



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

FRONT OFFICE ASSISTANT

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



SECTOR –TRAVEL, TOURISIM & HOSPITALITY

FRONT OFFICE ASSISTANT

(Non-Engineering Trade)



CRAFTSMEN TRAINING SCHEME (CTS)

Skill India

NSQF LEVEL - 4

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Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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1. COURSE INFORMATION

During the one-year duration of “Front Office Assistant” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered related to the trade are categorized in two semesters each of six months duration. The semester wise course coverage is categorized as below:

1st Semester – In this semester the trainee learns about safety and environment, adheres to all safety procedures and informs management. Confers and cooperates with other departments as needed to ensure coordination of activities. This semester includes answering inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions, carryout responsibility for proper key control and other security measures, keep records of room availability and guests’ accounts, operates the front office computer system, familiarization with office machines, networking and internet communication concept.

2nd Semester – In this semester provides excellent interpersonal communication and customer service skills, accommodates guests of hotel by greeting, performing guest transactions. This semester includes up-selling and suggestive selling techniques to increase the revenues of the business, responsibility to maintain guest departure & post departure activities, start-of-shift activities, handling cash and non-cash transaction, bucket check, conflict management, Night-Audit for forecasting the previous sales and inventory, performing computation, briefing and debriefing checklist, Use paging system for the most complete and reliable solution to improve your business efficiency and observing the rules and regulations regards to checking in and checking out.

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2. TRAINING SYSTEM

2.1 GENERAL

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of the economy/ labour market. The vocational training programs are delivered under the aegis of National Council of Vocational Training (NCVT). Craftsman Training Scheme (CTS) and Apprenticeship Training Scheme (ATS) are two pioneer programs of NCVT for propagating vocational training.

‘Front Office Assistant’ trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one year (02 semester) duration. It mainly consists of Domain area and Core area. In the Domain area (Trade Theory & Practical) impart professional skills and knowledge, while the core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by NCVT which is recognized worldwide.

Candidates broadly need to demonstrate that they are able to:

- Read and interpret technical parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the technical parameters related to the task undertaken.

2.2 CAREER PROGRESSION PATHWAYS

- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming an instructor in ITIs.

2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year (02 semesters): -

S No.	Course Element	Notional Training Hours
1.	Professional Skill (Trade Practical)	1020
2.	Professional Knowledge (Trade Theory)	204
3.	Employability Skills	110
4.	Library & Extracurricular activities	26
5.	Project Work	520
6.	Revision & Examination	200
	Total	2080

2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of the course and at the end of the training program as notified by the Government of India (GoI) from time to time. The employability skills will be tested in the first two semesters itself.

a) The **Internal Assessment** during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the template (Annexure – II).

b) The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NTC will be conducted by NCVT at the end of each semester as per the guideline of Government of India. The pattern and marking structure is being notified by Govt. of India from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check** the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

The minimum pass percentage for practical is 60% & minimum pass percentage of theory subjects is 40%. For the purposes of determining the overall result, 50% weightage is applied to the result of each semester examination.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance / reduction of scrap / wastage and disposal of scrap / waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences of internal assessments are to be preserved until forthcoming semester examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be allotted during assessment	
For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices	<ul style="list-style-type: none"> • Demonstration of good skill in the use of hand tools, machine tools and workshop equipment. • Below 70% tolerance dimension achieved while undertaking different work with those demanded by the component/job. • A fairly good level of neatness and consistency in the finish. • Occasional support in completing the project/job.
(b)Weightage in the range of 75%-90% to be allotted during assessment	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety procedures and practices	<ul style="list-style-type: none"> • Good skill levels in the use of hand tools, machine tools and workshop equipment. • 70-80% tolerance dimension achieved while undertaking different work with those demanded by the component/job. • A good level of neatness and consistency in the finish.

	<ul style="list-style-type: none"> • Little support in completing the project/job.
<p>(c) Weightage in the range of more than 90% to be allotted during assessment</p>	
<p>For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.</p>	<ul style="list-style-type: none"> • High skill levels in the use of hand tools, machine tools and workshop equipment. • Above 80% tolerance dimension achieved while undertaking different work with those demanded by the component/job. • A high level of neatness and consistency in the finish. • Minimal or no support in completing the project.



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Front Office Assistant; receives customers, attends to enquiries, assigns rooms after consulting register for availability of room and looks after requirements of patrons. Settles terms and allots required accommodation if available to customers. Requests customers to fill and sign register to establish identity, time of arrival and expected departure. Gets statutory form filled up by foreign visitors coming to stay. Guides customers to allotted rooms, maintains hotel 'Board' up-to-date showing name of occupants, etc. Maintains Hotel record up-to-date showing total number of rooms already occupied, rooms booked or reserved to show correct position of accommodation. Gives information to House Keepers, dining section and kitchen departments regarding arrival of new-comers and their requirements. Supplies details of services rendered to customers to concerned officer for preparing bills for presentation to customers. Presents bills to customers and releases amount from them prior to their departure. Incoming and outgoing postal dealings, forward messages on behalf of management and delivers it to clients. Attends the customer for other requirements. Trainee may be required to do correspondence.

