

CABIN/ROOM ATTENDANT

COMPETENCY BASED CURRICULUM

(Duration: 1yr 03 months.)

APPRENTICESHIP TRAINING SCHEME (ATS)

NSQF LEVEL- 4



SECTOR – TOURISM AND HOSPITALITY



सत्यमेव जयते

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



Directorate General of Training



Skill India
कौशल भारत - कुशल भारत

CABIN/ROOM ATTENDANT

(Revised in 2018)

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Developed By

Ministry of Skill Development and Entrepreneurship
Directorate General of Training
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1.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate(ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

1.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

1.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.
- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.



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2.1 GENERAL

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

Cabin/Room Attendant trade under ATS is one of the most popular courses delivered nationwide through different industries. The course is of one year and three month duration (01 Block of 15months including basic training). It mainly consists of Domain area and Core area. In the Domain area Trade Theory & Practical impart professional - skills and knowledge, while Core area - and Employability Skills imparts requisite core skills & knowledge and life skills. After passing out the training programme, the trainee is being awarded National Apprenticeship Certificate (NAC) by NCVT having worldwide recognition.

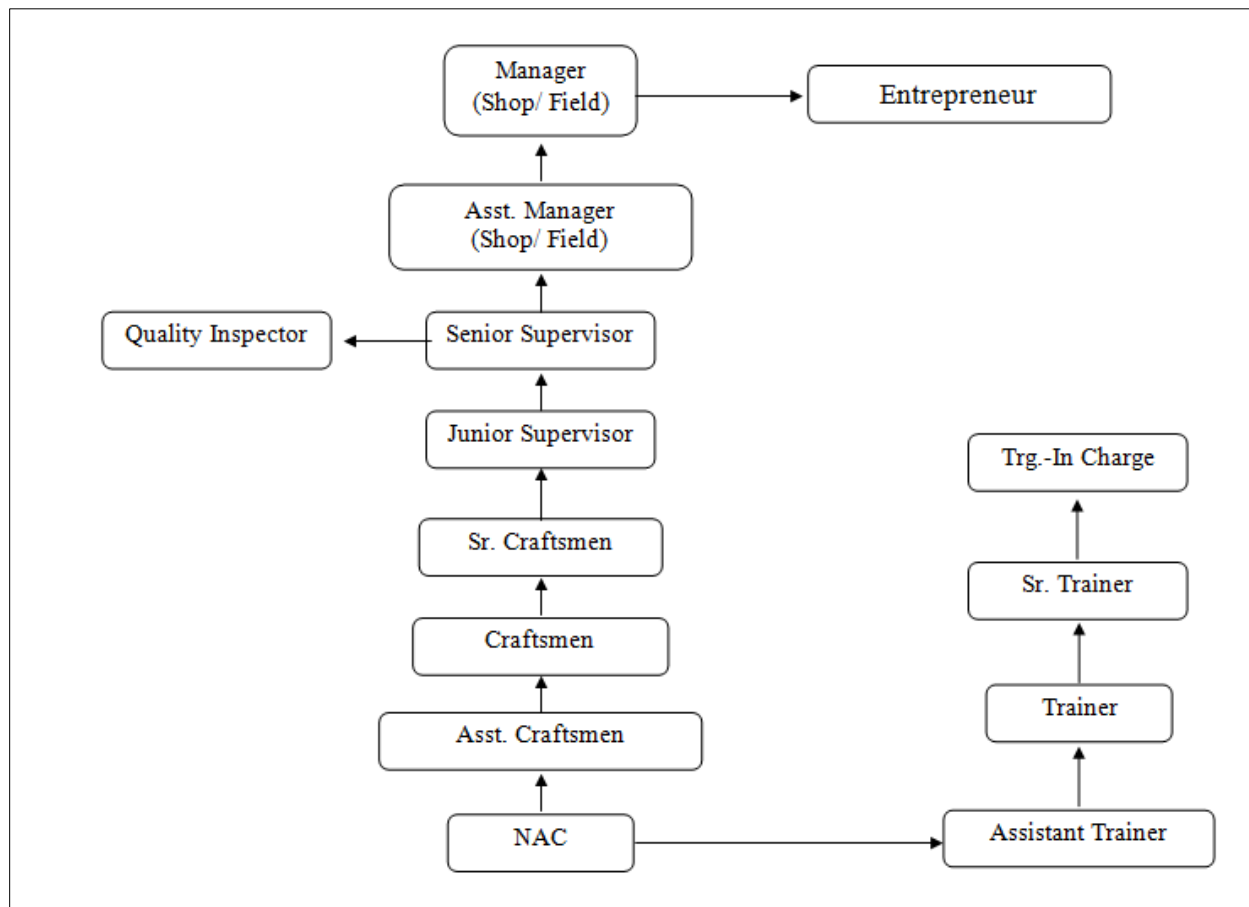
Broadly candidates need to demonstrate that they are able to:

