



Model Curriculum

QP Name: Guest Service Associate (Housekeeping)

QP Code: THC/Q0202

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 4.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel
Occupation	Housekeeping
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5131.0202
Minimum Educational Qualification and Experience	<p>12th grade pass or equivalent OR 11th grade pass 1.5-year relevant experience including apprenticeship OR 10th grade pass 3 years of relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with 3-year relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1.5-year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	17 years
Last Reviewed On	31/01/2024
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2024
QP Version	4.0
Model Curriculum Creation Date	31/01/2024
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	4.0
Minimum Duration of the Course	420 Hours, 0 Minutes (including 60 Hrs. Employability Skills & OJT)
Maximum Duration of the Course	810 Hours, 0 Minutes (including 2 Electives, OJT and 60 Hrs. Employability Skills)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply 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
- Perform the activities to clean the carpet and upholstery
- Describe the activities to clean and polish various surfaces/floors both manually and using the machine
- Perform various cleaning and relevant housekeeping activities in the guest room as well as common areas

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N9902 &V2.0– Ensure Effective Communication and Service Standard at Workplace NSQF Level 4	15:00	15:00	00:00	00:00	30:00
Module 1: Introduction to Hotel Industry and Housekeeping Activities	02:00	00:00	00:00	00:00	02:00
Module 2: Promote Effective Communication and Service Standard	13:00	15:00	00:00	00:00	28:00
THC/N9903 &v2.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NSQF Level 4	15:00	15:00	00:00	00:00	30:00
Module 3: Organizational Confidentiality and Guest's Privacy	15:00	15:00	00:00	00:00	30:00

THC/N9906 & V2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace NSQF Level 4	15:00	15:00	00:00	00:00	30:00
Module 4: Monitor Health and Safety Standard	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0101: Employability Skills (30 Hours)	12:00	18:00	00:00	00:00	30:00
Module 5. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 6. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 7. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 8. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 9. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 10. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 11. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 12. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 13. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 14. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 15. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 16. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	57.00	63.00	0.00	00.00	120.00

Elective Modules

The table lists the elective modules, their duration and mode of delivery.

Elective 1: Housekeeping Associate

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0240 & V2.0– Clean Carpet and Upholstery NSQF Level 4	40.00	50.00	30.00	00.00	120:00
Module 17: Perform Cleaning Operations for Carpet and Upholstery	20.00	25.00	15.00	00.00	60.00
Module 18: Perform Post-Cleaning Activities	20.00	25.00	15.00	00.00	60.00
THC/N0241 & V2.0 – Polish the Floors and Surfaces NSQF Level 4	40:00	50:00	30:00	00:00	120:00
Module 19: Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces	40:00	50:00	30:00	00:00	120:00
THC/N0208 & V3.0 – Perform Cleaning Activities in Guest Room & Public Areas NSQF Level 4	40.00	50.00	60.00	00.00	150.00
Module 20: Prepare for Cleaning Activities	10.00	13.00	15.00	00.00	38.00
Module 21: Perform Cleaning Operations in the Guest Rooms	10.00	13.00	15.00	00.00	38.00
Module 22: Carry out the Cleaning Activities in the Guest Bathrooms	10.00	12.00	15.00	00.00	37.00
Module 23: Perform Cleaning Operations in the Common Areas and Elevators	10.00	12.00	15.00	00.00	37.00
Total Duration	120:00	150:00	120:00	00:00	390.00

Elective 2: Laundry Associate

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0219 & V3.0 – Prepare for Laundry Duties NSQF Level 4	20:00	40:00	30:00	00:00	90:00
Module 24: Prepare for Laundry Operations	20:00	40:00	30:00	00:00	90:00
THC/N0221 & V3.0 – Perform Laundry Operations NSQF Level 4	50:00	90:00	10:00	00:00	150:00
Module 25: Perform Stain Removal and washing Activities	25:00	45:00	05:00	00:00	75:00
Module 26: Perform Dry-cleaning, Ironing, and Other Laundry Services	25:00	45:00	05:00	00:00	75:00
THC/N0222 & V3.0 – Deliver Laundered Items NSQF Level 4	20:00	35:00	05:00	00:00	60:00
Module 27: Perform Delivery Activities of the Laundered Items	20:00	35:00	05:00	00:00	60:00
Total Duration	90:00	165:00	45:00	00:00	300:00

Module Details

Module 1: Introduction to Hotel Industry and Housekeeping Activities *Bridge Module*