Reference NCO-2015:

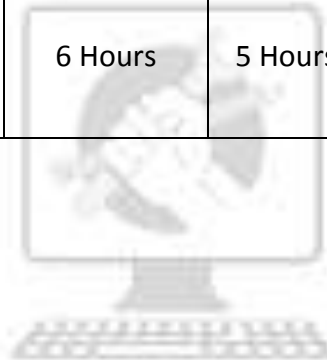
- (i) 4224.0100 - Receptionist (Hotel)/Front Office Associate
- (ii) 4224.9900 - Hotel Receptionists, Other
- (iii) 4226.0100 - Reception Clerk/Front Desk Executive/Receptionist

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4. GENERAL INFORMATION

Name of the Trade	Front Office Assistant
NCO - 2015	4224.0100, 4224.9900, 4226.0100
NSQF Level	Level-4
Duration of Craftsmen Training	1 Year (2 Semesters)
Entry Qualification	Passed 10 th class examination under 10+2 system of education.
Unit Strength (No. of Student)	20 (Max. Supernumeraries seats: 6)
Space Norms	56 Sq. m
Power Norms	4.5 KW
Instructors Qualification for:	
(i) Front Office Assistant Trade	<p>Degree in Commerce / Hotel Management/ Catering Technology from recognized university with one year post qualification experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>Diploma in Hotel Management/ Catering Technology/ Commercial Practice from a recognized board of education with two-year post qualification experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/ NAC passed on the trade with three-year post qualification experience in the relevant field.</p> <p>Desirable: Preference will be given to a candidate with Craft Instructor Certificate (CIC) in the relevant trade.</p> <p>Note: <i>Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications.</i></p>
(ii) Employability Skill	<p>MBA OR BBA with two-year experience OR Graduate in Sociology/ Social Welfare/ Economics with two-year experience OR Graduate/ Diploma with two-year experience and trained in Employability Skills from DGT institutes.</p> <p style="text-align: center;">AND</p>

	Must have studied English/ Communication Skills and Basic Computer at 12 th / Diploma level and above. OR Existing Social Studies Instructors duly trained in Employability Skills from DGT institutes.				
List of Tools and Equipment	As per Annexure – I				
Distribution of training on hourly basis: (Indicative only)					
Total Hrs/ Week	Trade Practical	Trade Theory	Soft Skills	Employability Skills	Extracurricular Activity
40 Hours	25 Hours	6 Hours	5 Hours	2 Hours	2 Hours



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5. NSQF LEVEL COMPLIANCE

NSQF level for **'Front Office Assistant'** trade under CTS: **Level 4.**

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a. Process
- b. Professional knowledge
- c. Professional skill
- d. Core skill
- e. Responsibility

The Broad Learning outcome of **'Front Office Assistant'** trade under CTS mostly matches with the Level descriptor at Level- 4.

The NSQF level-4 descriptor is given below:

Level	Process Required	Professional Knowledge	Professional Skill	Core Skill	Responsibility
Level 4	Work in familiar, predictable, routine, situation of clear choice	Factual knowledge of field of knowledge or study	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	Language to communicate written or oral, with required clarity, skill to basic Arithmetic and algebraic principles, basic understanding of social political and natural environment	Responsibility for own work and learning

6. LEARNING/ ASSESSABLE OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

6.1 GENERIC LEARNING OUTCOME

1. Apply safe working practices.
2. Comply with environment regulation and housekeeping.
3. Assist in exigencies and carry out elementary first-aid during emergencies.
4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.
5. Explain energy conservation, global warming and pollution and contribute in day-to-day work by optimally using available resources.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day-to-day work for personal & societal growth.

6.2 SPECIFIC LEARNING OUTCOME

First semester

7. Develop personality and maintain team work as well as organizational hierarchy.
8. Perform the activities of front desk, bell desk, telephones and business communication.
9. Ensure the functioning of various records, tariff cards, room position and locking system.
10. Handling techniques of computer and acquire knowledge of Windows operating system.
11. Create and save a document file in word processing application.
12. Create an Excel worksheets compiling with data and charts presenting in a Power Point application.
13. Input and manage data in MS-access interface.
14. Ensure the concept of internet services, collect information and communicate through e-mail.
15. Prepare up-to-date records of occupancy.
16. Keep personalized records and ensure services for identified guests.
17. Compute guest registration process and maintain property management system.

Second semester

18. Express services through interpersonal communication skill.

19. Provide bell boy as needed by a guest and monitor CCTV.
20. Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel.
21. Follow the post departure activities.
22. Performs cashiering tasks like bill / invoice settlement.
23. Maintain positive attitude for dealing with various guest conflict.
24. Prepare & analyse data of occupancy with briefing and debriefing checklist.
25. Prepare Room Packages and Guest Feed backs.