- Read & interpret technical parameters/document, plan and organize work processes, identify necessary materials and tools;
- Perform task with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge, core skills & employability skills while performing jobs and solve problem during execution.
- Check the different make-up application according to different facial shapes & age.
- Document the technical parameters related to the task undertaken.

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2.2 CAREER PROGRESSION PATHWAYS:

- Indicative pathways for vertical mobility.



2.3 COURSE STRUCTURE:

Table below depicts the distribution of training hours across various course elements during a period of one year (*Basic Training and On-Job Training*):-

Total training duration details: -

| Time (in months) | 1-3 | 4 -15 |
|---|----------|-----------|
| Basic Training | Block– I | ----- |
| Practical Training (On - job training) | ---- | Block – I |

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A. Basic Training

For 02 yrs. Course (Non-Engg.):- **Total 06 months:** 03 months in 1styr + 03 months in 2nd yr
For 01 yr. Course (Non-Engg.):- **Total 03 months:** 03 months in 1styr.

| Sl. No. | Course Element | Total Notional Training Hours (For 01 yr. Course) |
|---------|--|---|
| 1 | Professional Skill (Trade Practical) | 270 |
| 2 | Professional Knowledge (Trade Theory) | 120 |
| 3 | Employability Skills | 110 |
| | Total (including Internal Assessment) | 500 |

B. On-Job Training:-

For 01 yr. Course (Non-Engg.) :- (**Total 12 months**)

Notional Training Hours for On-Job Training: 2080 Hrs.

C. Total training hours:-

| Duration | Basic Training | On-Job Training | Total |
|--------------------------------|----------------|-----------------|-----------|
| For 02 yrs. Course (Non-Engg.) | 500 hrs. | 3640 hrs. | 4140 hrs. |
| For 01 yr. Course (Non-Engg.) | 500 hrs. | 2080 hrs. | 2580 hrs. |

2.4 ASSESSMENT & CERTIFICATION:

The trainee will be tested for his skill, knowledge and attitude during the period of course and at the end of the training programme as notified by Govt of India from time to time. The Employability skills will be tested in first two semesters only.

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 have to maintain 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 NAC will be conducted by NCVT on completion of course as per

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guideline of Govt of India. The pattern and marking structure is being notified by gov of India from time to time. **The learning outcome and assessment criteria will be basis for setting question papers for final assessment. The examiner during final examination will also check individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.**

2.4.1 PASS REGULATION

The minimum pass percent for Practical is 60% & minimum pass percent for Theory subjects 40%. The candidate pass in each subject conducted under all India trade test.

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 assessment. Due consideration should be given while assessing for team work, avoidance/reduction of scrap/wastage and disposal of scarp/wastage as per procedure, behavioral attitude, sensitivity to environment and regularity in training. The sensitivity towards OSH 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 examination 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 with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable | <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/accuracy |

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| | |
|--|--|
| standard of craftsmanship. | achieved while undertaking different work with those demanded by the component/job/set standards. <ul style="list-style-type: none">• A fairly good level of neatness and consistency in the finish• Occasional support in completing the project/job. |
| (b) Weightage in the range of above 75% - 90% to be allotted during assessment | |
| For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship. | <ul style="list-style-type: none">• Good skill levels in the use of hand tools, machine tools and workshop equipment• 70-80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.• A good level of neatness and consistency in the finish• Little support in completing the project/job |
| (c) Weightage in the range of above 90% to be allotted during assessment | |
| 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. | <ul style="list-style-type: none">• High skill levels in the use of hand tools, machine tools and workshop equipment• Above 80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.• A high level of neatness and consistency in the finish.• Minimal or no support in completing the project. |

Brief description of Job roles:

Room Attendant keeps the guest rooms and defined areas in clean and orderly condition. The core responsibility includes 'systematic' cleaning of the rooms and other defined area, providing linen, performing periodic and deep cleaning to maintain cleanliness and tidiness.

Reference NCO-2015 : 5151.0202 – Room Attendant



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4. NSQF LEVEL COMPLIANCE

NSQF level for Cabin/Room Attendant trade under ATS: **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 and
- e. Responsibility.