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Guest Service Associate (Housekeeping)
- Explain the scope of work for a Guest Service Associate (Housekeeping)

Duration: 02:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of the Hotel and Housekeeping department of different star categories • Elaborate the job role and job opportunities as a Guest Service Associate in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Promote Effective Communication and Service Standard

Mapped to THC/N9902 & V2.0

Terminal Outcomes:

- Apply appropriate practices to communicate effectively with guests, team members, and superiors
- Describe the ways to promote professional etiquette
- Employ appropriate practices to ensure sensitization towards different age groups, gender and persons with disabilities

Duration: 13:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	



Module 3: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 & v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 4: Monitor Health and Safety Standard

Mapped to THC/N9906 & V2.0

Terminal Outcomes:

- Apply appropriate practices to ensure health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Employ appropriate practices to minimize potential risks and hazards
- Employ effective waste management

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • List different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 5: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 6: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 7: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. 	<ul style="list-style-type: none"> • Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the importance of career development & goal setting 	<ul style="list-style-type: none"> Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act. 	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> List the common components of salary and compute income, expenditure, taxes, investments etc. Discuss the legal rights, laws, and aids. 	<ul style="list-style-type: none"> Outline the importance of selecting the right financial institution, product, and service. Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. 	<ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and confidence during an interview. List the steps for searching and registering for apprenticeship opportunities. 	<ul style="list-style-type: none"> Create a professional Curriculum Vitae (CV) Perform a mock interview Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Perform Cleaning Operations for Carpet and Upholstery

Mapped to THC/N0240 & V2.0

Terminal Outcomes:

- Explain various cleaning solutions, equipment, and carpet types
- Perform the activities involved in cleaning and drying

Duration: 20:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List different types of cleaning solutions, supplies and equipment • Explain the importance of inspecting the carpet/upholstery that needs to be cleaned • Discuss the importance of using personal protective gear while performing cleaning activities • Elaborate on the importance and steps to clean furniture, upholstery, carpet, etc. • Describe the procedures to prepare various cleaning solution • Distinguish between various types of stains • Elaborate various cleaning methods along with the precautionary measures to be taken while cleaning • Explain the importance of using brush/scrubber while cleaning • Describe the importance and methods of drying the carpet 	<ul style="list-style-type: none"> • Demonstrate the cleaning, sanitising, and operating procedures of various cleaning equipment • Identify different types of carpet fabrics • Employ appropriate techniques to remove dirt from the carpet/furniture/upholstery/carpeted areas and corners • Perform the process of making the final solution while mixing different cleaning agents based on their physical and chemical properties • Demonstrate the ways to remove different kinds of stains • Show how to clean upholstery/carpet/rugs using appropriate solution • Demonstrate the process of drying the carpet
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Vacuum Cleaner, Measuring cups and spoons, Different types of brushes, Samples of Different carpet/upholstery types, Drying machine and other equipment, Various chemicals for cleaning	

Module 18: Perform Post-Cleaning Activities

Mapped to THC/N0240 & V2.0

Terminal Outcomes:

- Describe various chemicals and solutions, like moth repellent, colour protective, stain preventive solution, etc.
- Describe the repairing activities required after drying
- Perform the tasks to clean tools and equipment

Duration: 20:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the standard arrangement of the furniture in the room • Discuss the importance of cleanliness and maintenance of the upholstery/carpet • Explain the importance of using various chemicals, like moth repellent/stain preventive solution, deodorizers, colour protective solutions, etc. • Describe the basic repairing technique of carpet and upholstery • Discuss the importance of maintaining the tools and equipment 	<ul style="list-style-type: none"> • Dramatize how to ensure the cleanliness of the carpet or upholstery after drying • Demonstrate how to use different types of maintaining and protective solution/chemicals after cleaning • Apply appropriate skills while using the needle and thread for minor repairing the carpet and the upholstery • Demonstrate the storage procedure of equipment and tools after cleaning operation
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Moth repellent chemicals, Deodorizers, Color protective solutions, Various cleaning tools and equipment	

Module 19: Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces

Mapped to THC/N0241 & V2.0

Terminal Outcomes:

- Describe the appropriate cleaning agents and equipment for cleaning activities
- Perform stain removal for both soft and stubborn stains on different surfaces
- Explain the process of polishing different surfaces