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7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING OUTCOME	
LEARNING OUTCOME	ASSESSMENT CRITERIA
1. Apply safe working practices	1.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements, and according to policy.
	1.2 Recognize and report all unsafe situations according to policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to work policy and procedures.
	1.4 Identify, handle and store/ dispose-off dangerous goods and substances according to policy and procedures following safety regulations and requirements.
	1.5 Identify and observe policies and procedures with regard to illness or accident.
	1.6 Identify safety alarms accurately.
	1.7 Report supervisor/ competent of authority in the event of accident or sickness of any staff and record accident details correctly according to accident/injury procedures.
	1.8 Identify and observe evacuation procedures according to site policy.
	1.9 Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	1.10 Identify basic first-aid and use them under different circumstances.
	1.11 Identify different fire extinguisher and use the same as per requirement.
2. Comply with environment regulation and housekeeping	2.1 Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	2.2 Deploy environmental protection legislation & regulations.
	2.3 Take opportunities to use energy and materials in an environmentally friendly manner.
	2.4 Avoid waste and dispose waste as per procedure.
3. Assist in exigencies and carry out elementary first-aid during emergencies.	3.1 Demonstrate elementary first-aids.
	3.2 Demonstrate safety practices to be observed in kitchen.
	3.3 Demonstrate use of personal protective dresses.
	3.4 Identify emergency exit route.
	3.5 Demonstrate fire fighting procedure using fire extinguishers.

4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.	4.1 Obtain sources of information and recognize information.
	4.2 Use documents, regulations and occupationally related provisions.
	4.3 Conduct appropriate and target oriented discussions with higher authority and within the team.
	4.4 Present facts and circumstances, possible solutions & use English and French terminology.
	4.5 Resolve disputes within the team.
	4.6 Conduct written communication.
5. Explain energy conservation, global warming, pollution, and contribute in day-to-day work by using available resources optimally.	5.1 Semester examination to test knowledge on energy conservation, global warming and pollution.
	5.2 Their applications will be assessed during execution of assessable outcome.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day-to-day work for personal & societal growth.	6.1 Semester examination to test knowledge on personnel finance, entrepreneurship.
	6.2 Their applications will be assessed during execution of assessable outcome.

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SPECIFIC LEARNING OUTCOME	
LEARNING OUTCOME	ASSESSMENT CRITERIA
FIRST SEMESTER	
7. Develop personality and maintain team work as well as organizational hierarchy	7.1 Manage co-ordination of departments.
	7.2 Maintain hierarchy of front office department.
	7.3 Ensure Hotel-role play.
	7.4 Develop personality, communication skill and team work
	7.5 Analyze conflict and manage ethical issues.
8. Perform the activities of front desk, bell desk, telephones and business communication	8.1 Communicate with good manners and behaviour over telephone.
	8.2 Perform oral and written business communication.
	8.3 Greet clients and set a positive office atmosphere
	8.4 Maintain update information about tourist places.
	8.5 Perform pre-registration and registration duties for incoming guests.
9. Ensure the functioning of various records, tariff cards, room position and locking system	9.1 Provide information about available rooms.
	9.2 Inform the rates of rooms, tariff card and rules and regulations.
	9.3 Communicate reservation enquiry over telephone and e-mail.
	9.4 Make room reservations and track room status.
	9.5 Maintain keys and lock system.
10. Handling techniques of computer and acquire knowledge of Windows operating system	10.1 Ensure to operate computer.
	10.2 Identify the input and output devices.
	10.3 Maintain file management in Windows operating system.
	10.4 Manipulate files and folders.
11. Create and save a document file in word processing application	11.1 Explore to work in word processor (MS-Word)
	11.2 Create and design guest details / enquiry forms.
	11.3 Create bill / leaflets / brochures in document file.
	11.4 Design greetings card inserting images.
	11.5 Prepare mail-merged document using back-up or new address database.
	11.6 Edit document using shortcut keyboard option.
12. Create an Excel	12.1 Input experimental data into Microsoft Excel.

	12.2 Perform calculations in Microsoft Excel using both manually and inputting formulas.
	12.3 Generate simple and effective tables and graphs to describe experimental data.
	12.4 Prepare five slides in a power point presentation file.
	12.5 Apply the Banded Design theme to all slides.
	12.6 Animate the text object on Slide with a Float in entrance and exit effect by clicking / automatically.
	12.7 Save presentation as slide show.
13. Input and manage data in MS-access interface	13.1 Prepare a hotel data base system of “Hotel Room Listings” containing Guests, Room types and Reports with fields of ID, First & Last Name, Address, e-mail ID, Phone/mobile, occupation, Room No., check-in, check-out, Amount paid.
14. Ensure the concept of internet services, collect information and communicate through e-mail	14.1 Ensure internet service provider and set internet connectivity.
	14.2 Find information online through search engine.
	14.3 Create an e-mail account though web browser.
	14.4 Correspond documents through e-mail.
	14.5 Use internet to do every day task – purchase, bill payment, booking reservation, locations, distance, global positioning, etc
	14.6 Follow-up registered or unregistered guest for booking.
15. Prepare up-to-date records of occupancy	15.1 Prepare arrival and departure list.
	15.2 Prepare room availability chart.
	15.3 Prepare reserved chart.
16. Keep personalized records and ensure services for identified guests	16.1 Prepare guest folio for <ul style="list-style-type: none"> • walk-in guest • VIP guest • Group or crew • Corporate guest
17. Compute guest registration process and maintain property management system	17.1 Prepare guest registration card.
	17.2 Solve common reservation problem.
	17.3 Ensure property management system.
SECOND SEMESTER	
18. Express services through interpersonal communication skill	18.1 Ensure services with interpersonal communication skill.
	18.2 Provide exchange of currency.
	18.3 Follow the room changing procedure.
	18.4 Demonstrate the behavioural technique to manage guest complaint.