The Broad Learning outcome of Cabin/Room Attendant trade under ATS 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. |

5. GENERAL INFORMATION

| | |
|--|--|
| Name of the Trade | Cabin/ Room Attendant |
| NCO - 2015 | 5151.0202 – Room Attendant |
| NSQF Level | Level – 4 |
| Duration of Apprenticeship Training (Basic Training + On-Job Training) | 3 months+ One year duration (01 Block of 15 month including basic training). |
| Duration of Basic Training | a) Block –I : 3 months Total duration of Basic Training: 3 months |
| Duration of On-Job Training | a) Block–I: 12 months Total duration of Practical Training: 12 months |
| Entry Qualification | Passed 10th class examination under 10+2 system of education or its equivalent |
| Selection of Apprenticeship | The apprentices will be selected as per Apprenticeship Act amended time to time. |
| Instructors Qualification for Basic Training | As per ITI instructors qualifications as amended time to time for the specific trade. |
| Infrastructure for basic training | As per related trade of ITI. |
| Examination | The internal examination/ assessment will be held on completion of each block. Final examination for all subjects will be held at the end of course and same will be conducted by NCVT. |
| Rebate to Ex-ITI Trainees | 06 months |
| CTS trades eligible for Cabin/Room Attendant (Apprenticeship) | Cabin/ Room Attendant |

Note:

- Industry may impart training as per above time schedule for different block, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspects is compromised.
- For imparting Basic Training the industry to tie-up with ITIs having such specific trade and affiliated to NCVT.

6.1 GENERIC LEARNING OUTCOME

The following are minimum broad Common Occupational Skills/ Generic Learning Outcome after completion of the **Cabin/ Room Attendant** course of one year and three month duration (01 Block of 15months including basic training).

1. Recognize & comply safe working practices, environment regulation and housekeeping.
2. Select and ascertain measuring instrument and measure dimension of components and record data.
3. Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality.
4. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
5. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
6. Plan and organize the work related to the occupation.

6.2 SPECIFIC LEARNING OUTCOME

Block – I

1. Apply basic Soft Skills, standard etiquettes.
2. Prepare room at Various Status, like Checkout / Departure.
3. Prepare Vacant Room/ Occupied Room/ Standard Room.
4. Perform Bed Preparation for single and double bed
5. Perform Cleaning of Guest Room.
6. Take care of guests.
7. Maintain safety and precaution to be taken while handling the cleaning equipment and using cleaning materials.
8. Analyze personality Traits of guests, visitors and passengers of railway coaches.
9. Perform Work Routine Co-ordination of House Keeping with other departments
10. Maintain general principles of Cleaning.
11. Applying and operating Firefighting methods, fire extinguishers and application of first aid.
12. Perform indoor and outdoor plants and flower arrangements, types and style.
13. Perform the schedule and record keeping of materials and articles in the coach and attending duties.
14. Performing and arranging air conditioning system.

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15. Cleaning of Glass Surfaces, wooden and allied surfaces, Metals- Copper/ Brass/ Silver/ Aluminum and Steel. Leather/ Rexene/ Plastic/ and Ceramics.
16. Follow up and maintain the work of pest control: Categories of Pests. Control of Pests. Different Pesticides/ Insecticides used.

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



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7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

| GENERIC LEARNING OUTCOME | |
|---|---|
| LEARNING OUTCOMES | ASSESSMENT CRITERIA |
| 1. Recognize & comply safe working practices, environment regulation and housekeeping. | 1. 1. Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements. |
| | 1. 2. Recognize and report all unsafe situations according to site policy. |
| | 1. 3. Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures. |
| | 1. 4. Identify, handle and store / dispose off dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements. |
| | 1. 5. Identify and observe site policies and procedures in 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 site accident/injury procedures. |
| | 1. 8. Identify and observe site evacuation procedures according to site policy. |
| | 1. 9. Identify Personal Productive 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. |
| | 1. 12. Identify environmental pollution & contribute to avoidance of same. |
| | 1. 13. Take opportunities to use energy and materials in an environmentally friendly manner |
| | 1. 14. Avoid waste and dispose waste as per procedure |
| | 1. 15. Recognize different components of 5S and apply the same in the working environment. |
| 2. Select and ascertain measuring instrument and measure dimension of components and record data. | 2.1 Select appropriate measuring instruments such as micrometers, vernier calipers, dial gauge, bevel protector and height gauge (as per tool list). |
| | 2.2 Ascertain the functionality & correctness of the |

