirements*

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability
- PC18.** make sure gender and age sensitive service practices are followed at all times

- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC4.</b> identify guests' dissatisfactions and address complaints effectively	-	-	-	-
<b>PC5.</b> inform guests of any issue/problem well in advance	-	-	-	-
<b>PC6.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC7.</b> ensure essential information is passed on in a timely manner	-	-	-	-
<b>PC8.</b> ensure team members to maintain etiquette while interacting with each other	-	-	-	-
<b>PC9.</b> ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> ensure self and team members report to work on time	-	-	-	-
<b>PC11.</b> use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
<b>PC12.</b> maintain personal integrity & ethical behaviour	-	-	-	-
<b>PC13.</b> make sure personal hygiene is maintained by self and others at all times	-	-	-	-
<b>PC14.</b> ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC15.</b> respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC16.</b> provide assistance to Persons with Disability, if asked	-	-	-	-
<b>PC17.</b> ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
<b>PC18.</b> make sure gender and age sensitive service practices are followed at all times	-	-	-	-
<b>PC19.</b> ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
<b>PC20.</b> support PwD team members in overcoming any challenges faced at work	-	-	-	-
<b>PC21.</b> make sure the workplace is accessible for the Persons with Disability	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9902
<b>NOS Name</b>	Ensure effective communication and service standards at workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

### Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

### Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

### Elements and Performance Criteria

#### *Maintain organisational confidentiality*

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

#### *Maintain guests' privacy*

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR
- KU6.** procedure for disposal of confidential documents

**KU7.** confidential data protection methods

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** read and follow IPR and related information documents
- GS2.** manage communication regarding IPR infringement, prevention, and management
- GS3.** identify measures that can prevent potential infringements within the team
- GS4.** evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements
- GS5.** analyse the impact of IPR infringement on the guests and the organization

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>3</b>	-	<b>3</b>
<b>PC1.</b> prevent leak of new plans and designs to competitors	-	-	-	-
<b>PC2.</b> ensure protection of employee information	-	-	-	-
<b>PC3.</b> prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
<b>PC4.</b> take immediate and appropriate action in case of any IPR violation	-	-	-	-
<b>PC5.</b> make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
<b>PC6.</b> protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
<b>PC7.</b> ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	<b>4</b>	<b>2</b>	-	<b>2</b>
<b>PC8.</b> ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
<b>PC9.</b> make sure guest's personal information and financial data is protected all times	-	-	-	-
<b>PC10.</b> ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>5</b>	-	<b>5</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9910
<b>NOS Name</b>	Ensure to maintain organisational confidentiality and guest's privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	24/12/2020
<b>Next Review Date</b>	24/12/2024
<b>NSQC Clearance Date</b>	24/12/2020

## THC/N9907: Monitor and maintain health, hygiene and safety at workplace

### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

### Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

### Elements and Performance Criteria

#### *Ensure personal and workplace hygiene*

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

#### *Maintain safe and secure working environment*

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

#### *Follow effective waste management and recycling practices at workplace*

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC15.** segregate waste into different coloured dustbins

- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishapening such as fire accidents, etc.

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> ensure that self and team's work area is clean and tidy	-	-	-	-
<b>PC2.</b> ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
<b>PC3.</b> make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC4.</b> ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
<b>PC5.</b> monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
<b>PC6.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC7.</b> maintain personal hygiene and ensure the team members do the same	-	-	-	-
<b>PC8.</b> report to the concerned authority in case any co-worker is unwell	-	-	-	-
<b>PC9.</b> report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC10.</b> ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
<b>PC11.</b> ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
<b>PC12.</b> make sure first aid procedures are followed appropriately	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC15.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC16.</b> handle waste as per SOP	-	-	-	-
<b>PC17.</b> recycle waste wherever applicable	-	-	-	-
<b>PC18.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>35</b>	-	<b>15</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9907
<b>NOS Name</b>	Monitor and maintain health, hygiene and safety at workplace
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 60**

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

**Assessment Weightage**

Compulsory NOS

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
THC/N0242.Manage housekeeping staff and inventory	40	40	0	20	100	25
THC/N0243.Supervise housekeeping operations	40	45	0	15	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	0	20	100	25
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	0	5	20	10
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	0	15	80	15
<b>Total</b>	<b>160</b>	<b>165</b>	<b>0</b>	<b>75</b>	<b>400</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>O&amp;HS</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>ISO</b>	International Standards Organization
<b>IPR</b>	Intellectual Property Rights

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.