19. Provide bell boy as needed by a guest and monitor CCTV	19.1 Perform the duties of bell boy.
	19.2 Monitor CCTV and observe back up footage in critical situation.
20. Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel	20.1 Ensure the sales technique to include additional requirements
	20.2 Ensure the sales techniques to increase the revenues of the business.
	20.3 Demonstrate the tactics to promote offer for selling higher rate of accommodation.
	20.4 Practice on handling messages, mail and Parcels for the Guest
21. Follow the post departure activities	21.1 Demonstrate the behavior to maintain guest departure & post departure activities
22. Performs cashiering tasks like bill / invoice settlement	22.1 Perform start-of-shift activities.
	22.2 Perform handling of cash transactions.
	22.3 Perform Non-cash transaction.
	22.4 Perform bucket check.
23. Maintain positive attitude for dealing with various guest conflict	23.1 Satisfy the different needs of guests.
	23.2 Serve the customer well in conflict situation.
	23.3 Ensure the evident in the way that to handle problem.
	23.4 Handle the situation very calmly during unfair events.
	23.5 Manage the accidental and emergency situations.
24. Prepare & analyse data of occupancy with briefing and debriefing checklist	24.1 Ensure the Night-Audit for forecasting the previous sales and inventory.
	24.2 Perform correct computation of figures.
	24.3 Prepare and analyse reservations, confirmations, recording and filing the status of the guest.
	24.4 Brief and debrief checklist.
25. Prepare Room Packages and Guest Feed backs	25.1 Use paging system for the most complete and reliable solution to improve your business efficiency.
	25.2 Prepare room packages and guest feed backs.
	25.3 Observe the rules and regulations regards to checking in and checking out.

SYLLABUS - FRONT OFFICE ASSISTANT			
FIRST SEMESTER – 06 Months			
Week No.	Reference Learning Outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
1	Follow and maintain safe working environment.	1. Visit to Hotel Industry. (5 hrs) 2. Grooming hygiene, Body Language and power of smile. (5 hrs) 3. Demonstrate First Aid, Fire Prevention and Fire Fighting. (5 hrs) 4. Cross Cultural non-verbal communication. (5 hrs) 5. Property Tour of any star Hotel. (5 hrs)	a) Introduction to Hotel Industry /Importance of Front Office. b) Orientation programme on the course and related job opportunities by the industry expert / instructor. c) Different types of Hotels. d) Importance of grooming & Hygiene/Fire Fighting & First-Aid.
2	Develop personality and maintain team work as well as organizational hierarchy.	6. Managing Coordination between departments in a Hotel-Role Play. (10 hrs) 7. Develop personality & team work. (10 hrs) 8. Analyse the conflict and manage the common ethical issues encountered. (5 hrs)	a) Coordination of departments & importance of team work. b) Organizational hierarchy of FRONT OFFICE Department in any star hotel. c) Personality Development and communication skills.
3-4	Perform the activities of front desk, bell desk, telephones and business communication.	9. Telephone Handling and Telephone Etiquettes (5 hrs) 10. Business communication - Oral and Written. (20 hrs) 11. Welcoming and Receiving Guests. (5 hrs) 12. Giving Information to Guest about tourist Places. (10 hrs) 13. Duties and responsibilities of a Front Office Assistant with regards to registration. (10 hrs)	a) Duties and responsibilities of a Front Office service personnel. b) Attributes of FRONT OFFICE services personals c) Procedure of welcoming & receiving a guest.
5-6	Ensure the functioning of	14. Type of rooms with specifications. (10 hrs)	a) Type of Rooms b) Room plans and room rates,

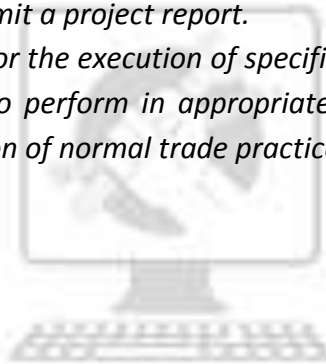
	various records, tariff cards, room position and locking system.	<p>15. Room Rates and Tariff cards. (10 hrs)</p> <p>16. Reservation enquiry over telephone and mail. (20 hrs)</p> <p>17. Different types of keys and lock systems. (10 hrs)</p>	<p>importance of tariff</p> <p>c) Modes of reservation requests and handling reservations</p> <p>d) Importance of Key Control at Front Office.</p>
7	Handling techniques of computer and acquire knowledge of Windows operating system.	<p>18. Computer Operational Skills.(5 hrs)</p> <p>19. Demonstration and identification of different input /output devices - CPU, VDU, Keyboard, Interconnecting Cords, Hard disk, CD ROMs etc. Key Boarding Skills. Pen drive, other USB based devices. (5 hrs)</p> <p>20. Demonstration on Window O.S. Booting practice, Use of task bar, menu bar, start button, title bar, mouse options and window's help, using My Computer and Recycle bin etc.(5 hrs)</p> <p>21. Opening and closing different windows, creating and renaming files and folders. (5 hrs)</p> <p>22. Hands on practice of basic files, Directory manipulation commands - Introduction to Linux O.S. (5 hrs)</p>	<p>a) Different Types of Computers.</p> <p>b) Introduction of Personal Computer /Microcomputer and Operating System (UNIX, WINDOWS, MS DOS, NETWARE)</p> <p>c) Profiling an Operating System.</p> <p>d) Booting Sequence: Operating System files and command Processor file.</p> <p>e) Definition of a file; File names. Booting from CD and HDD. Warm and Coldreboot</p>
8 - 9	Create and save a document file in word processing application.	<p>Demonstration Practice on MS Office:</p> <p>i) Word Processing (MS Word) :</p> <p>23. Creating, Saving, quitting & Opening Document. (5 hrs)</p> <p>24. Moving Around Document. (5 hrs)</p> <p>25. Manipulating document page using tool bar, Editing Text - Insert, delete, move, copy, paste, Finding, replacing text, spell check, grammar check etc. (5 hrs)</p>	<p>a) Microsoft - Word Processing Package</p> <ul style="list-style-type: none"> • Opening Documents and Creating Documents, • Saving Documents / Quitting Documents, • Cursor Control,Text selection, • Printing Documents, Using the Interface (Menu, Toolbars), • Editing documents. • Finding and Replacing Text,