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|---|---|
| | instrument. |
| | 2.3 Measure dimension of the components & record data to analyse the with given drawing/measurement. |
| 3. Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality. | 3.1 Explain the concept of productivity and quality tools and apply during execution of job. |
| | 3.2 Understand the basic concept of labour welfare legislation and adhere to responsibilities and remain sensitive towards such laws. |
| | 3.3 Knows benefits guaranteed under various acts |
| 4. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources. | 4.1 Explain the concept of energy conservation, global warming, pollution and utilize the available recourses optimally & remain sensitive to avoid environment pollution. |
| | 4.2 Dispose waste following standard procedure. |
| 5. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth. | 5. 1. Explain personnel finance and entrepreneurship. |
| | 5. 2. Explain role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes & procedure & the available scheme. |
| | 5. 3. Prepare Project report to become an entrepreneur for submission to financial institutions. |
| 6. Plan and organize the work related to the occupation. | 6. 1. Use documents, drawings and recognize hazards in the work site. |
| | 6. 2. Plan workplace/ assembly location with due consideration to operational stipulation |
| | 6. 3. Communicate effectively with others and plan project tasks |
| | 6. 4. Assign roles and responsibilities of the co-trainees for execution of the task effectively and monitor the same. |
| SPECIFIC OUTCOME | |
| <u>Block-I (Section:10 in the competency based curriculum)</u> | |
| <p><i>Assessment Criteria i.e. the standard of performance, for each specific learning outcome mentioned under block – I (section: 10) must ensure that the trainee works in familiar surroundings where nature of job is routine type, situation of clear choice & predictable. Assessment criteria should broadly cover the aspect of Planning (Identify, ascertain, etc.); Execution (apply factual knowledge of field of knowledge, recall and demonstrate practical</i></p> | |

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*skill during performing the work in routine and repetitive in narrow range of application, using appropriate rule and tool, complying basic arithmetic and algebraic principles and language to communicate in written or oral with required clarity; **Checking/ Testing** to ensure functionality during the assessment of each outcome. The assessments parameters must also ascertain that the candidate is responsible for his/her own work and learning.*



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BASIC TRAINING (Block – I)**Duration: (03) Three Months**

| Week No. | Professional Skills (Trade Practical) | Professional Knowledge (Trade Theory) |
|----------|---|---|
| 1 | Orientation: With industry, knowledge about whole premises/property. Familiarization with Human Resource Department and been introduce who's is who? (Other related dept). | Introduction to basic Soft Skills, standard etiquettes. Knowledge of Room at Various Status. Like Checkout / Departure |
| 2 | (Basic Skills) For orientation of industry will have standard etiquettes and basic knowledge. | Knowledge of Vacant Room/Knowledge of Occupied Room/Knowledge of Standard Room, Knowledge of Bed Preparation for single and double bed |
| 3 | Reporting to HOD Housekeeping. 1. Knowledge about shift duties. 2. Knowledge about work place. 3. Knowledge about hierarchy 4. Physically working. Reporting on duty with specified dress code with proper grooming. | Knowledge of Cleaning of Guest Room Knowledge of taking care of guest |
| 4 | Making aware of things for work purpose.(chemicals, cleaning equipments) | Importance about safety and precaution to be taken while handling the cleaning equipments and using cleaning materials. |
| 5 | Making charts by himself about chemicals and equipments. Eg. Cleaning liquids.: R1 - Multipurpose Cleaning R6 – for W/C Cleaning Eg Equipments: Dry- mop ,wet mop and dusters. | Personality Traits of guests and visitors and passengers of railway coaches. |
| 6 | Public Area: Public area includes a vast place back of the house (Place being used by staff) 1.Wash Room (toilets) 2.Changing Room.(Lockers) 3.Offices (Related Depts) | Work Routine Co-ordination of House Keeping with other departments |