Duration: 40:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate various types of surfaces, and appropriate polishing equipment along with the cleaning agents required for each surface • Explain the importance of inspecting the surface after cleaning and polishing • Describe specific methods to clean the surface according to the types of stains • Discuss the procedures of preparing various cleaning solutions and the importance of mixing appropriate amount of specific chemicals to prepare these solutions • Elaborate the step-by-step cleaning procedures for different surfaces for both soft and stubborn stains • Identify different warning signs to be used • Describe the manual and mechanical procedure of polishing various surfaces • Explain the importance of using sealant and mopping the area after polishing 	<ul style="list-style-type: none"> • Identify appropriate cleaning agents, supplies, and equipment for the surface to be cleaned and polished • Demonstrate the operating procedures of various stain removing and polishing equipment • Follow standard operating procedures to check various surfaces of the assigned area before cleaning • Employ appropriate techniques to clean the stain according to the stain types • Demonstrate the preparation process of various chemical solutions to clean stubborn stains • Demonstrate cleaning procedures for different areas/surfaces and stains • Perform the steps of polishing various surfaces and sealing the polish as well both manually and using machine
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Various cleaning and polishing chemicals, equipment, Various types of surface samples, Warning signs, Cleaning, Polishing and Buffing Machines	

Module 20: Prepare for Cleaning Activities

Mapped to THC/N0208 & V3.0

Terminal Outcomes:

- Explain various cleaning agents, equipment, and guest supplies
- Describe how to prepare for cleaning activities

Duration: 10:00	Duration: 13:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of paying attention to collect the details about the guest room status/event before cleaning • Explain different types of keys and the procedure to collect them • Categorize the types of linen used in housekeeping activities • List different types of cleaning agents and equipment • Discuss the significance of using Personal Protective Equipment during the cleaning activities 	<ul style="list-style-type: none"> • Show the ways to collect the fresh linens and other items (Bathrobe, fresh towels, etc.) in the housekeeping floor trolley/cart as per the specification • Demonstrate the operating and sanitizing procedures of various cleaning equipment
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant	
Tools, Equipment and Other Requirements	
Various cleaning agents, equipment, and accessories, Protective gear, Different types of linen	

Module 21: Perform Cleaning Operations in the Guests Room

Mapped to THC/N0208 & V3.0

Terminal Outcomes:

- Describe how to clean and polish different surfaces in the Guest Room
- Perform cleaning activities in the correct sequence

Duration: 10:00	Duration: 13:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of rooms • Differentiate between guest supplies and amenities • Identify different room layouts, standard arrangement of furniture and other articles in the guest room • Identify the different housekeeping signages • List the equipment and appliances available in a guest room • Explain the importance of proper ventilation in the room • Discuss the correct sequence of room cleaning activities • Explain specific methods of cleaning spillage • Elaborate various cleaning and maintaining methods for different types of room surfaces • Explain the importance of inspecting the assigned area to be cleaned • Explain the significance of replenishing the guests' supplies and other items (like fresh linen, etc.) in the guestroom 	<ul style="list-style-type: none"> • Follow standard operating procedures to check the assigned housekeeping area before cleaning • Check the operational readiness of the equipment and appliances in the guestroom • Use the checklist to check the functioning of the appliances and equipment in the rooms • Demonstrate room cleaning procedure in the correct sequence • Employ appropriate techniques to clean the spillage according to the floor type, size, and type of spillage • Demonstrate the procedures for cleaning different areas/surfaces
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Guest amenities, Different types of linen, housekeeping equipment, Different cleaning agents, Equipment, Protective gear	

Module 22: Carry out the Cleaning Activities in the Guests Bathroom

Mapped to THC/N0208 & V3.0

Terminal Outcomes:

- Describe how to clean and disinfect the guest bathroom
- Perform cleaning activities for the bathroom door and other fixtures
- Apply appropriate practices to replenish, replace and refill the toiletries and other supplies
- Employ suitable practices to maintain waste management and various relevant documents