		<p>26. Inserting and modifying Tables. (5 hrs)</p> <p>27. Creating and printing merged documents using mail merge. (5 hrs)</p> <p>28. Practice of shortcut keys. (25 hrs)</p>	<ul style="list-style-type: none"> • Spell Check / Auto Correct Feature, • Grammar Facility, • Auto text, Character and page formatting
10	Create an Excel worksheets compiling with data and charts presenting in a Power Point application.	<p>ii. Worksheet (MS EXCEL):</p> <p>29. Elements of worksheets, application of electronic worksheet and entering data in Worksheet. (2 hrs)</p> <p>30. Saving and Quitting, Opening and Moving around worksheet. (1 hr)</p> <p>31. Formatting cells and Data copying. (1 hr.)</p> <p>32. Working with charts and graphs etc. (2 hrs)</p> <p>33. Printing, editing and entering formula.(5 hrs)</p> <p>34. Functions in Excel. (5 hrs)</p> <p>iii. MS - Power point :</p> <p>35. Planning and Preparation of different slides in a Presentation. (5 hrs)</p> <p>36. Editing and animating the presentation. (4 hrs)</p>	<p>a) Functions of Computer Peripherals,</p> <ul style="list-style-type: none"> • Laser Printer, • DOT Matrix INK JET Printer. • COLOR LASER printer <p>b) Introduction to MS- Excel</p> <ul style="list-style-type: none"> • Fundamentals of MS-Excel • Spreadsheet • Features & Description <p>c) An overview of Power Point</p> <ul style="list-style-type: none"> • Presentation & Slides • Handouts
11-12	Input and manage data in MS-access interface.	<p>iv. Data Base (MS-Access):</p> <p>37. Data Base Management System. (10 hrs)</p> <p>38. Microsoft Access Interface. (10 hrs)</p> <p>39. Title Bar, Menu Bar, Tables, Query, Forms, Report, Printing and Closing etc. (30 hrs)</p>	<p>a) Introduction to MS-Access</p> <ul style="list-style-type: none"> • Fundamental of MS-Access, types of access., naming of different data bases. • Creating Data Base • Retrieving & Inserting Information from an Access Data Base.
13	Ensure the concept of internet services, collect information and communicate through e-mail.	<p>a) Internet Operational Skills:</p> <p>40. Networking concept, LAN WAN. (4 hrs)</p> <p>41. Services on Internet - Websites (www) E-Mails, Voice Mails, Browser and search engines. (4 hrs)</p> <p>42. Searching & Downloading. (4 hrs)</p> <p>43. Printing, saving portion of web page. (4 hrs)</p>	<p>a) Networking and Internet Communication Concept.</p> <p>b) Knowing about how to set up an internet connection</p> <p>c) Connect using a dial-up modem / Broadband connection with username and password.</p> <p>d) Internet Explorer and its</p>

		<p>44. E-Mail addressing, Inbox, outbox, viewing, sending and saving mails. (4 hrs)</p> <p>45. Sending same mails to various Users (multi-address) & sending attachment and enclosures. Web Page Transaction. (5 hrs)</p>	<p>features.</p> <p>e) Introduction to the uses of World Wide Web and Internet Browser</p> <p>f) Introduction to the Search Engine Google & its features</p> <p>g) Creating an email ID</p> <p>h) Knowing about the "Outlook Express"</p> <p>i) Sending mail through outlook express</p> <p>j) File attachment with the email.</p>
14	Prepare up-to-date records of occupancy.	<p>46. Practice on preparation of:</p> <ul style="list-style-type: none"> • Arrival list • Departure list • Room availability chart. • Reserved chart (25 hrs) 	<p>a) Procedure of preparation of:</p> <ul style="list-style-type: none"> • Arrival list • Departure list • Room availability chart
15-16	Keep personalized records and ensure services for identified guests.	<p>47. Practice on Preparing guest folio for:</p> <ul style="list-style-type: none"> • Walk in guest • VIP Guest • Group or Crew • Corporate Guest (50 hrs) 	<p>a) Procedure of Preparation of:</p> <ul style="list-style-type: none"> • Different Guest Folios with Performa • Handling Guest arrivals - Work Flow with all Performas <p>b) Telephone manners</p>
17-18	Compute guest registration process and maintain property management system.	<p>48. Interaction and handling on registration process for:</p> <ul style="list-style-type: none"> • Walk-in guest • Guest with confirmed booking • Group or crew • Corporate guest (20 hrs) <p>49. Filling of guest reservation form and registration card. (20 hrs)</p> <p>50. Property management system. (10 hrs)</p>	<p>a) Procedure of preparation of guest registration card & importance of the data in it.</p> <p>b) 'C' form importance & its usages.</p> <p>c) Preventing common reservation problems.</p> <p>d) Receiving, welcoming of guest and assigning rooms.</p> <p>e) Managing the guest bills. (property management system)</p>
19-22	<p>On the job Training (OJT) (4 weeks)</p> <p><i>Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by section/ department supervisor.</i></p>		
23 – 24	Project work/ visit to any star hotel		
25	Revision		
26	Examination		