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| | 4.Cafeteria | |
|----|---|---|
| 7 | <p>Back area means exit of guest area.</p> <ol style="list-style-type: none"> 1. Stair case and elevators.(Lift) 2. Stacking of linen and equipments. <p>Banquets : Knowledge about banquets and its accessories and different related elements. The place which is being used by guest/client for purpose meeting conference, and for party purpose. Knowledge and demonstration of Wash room, main halls, pre function area and back of the house.</p> | General principles of Cleaning. |
| 8 | <p>Guest area:- (Rooms and corridors) Knowledge about attending the front of the house of guest area.</p> <ol style="list-style-type: none"> 1. A suit room 2. Living rooms of guests 3. Bath rooms <p>Attending the guest call (as per requirements of guests).</p> <ol style="list-style-type: none"> 1. Knowledge about the EPBAX system, call picking. 2. Delivering as per request to guest. Delivering the call to the related department as per requirements of guests. knowledge about providing amenities as per request of the guest Providing linen (bed/bathroom), laundry services (washing/pressing, dry-cleaning). | Firefighting methods, fire extinguishers and application of first aid. |
| 9 | Knowledge about checking the room status (occupied/vacant and dirty) | Knowledge of indoor and outdoor plants and flower arrangements, types and style |
| 10 | <p>Knowledge and demonstration about providing room service Bed making, cleaning of wash room and making room ready to use according to the status.</p> | Schedule and Record Keeping of materials and articles in the coach and attending duties |
| 11 | <p>Knowledge about the safety and first aid to the field area. Practical knowledge about functioning of various kinds of fire extinguisher. Practical knowledge of fire exits in the</p> | Principles of air conditioning system and knowledge about its working. |

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|----|--|--|
| | <p>industry/property in the premises. Knowledge of building safety rule as per standard of the hotel (external and internal)</p> | |
| 12 | <p>Attendant services in railway compartment: Knowledge about the railway route starting and ending point of particular train and halting points. Knowledge about the status of the passengers. Knowledge and demonstration of distribution of articles to the passenger and collection procedures. Knowledge of keeping records of the articles and maintenance of the registers. Knowledge of attending the calls from passengers time to time and providing services for tea, snacks and meal. Knowledge about positive gesture and decent behaviours with passengers. Knowledge and demonstration of air conditioning system of the coaches and regulation of temperature maintenance system. Knowledge about the first aid treatment as per requirements of the passengers. Knowledge and demonstration about disposal of waste in the hotel, private attendant services and railway coaches.</p> | <p>Cleaning of Glass Surfaces. Wood and Allied Surfaces. Metals- Copper/ Brass/ Silver/ Aluminium and Steel. Leather/ Rexene/ Plastic/ and Ceramics</p> <p>Importance of pest control: Categories of Pests. Control of Pests. Different Pesticides/ Insecticides used.</p> |
| 13 | Internal Assessment 03days | |

Note: - More emphasis to be given on video/real-life pictures during theoretical classes. Some real-life pictures/videos of related industry operations may be shown to the trainees to give a feel of Industry and their future assignment.

9.1 EMPLOYABILITY SKILLS

(DURATION: - 110 HRS.)

| Block – I (Duration – 55 hrs.) | |
|--|---|
| 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 know, 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 messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication. |
| 2. I.T. Literacy Duration : 20 Hrs. Marks : 09 | |
| Basics of Computer | Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of 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 | Basic of computer Networks (using real life examples), Definitions of |

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| | |
|--|---|
| Networking and Internet | Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, 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 |
| 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 |

Cabin/ Room Attendant

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| | 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. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix. |
| Institutions 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 familiarizes 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 improves or slows down. |
| Comparison with developed countries | Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected 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 hygienic, 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 |

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| | 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 House-keeping, Practice of good Housekeeping. |
| Quality Tools | Basic quality tools with a few examples. |

10. DETAILS OF COMPETENCIES (ON-JOB TRAINING)

The **competencies/ specific outcomes** on completion of On-Job Training are detailed below: -

Block – I

1. Orientation: With industry, knowledge about whole premises/property.
2. Familiarization with Human Resource Department and been introduce who's is who? (Other related dept.). (Basic Skills) For orientation of industry will have standard etiquettes and basic knowledge.
3. Reporting to HOD Housekeeping about shift duties, work place, hierarchy
4. Physically working. Reporting on duty with specified dress code with proper grooming.
5. Making aware of things for work purpose. (Chemicals, cleaning equipment).
6. Making a charts by him about chemicals and equipment. E.g. Cleaning liquids. R1- Multipurpose Cleaning R6 – for W/C Cleaning. E.g. Equipment: Dry- mop, wet mop and dusters.