Duration: 10:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the equipment, appliances, and fittings available in the guest bathroom • Discuss the importance and step by step procedure to clean and disinfect the guest bathroom • Describe the significance of replenishing the toiletries and other supplies in the guest bathroom • Explain the importance of examining the plug holes, waste outlets and drain as per the SOP • Explain specific methods of cleaning bathroom doors and fixtures • Discuss the importance of proper documentation of cleaning and timely reporting of the damages, if any • Differentiate between various types of wastes and their characteristics • Explain waste management techniques 	<ul style="list-style-type: none"> • Identify appropriate cleaning agent and equipment for the guest bathroom to be cleaned • Follow standard operating procedures to clean the appliances, fixtures and fittings in the guest bathroom • Demonstrate bathroom cleaning and disinfecting procedure in the correct sequence • Check the toiletries and other bathroom supplies to replenish, replace and refill as per Standard Operating Procedures • Employ appropriate techniques to clean the bathroom doormat • Prepare a sample checklist to ensure proper bathroom cleaning • Prepare a report to update the Control Desk regarding the cleaning status and damaged items in the assigned bathroom
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Guest amenities, toiletries and supplies, Different types of bathroom cleaner, Cleaning and disinfecting equipment, Protective gear, Format of the required report., Waste bins	

Module 23: Perform Cleaning Operations in the Common Area and Elevators

Mapped to THC/N0208 & V3.0

Terminal Outcomes:

- Describe the basic activities involved in cleaning the elevator and other common areas
- Use appropriate templates and formats for reporting and documentation

Duration: 10:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the working procedure of an elevator • Explain the importance of taking the elevator on-off service mode before cleaning • Elaborate on various cleaning solutions and cleaning methods used to clean the elevator as well as the common areas like lobby, front office area, dining area, etc. • Discuss the importance of reporting any loose or ripped carpeting in the elevator • List the checklists to be filled to record the status of work • Describe the types of records and reports required to present in front of the supervisor/relevant authority 	<ul style="list-style-type: none"> • Demonstrate how to take the elevator off service mode and put it back in service mode • Prepare an appropriate cleaning solution • Demonstrate the cleaning methods for the elevator • Employ appropriate techniques to dust & wipe, sweep, mop and vacuum clean the furniture, fixtures, fittings as well as the floor of the common areas • Fill up all relevant checklists relevant to cleaning, available equipment, supply, tools, etc. • Apply appropriate format to prepare all the relevant reports and documents
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Vacuum Cleaner, Measuring Cups and Spoons, Different Types of Brushes, Samples of Different Carpet/, Various Chemicals Solutions for Cleaning, Sample Templates and Formats	

Module 24: Prepare for Laundry Operations

Mapped to THC/N0219 & V3.0

Terminal Outcomes:

- Develop knowledge about maintaining professional etiquette at the workplace
- Describe collecting and sorting procedures of various guests' laundry, in-house linen, and uniform
- Perform the activities to maintain relevant laundry registers and records

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of following communication etiquette and body language while attending to the guests' requests for laundry • Describe the procedure of collecting and tagging guests' laundry • Discuss various parameters to sort the guests' laundry • Explain the significance of immediate reporting to the superiors if any valuable items like cash, jewellery, credit cards, etc. are found in guests cloth pockets • Elaborate the methods of collecting the soiled linen from the Housekeeping and sorting them depending on various parameters (like, degrees of soiling, linen type, whether to repair or discard, etc.) • Discuss the importance and procedure of monogramming the in-house linen • Discuss the importance of removing all fancy accessories and attachments such as rings, buckles, false collars of curtains, etc. from the collected linen before the laundry operation • Describe the ways to collect the uniform from the Uniform Department and sort them for laundry operations • Elaborate the types of registers and records required for collecting and sorting the guests' laundry, in-house linen and uniform for laundry operations 	<ul style="list-style-type: none"> • Demonstrate professional etiquette while attending to the guests' requests for laundry, informing the guests about laundry collecting schedule, etc. • Dramatize how to collect the guests' laundry (like, picking up the laundry bag, taking notes of special requests, informing the guest about the feasibility of the requests and other aspects, counting the number of clothes, tagging them, and transferring the clothes to the linen room, etc.) • Employ appropriate practices to sort various guests' laundry based on various parameters (such as, different laundry operations, colors, color-bleeding, etc.) • Show how to collect and sort various in-house linen • Employ appropriate practices to collect and sort the Uniform • Employ appropriate practices to maintain the guests message register, linen register, uniform exchange register • Apply appropriate knowledge and skill to fill the laundry/linen/uniform details in the prescribed forms and formats
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	

Tools, Equipment and Other Requirements

Guests' laundries, Different in-house linen and uniform, laundry bin, Relevant sample registers, Sample tag, Sample forms and formats

Module 25: Perform Stain Removal and Washing Activities

Mapped to THC/N0221 & V3.0

Terminal Outcomes:

- Explain various cleaning agents, equipment, and spotting chemicals
- Describe the procedure of stain removal from the laundry items
- Apply appropriate procedure to clean and dry the laundry items manually and using machines