Note: -

1. An activity report to be submitted by the trainees and internal assessment marks (Max 10) will be awarded based on it.
2. One hour soft skill classes to be arranged on a daily basis. Some of the sample project works (indicative only) are given against each semester.
3. The instructor may design their own project and also inputs from local industry may be taken in designing such new project.
4. The project should broadly cover maximum skills in the particular trade and must involve some problem solving skill. Emphasis should be on Teamwork: Knowing the power of synergy/ collaboration, work to be assigned to a group (Group of at least 4 trainees). The group should demonstrate Planning, Execution, Contribution and Application of Learning. They need to submit a project report.
5. If the instructor feels that for the execution of specific project more time is required than he may plan accordingly to perform in appropriate time, i.e., may be in the previous semester or during execution of normal trade practical.



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SYLLABUS – FRONT OFFICE ASSISTANT

SECOND SEMESTER – 06 Month

Week No.	Ref. Learning outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
27-29	Express services through interpersonal communication skill.	51. Ensure interpersonal communication and customer service skills. (25 hrs) 52. Handling of: <ul style="list-style-type: none"> • Currency Exchange • Room change • Guest complaints - Room Change (noise)/ AC not effective/ delay in check in process/ laundry complaint/ Delay in Room Service (50 hrs) 	a) People skills i.e., Time management, Team building, Inter personal skills, Motivation, Conflict management. b) Currency exchange procedure c) Room change procedure d) Handling complaints and situations.
30	Provide bell boy as needed by a guest and monitor CCTV.	53. Procedure of performing the duties of bell boy during: <ul style="list-style-type: none"> • Check-in • Check-out • Monitoring of CCTV (25 hrs) 	a) Duties and responsibility of concierge & bell service.
31-32	Use up-selling & suggestive selling techniques to sell rooms and to promote other services of the hotel	54. The techniques and guidelines for up-selling and suggestive selling. (25 hrs) 55. Practice on handling messages, mail and Parcels for the Guest and in the office. (25 hrs)	a) Marketing and up-selling techniques & procedures. b) Procedure of handling mail & parcels for the guest & in the office.
33-34	Follow the post departure activities	56. Practice on handling guest departure & post departure activities.(50 hrs)	a) Preparation of procedure of handling guest departure.
35-36	Performs cashiering tasks like bill / invoice settlement.	57. Practice on: <ul style="list-style-type: none"> • Performing start-of-shift activities. • Handling cash payment • Non-cash payment • Performing bucket check. (50 hrs) 	a) Work flow at the Front Office reception b) Cashiering procedures
37-38	Maintain positive attitude for dealing with various guest conflict.	58. Situation Handling - Scanty Baggage/Minor guest check in/Wrong Billing. (20 hrs) 59. Guest without prior reservation/ late check in/ Early Check in/ Lost and Found/ Left Luggage/ Skipper/Drunk Guest/Hoax	a) Observations during situations and better ways of situation handling as per the students b) Handle accidents and emergency situations

		Call. (20 hrs) 60. Handle accidents and emergency situations. (10 hrs)	
39-40	Prepare & analyse data of occupancy with briefing and debriefing checklist	61. Compute occupancy percentages and average room rate figures. (20 hrs) 62. Studying and analyzing the movement list Studying and analyzing the Arrival/ Departure List etc. (20 hrs) 63. Briefing and debriefing. (10 hrs)	a) Preparation & Analyzing of data in front office related to Night Auditor's Report. b) Process room and rate change c) Check room status discrepancy.
41-42	Prepare Room Packages and Guest Feed backs.	64. Paging System, Preparing Room Packages and Guest Feed backs. (25 hrs) 65. Rules and regulations guiding Hotel to allow check in and other operations related to Front Office. (25 hrs)	a) Procedure of handling guest feedback & complaints b) Procedure of Paging System, c) Process of guest cycle system in a hotel
43-47	On the job Training (OJT) (5 weeks) <i>Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by section / department supervisor.</i>		
48-49	Project work/ Industrial visit		
50-51	Revision		
52	Examination		

Note: -

1. An activity report to be submitted by the trainees and internal assessment marks (Max 10) will be awarded based on it.
2. One hour soft skill classes to be arranged on a daily basis. Some of the sample project works (indicative only) are given against each semester.
3. The instructor may design their own project and also inputs from local industry may be taken in designing such new project.
4. The project should broadly cover maximum skills in the particular trade and must involve some problem solving skill. Emphasis should be on Teamwork: Knowing the power of synergy/ collaboration, work to be assigned to a group (Group of at least 4 trainees). The group should demonstrate Planning, Execution, Contribution and Application of Learning. They need to submit a project report.
5. If the instructor feels that for the execution of specific project more time is required than he may plan accordingly to perform in appropriate time, i.e., may be in the previous semester or during execution of normal trade practical.