Public Area:

7. Public area includes a vast place back of the house (Place being used by staff) Wash Room (toilets), Changing Room.(Lockers), Offices (Related Depts.), Cafeteria, Back area means exit of guest area, Stair case and elevators.(Lift), Stacking of linen and equipment.
8. Banquets: Knowledge about banquets and its accessories and different related elements. The place which is being used by guest/client for purpose meeting conference, and for party purpose.
9. Demonstration of Wash room, main halls, and pre function area and back of the house.
10. Attending the front of the house of guest area, A suit room, Living room of guests, Bath rooms.
11. Attending the guest call (as per requirements of guests) Knowledge about the EPBAX system, call picking, delivering as per request to guest. Delivering the call to the related department as per requirements of guests, knowledge about providing amenities as per request of the guest Providing linen (bed/bathroom), laundry services (washing/pressing, dry-cleaning).
12. Checking the room status (occupied/vacant and dirty)
13. Demonstration about providing room service, Bed making, cleaning of wash room and making room ready to use according to the status.
14. Demonstrate about the safety and first aid to the field area. Practical knowledge about functioning of various kinds of fire extinguisher.
15. Practical knowledge of fire exits in the industry/property in the premises.
16. Knowledge of building safety rule as per standard of the hotel (external and internal)
17. Attendant services in railway compartment.

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18. Knowledge about the railway route starting and ending point of particular train and halting points.
19. Knowledge about the status of the passengers.
20. Demonstration of distribution of articles to the passenger and collection procedures.
21. Keeping records of the articles and maintenance of the registers.
22. Attending the calls from passengers time to time and providing services for tea, snacks and meal.
23. Knowledge about positive gesture and decent behaviors with passengers.
24. Demonstration of air conditioning system of the coaches and Regulation of temperature maintenance system.
25. Knowledge about the first aid treatment as per requirements of the passengers.
26. Demonstration about disposal of waste in the hotel, private attendant services and railway coaches.

Note:

1. Industry must ensure that above mentioned competencies are achieved by the trainees during their on job training.
2. In addition to above competencies/ outcomes industry may impart additional training relevant to the specific industry.



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INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

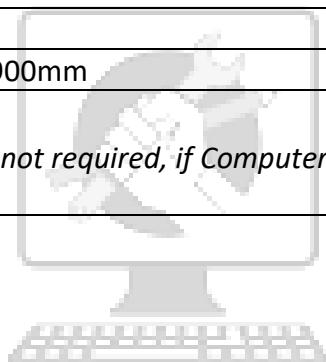
| CABIN/ROOM ATTENDANT | | |
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| LIST OF TOOLS AND EQUIPMENT for Basic Training | | |
| A. TRAINEES TOOL KIT | | |
| Sl. No. | Name of the items | Quantity (indicative) |
| 1. | Blanket | 2 nos. |
| 2. | Bed Sheet | 4 nos. |
| 3. | Pillow with its Cover | 2 nos. |
| 4. | Compartmental Tray | 2 nos. |
| 5. | Waste bin | 1 no. |
| 6. | Salver (round tray used in hotel) | 4 nos. |
| 7. | Cruet set | 2 nos. |
| 8. | Ash Tray | 2 nos. |
| 9. | Butter Dish | 2 nos. |
| 10. | Water Tumbler | 12 nos. |
| 11. | All purpose Knife & Fork | 12 nos. each |
| 12. | Dessert and service spoon | 12 nos. each |
| 13. | Service Fork | 8 nos. |
| 14. | Tea Cup and Sauces | 6 nos. |
| 15. | Tea Pot/Coffee Pot | 2 nos. |
| 16. | Milk Pot | 2 nos. |
| 17. | Sugar Pot | 2 nos. |
| 18. | Sugar tongs | 2 nos. |
| 19. | Thermos Flasks 1 litre and half litre | 2 nos. each |
| 20. | Serviette (guest napkin) cloth | 12 nos. |
| 21. | Waiter's Cloth | 4 nos. |
| 22. | Dining Table & Baize (3 ft. x 3 ft.) | 2 nos. |
| 23. | Dining Chair | 8 nos. |
| 24. | Table Cloth | 4 nos. |
| 25. | Side Board | 1 no. |
| 26. | Almirah standard | 1 no. |
| 27. | Map (Railway) | 1 no. |
| 28. | VCR,TV, Computer, OHP | 1 no. |

* If item no.28 are already available then need not be require desperately.

Note: In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

| TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS | | |
|--|--|-----------------|
| Sl. No. | Name of the items | 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 | 1 No. |
| 4. | Computer Tables | 10 Nos. |
| 5. | Computer Chairs | 20 Nos. |
| 6. | LCD Projector | 1 No. |
| 7. | White Board 1200mm x 900mm | 1 No. |

Note: - Above Tools & Equipments not required, if Computer LAB is available in the institute.



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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: | | | | | | | | | | | | | | |
| Sl. 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 | | | | | | | | | | | | | | |