Duration: 25:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss types of fabrics and their properties • Elaborate various laundering equipment, cleaning solutions, chemicals, and cleaning agent required for laundry operations • Explain various procedures of stain removal according to their types and size • Describe the operational procedures and types of laundry machines • Elaborate the washing and drying procedure manually and using the washing machine 	<ul style="list-style-type: none"> • Demonstrate how to operate various laundering equipment • Apply proper practices to identify the types of the stain and arrange for the required chemicals for spotting • Demonstrate the stain removal procedure from various laundry items • Show how to clean the table and steam gun nozzle to be used for spotting removal activities • Employ appropriate practices to dry the fabric after the stain is removed • Demonstrate how to segregate and wash the laundry items also dry them after removing the stain and washing
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various chemicals required for spotting, Perforated plate, Spray gun, Steam pedal, Various cleaning agents and solutions, brushes, Different types of washing machine and dryer	

Module 26: Perform Dry cleaning, Ironing and Other Laundry Services

Mapped to THC/N0221 & V3.0

Terminal Outcomes:

- Perform dry-cleaning and ironing activities
- Perform the activities to clean the laundry machines
- Apply appropriate procedure to maintain cleanliness and hygiene in the facility and storage area
- Explain the ways to report the various issues to the Laundry Manager

Duration: 25:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and procedure of dry cleaning • Categorize the types of pressing units in the Laundry department • Explain the importance of cleaning and feather brushing the pressing unit before pressing the laundry items • Discuss the procedure of ironing the clothes manually or using appropriate pressing units • Discuss the importance of maintaining cleanliness and hygiene in the storage area and laundry facility • Explain the significance of timely reporting of any technical problem in the machinery or deficit in the inventory of the department to the Laundry Manager 	<ul style="list-style-type: none"> • Demonstrate how to dry clean various items • Employ appropriate practices to measure and add the cleaning chemicals in the dry-cleaning machine • Apply appropriate practices to send the dried laundry items to the appropriate pressing units • Show how to clean and feather brush the pressing unit • Employ appropriate practices to arrange for sufficient number of hangers and fill up spray bottle • Demonstrate the procedure of ironing the clothes both manually and using various pressing units • Show how to assist the Laundry Manager while maintaining the inventory of laundry detergents and other cleaning chemicals • Demonstrate how to clean and maintain laundry machines, carts, storage area, and laundry facility
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Dry-cleaning machine, Iron, Pressing units, Laundry machines	

Module 27: Perform Delivery Activities of the Laundered Items

Mapped to THC/N0222 & V3.0

Terminal Outcomes:

- Perform folding, packing, and delivering activities
- Prepare and present the laundry invoice to the guests
- Perform the activities of submitting the signed invoice to the Supervisor

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance and inspection methods for quality of laundered items • Explain the importance of removing the tag of the laundered items before delivery • Elaborate the standard procedure of packing, folding, and delivering of the guests' laundered items, in-house linen and uniform • Discuss the importance of taking guests' feedback regarding cleanliness of the same • Describe the standard procedure to present the invoice to the guest 	<ul style="list-style-type: none"> • Employ appropriate inspection methods to check the laundered items for wear and tear, stubborn stains, discoloration of the fabrics, missing buttons, stains, zippers, etc. and ensure guests requirement are properly met for all laundry items • Role play how to check if the laundered items, in-house linen, and uniform are properly pressed and folded • Apply appropriate practices to transport the ready laundered linen to the designated area, such as linen room • Show how to remove the tag from guest Laundry • Demonstrate the procedure of packing and delivering the laundered items to the appropriate owners • Prepare a sample laundry invoice • Show how to present the invoice to the guest and submit the same to the Supervisor
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various folding and stacking machines, Different forms and formats (Laundry invoice, Checklists, etc.)	