9. SYLLABUS - CORE SKILLS

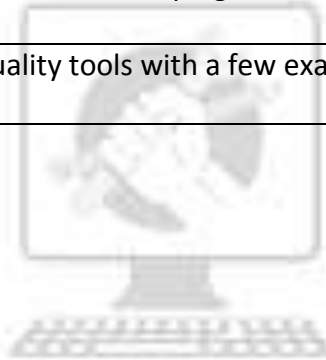
CORE SKILL – EMPLOYABILITY SKILL	
First Semester	
1. English Literacy	
Duration : 20 hrs	
Marks : 09	
Pronunciation	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)
Functional Grammar	Transformation of sentences, Voice change, Change of tense, Spellings.
Reading	Reading and understanding simple sentences about self, work and environment
Writing	Construction of simple sentences Writing simple English
Speaking/ Spoken English	Speaking with preparation on self, on family, on friends/ classmates, on known people, picture reading, gain confidence through role-playing and discussions on current happening, job description, asking about someone's job, habitual actions. Cardinal (fundamental) numbers, ordinal numbers. Taking messages, passing on messages and filling in message forms, Greeting and introductions, office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.
2. IT Literacy	
Duration : 20 hrs	
Marks : 09	
Basics of Computer	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of the computer.
Computer Operating System	Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc. Use of Common applications.
Word Processing and Worksheet	Basic operating of Word Processing, Creating, Opening and Closing Documents, Use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & Creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample

	worksheets, use of simple formulas and functions, Printing of simple excel sheets.
Computer Networking and Internet	Basic of Computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, WebSite, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.
3. Communication Skills	
	Duration : 15 hrs Marks : 07
Introduction to Communication Skills	Communication and its importance Principles of effective communication Types of communication - verbal, non-verbal, written, email, talking on phone. Non-verbal communication -characteristics, components-Para-language Body language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort.
Listening Skills	Listening-hearing and listening, effective listening, barriers to effective listening, guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active listening skills.
Motivational Training	Characteristics essential to achieving success. The power of positive attitude. Self awareness Importance of commitment Ethics and values Ways to motivate oneself Personal goal setting and employability planning.
Facing Interviews	Manners, etiquettes, dress code for an interview Do's & don'ts for an interview

Behavioral Skills	Problem solving Confidence building Attitude
Second Semester	
4. Entrepreneurship Skills	Duration : 15 hrs Marks : 06
Concept of Entrepreneurship	Entrepreneur - Entrepreneurship - Enterprises: Conceptual issue Entrepreneurship vs. management, Entrepreneurial motivation. Performance & record, Role & function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.
Project Preparation & Marketing Analysis	Qualities of a good entrepreneur, SWOT and risk analysis. Concept & Application of PLC, Sales & Distribution management. Difference between small scale & large scale business, Market survey, Method of marketing, Publicity and advertisement, Marketing mix.
Institution's Support	Preparation of project. Role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the policies / programmes, procedure & the available scheme.
Investment Procurement	Project formation, Feasibility, Legal formalities i.e., Shop act, Estimation & costing, Investment procedure - Loan procurement - Banking processes.
5. Productivity	Duration : 10 hrs Marks : 05
Benefits	Personal/ Workman - Incentive, Production linked Bonus, Improvement in living standard.
Affecting Factors	Skills, Working aids, Automation, Environment, Motivation - How it improves or slows down productivity.
Comparison with Developed Countries	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in select industries, e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.
Personal Finance Management	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and insurance.

6. Occupational Safety, Health and Environment Education		Duration : 15 hrs Marks : 06
Safety & Health	Introduction to occupational safety and health Importance of safety and health at workplace.	
Occupational Hazards	Basic hazards, chemical hazards, vibroacoustic hazards, mechanical hazards, electrical hazards, thermal hazards. occupational health, occupational hygiene, occupational diseases/ disorders & its prevention.	
Accident & Safety	Basic principles for protective equipment. Accident prevention techniques - control of accidents and safety measures.	
First Aid	Care of injured & sick at the workplaces, First-aid & transportation of sick person.	
Basic Provisions	Idea of basic provision legislation of India. Safety, health, welfare under legislative of India.	
Ecosystem	Introduction to environment. Relationship between society and environment, ecosystem and factors causing imbalance.	
Pollution	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
Energy Conservation	Conservation of energy, re-use and recycle.	
Global Warming	Global warming, climate change and ozone layer depletion.	
Ground Water	Hydrological cycle, ground and surface water, Conservation and harvesting of water.	
Environment	Right attitude towards environment, Maintenance of in-house environment.	
7. Labour Welfare Legislation		Duration : 05 hrs Marks : 03
Welfare Acts	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's Compensation Act.	

8. Quality Tools		Duration : 10 hrs Marks : 05
Quality Consciousness	Meaning of quality, Quality characteristic.	
Quality Circles	Definition, Advantage of small group activity, objectives of quality circle, Roles and function of quality circles in organization, Operation of quality circle. Approaches to starting quality circles, Steps for continuation quality circles.	
Quality Management System	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
House Keeping	Purpose of housekeeping, Practice of good housekeeping.	
Quality Tools	Basic quality tools with a few examples.	



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LIST OF TOOLS & EQUIPMENT			
FRONT OFFICE ASSISTANT (for batch of 20 Candidates)			
S No.	Name of the Tools and Equipment	Specification	Quantity
A. SHOP TOOLS & EQUIPMENT			
1.	Server for LAN. 22" TFT Keyboard, Mouse, DVD OR BLU-RAY WRITER with latest license of OS - Server Edition Internet, Antivirus - Server Edition & UPS for Power Back up.	Xeon Latest 64 bit processor or Higher with PCI Express Video Card 4GB VRAM 8 GBRAM	As per requirement
2.	Workstation	Nodes: 2 nd Generation Core i3 or higher version Processor or Equivalent and above with major minimum features as below: a) 32/64 Bit Processor (3.06 GHz or Higher, 4 MB 4-Core) or Higher. b) Network Card: Integrated Gigabit Ethernet (10/100/1000). c) RAM: 2 GB/ 4 GB DDR3 or Higher. d) HDD: 320 GB / 500 GB or Higher. e) Monitor: 19" TFT / Higher f) Writer: DVD g) Keyboard: PS2 / USB, h) Mouse: USB/Optical with latest Paper Licensed Operating System / OEM Pack (Preloaded) Professional/Ultimate Edition with Internet Facility.	11 Nos.
3.	Application Software for use in Front Office of Hotel Like: a) Opera b) Fidelio c) Champagne		As Per requirement
4.	Laser Printer		1 No.
5.	16 Port Hub		1 No.
6.	UPS 1KVA for server		1 No.
7.	UPS 0.5 KVA for work station		11 Nos.
8.	Dot Matrix Pinter		1 No
9.	Multimedia projector		1 No.
10.	Three-in-one Colour Inkjet Printer/Copier / scanner		1 No.
11.	M.S. Office latest version (Academic		1 No.

	version)		
12.	Antivirus Software (Academic Version)		1 No.
13.	ISDN Internet Connection with Accessories		1 No.
14.	Over head projector		1 No.
15.	Heavy Duty Plain paper copier		1 No.
16.	FAX Machine		1 No.
17.	Intercom Demonstrator with 20 extensions (EPBAX)		1 No.
18.	Telephone Equipments		20 Nos.
19.	OHP Screen		1 No.
20.	White board		1 No.
21.	Room A.C. 1.5 ton capacity		2 Nos.
22.	Castor wheel chair for trainees		20 Nos.
23.	Instructors table (Laminated top)		1 No.
24.	Laminated top table for equipment with Drawer facilities to fit as per workshop layout		10 Nos.
25.	Fire extinguisher		As per requirement
26.	First aid box		1 No.
27.	Instructors chair		1 No.
28.	Sundry Equipment		As per requirement

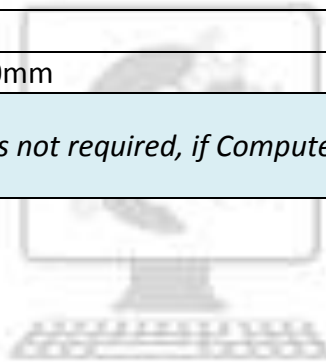
B. Shop Floor Furniture and Materials

29.	Instructor's table		01 no.
30.	Instructor's chair		02 nos.
31.	Locked lockers		02 nos.
32.	White board	(Minimum 4 x 6 feet)	01 no.
33.	Fire Extinguisher CO ₂	2 KG	02 nos.
34.	Fire Buckets	Standard size	02 nos.
35.	Proper Electric & Gas Connections		01 no.
36.	Dustbins	Colour coded	05 nos.
37.	Working table	1 table /5 student	As required
38.	Hand wash basin		05 nos.
39.	Hygiene Kit		05 nos.
40.	Wash Basins		04 nos.
41.	Chart denoting the Do's and Don'ts Kitchen		01 no.

Note: a) All the tools and equipment are to be procured as per BIS specification.

b) There should be One Mock Front Office Lab in the Institute.

TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software.	10 nos.
2.	UPS - 500VA	10 nos.
3.	Scanner cum Printer	01 no.
4.	Computer Tables	10 nos.
5.	Computer Chairs	20 nos.
6.	LCD Projector	01 no.
7.	White Board 1200mm x 900mm	01 no.
<p>Note: Above Tools & Equipments not required, if Computer LAB is available in the institute.</p>		



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FORMAT FOR INTERNAL ASSESSMENT

Name & Address of the Assessor:			Year of Enrollment:											
Name & Address of ITI (Govt./Pvt.):			Date of Assessment:											
Name & Address of the Industry:			Assessment location: Industry/ ITI											
Trade Name:		Semester:		Duration of the Trade/course:										
Learning Outcome:														
S No.	Maximum Marks (Total 100 Marks)		15	5	10	5	10	10	5	10	15	15	Total Internal Assessment Marks	Result (Y/N)
	Candidate Name	Father's/Mother's Name	Safety Consciousness	Workplace Hygiene	Attendance/ Punctuality	Ability to Follow Manuals/ Written Instructions	Application of Knowledge	Skills to Handle Tools & Equipment	Economical Use of Materials	Speed in Doing Work	Quality in Workmanship	VIVA		
1														
2														