Module 28: On-the-Job Training

Mapped to Guest Service Associate- Housekeeping

Mandatory Duration: 120:00 (For one elective)
Mandatory Duration: 165 (For both electives)

Recommended Duration: 00:00

Location: On-Site

Terminal Outcomes

- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Demonstrate sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of maintaining the confidentiality of the organizational information and guests' privacy
- Show how to maintain personal hygiene and grooming at the workplace
- Identify hazards at workplace and report to the supervisor
- Perform basic activities to apply gender and age-sensitive service practices
- Demonstrate the process of maintaining the confidentiality of the organizational information and guests' privacy
- Perform all the activities to maintain health, hygiene, and safety at the workplace
- Clean the carpets, upholstery, surface, guest room, guest bathroom, elevator, and other assigned common area
- Demonstrate how to prepare appropriate cleaning solution
- Demonstrate how to use the tools, equipment, cleaning agent or solution, etc.
- Perform the tasks of various cleaning, polishing, repairing, maintaining procedures
- Apply basic skills to operate, maintain, clean and sanitize various relevant equipment
- Perform the post-cleaning activities for carpet and upholstery
- Demonstrate the procedures of removing both soft and stubborn stains according to the stain and surface type
- Demonstrate how to polish various surfaces manually as well as using machine
- Collect all the required linen, equipment, supplies, personal protective gears, room keys, etc. to prepare for the cleaning activities
- Perform the daily or periodic cleaning activities in the guestroom, guest bathroom, elevator, and other public areas
- Apply appropriate practices to collect waste from all areas and dispose of in appropriate containers
- Perform the various activities to prepare and maintain the records as well as relevant documents
- Demonstrate how to escalate issues and report damage to the Supervisor/Control desk as per Standard Operating Procedures
- Demonstrate professional etiquette while attending to the guests' requests for laundry, informing the guests about laundry collecting schedule, etc.
- Dramatize how to collect the guests' laundry (like, picking up the laundry bag, taking notes of special requests, informing the guest about the feasibility of the requests and other aspects, counting the number of clothes, tagging them, and transferring the clothes to the linen room, etc.)
- Employ appropriate practices to sort various guests' laundry based on various parameters (such as, different laundry operations, colors, color-bleeding, etc.)
- Show how to collect and sort various in-house linen
- Employ appropriate practices to collect and sort the Uniform

- Employ appropriate practices to maintain the guests message register, linen register, uniform exchange register
- Apply appropriate knowledge and skill to fill the laundry/linen/uniform details in the prescribed forms and formats
- Demonstrate how to operate various laundering equipment
- Apply proper practices to identify the types of the stain and arrange for the required chemicals for spotting
- Demonstrate the stain removal procedure from various laundry items
- Show how to clean the table and steam gun nozzle to be used for spotting removal activities
- Employ appropriate practices to dry the fabric after the stain is removed
- Demonstrate how to segregate and wash the laundry items also dry them after removing the stain and washing
- Demonstrate how to dry clean various items
- Employ appropriate practices to measure and add the cleaning chemicals in the dry-cleaning machine
- Apply appropriate practices to send the dried laundry items to the appropriate pressing units
- Show how to clean and feather brush the pressing unit
- Employ appropriate practices to arrange for sufficient number of hangers and fill up spray bottle
- Demonstrate the procedure of ironing the clothes both manually and using various pressing units
- Show how to assist the Laundry Manager while maintaining the inventory of laundry detergents and other cleaning chemicals
- Demonstrate how to clean and maintain laundry machines, carts, storage area, and laundry facility
- Employ appropriate inspection methods to check the laundered items for wear and tear, stubborn stains, discoloration of the fabrics, missing buttons, stains, zippers, etc. and ensure guests requirement are properly met for all laundry items
- Role play how to check if the laundered items, in-house linen, and uniform are properly pressed and folded
- Apply appropriate practices to transport the ready laundered linen to the designated area, such as linen room
- Show how to remove the tag from guest Laundry
- Demonstrate the procedure of packing and delivering the laundered items to the appropriate owners
- Prepare a sample laundry invoice
- Show how to present the invoice to the guest and submit the same to the Supervisor

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Postgraduate	Hotel/ Hospitality	5	Housekeeping	1	Housekeeping	-

Trainer Certification	
Domain Certification	Platform Certification
"Guest Service Associate- Housekeeping", "THC/Q0202", Minimum accepted score is 80%	Recommended that the trainer is certified for the job role "Trainer (VET and skills)" ,mapped to the qualification pack "MEP/Q2601, V2.0" . The minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Degree / Postgraduate	Hotel/ Hospitality	5	Housekeeping	0	-	-

Assessor Certification	
Domain Certification	Platform Certification
"Guest Service Associate- Housekeeping", "THC/Q0202", Minimum accepted score is 80%	Recommended that the assessor is certified for the job role "Assessor VET and skills" ,mapped to the qualification pack "MEP/Q2701, V2.0" . The minimum accepted score is 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know , understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating procedures
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights