

RECEPTIONIST (HOTEL CLERK/FRONT ASSISTANT)

COMPETENCY BASED CURRICULUM

(Duration: 1 Yr and 3 months.)

APPRENTICESHIP TRAINING SCHEME (ATS)

NSQF LEVEL- 4



SECTOR – TOURISM AND HOSPITALITY



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

RECEPTIONIST (HOTEL CLERK/FRONT ASSISTANT)

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(Revised in 2018)

APPRENTICESHIP TRAINING SCHEME (ATS)



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Developed By

Ministry of Skill Development and Entrepreneurship
Directorate General of Training
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
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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.

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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. TRAINING SYSTEM

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.

Reception (Hotel Clerk/Front Office Assistant) trade under ATS is one of the most popular courses delivered nationwide through different industries. The course is of one year and three months (01 Block) duration. 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.

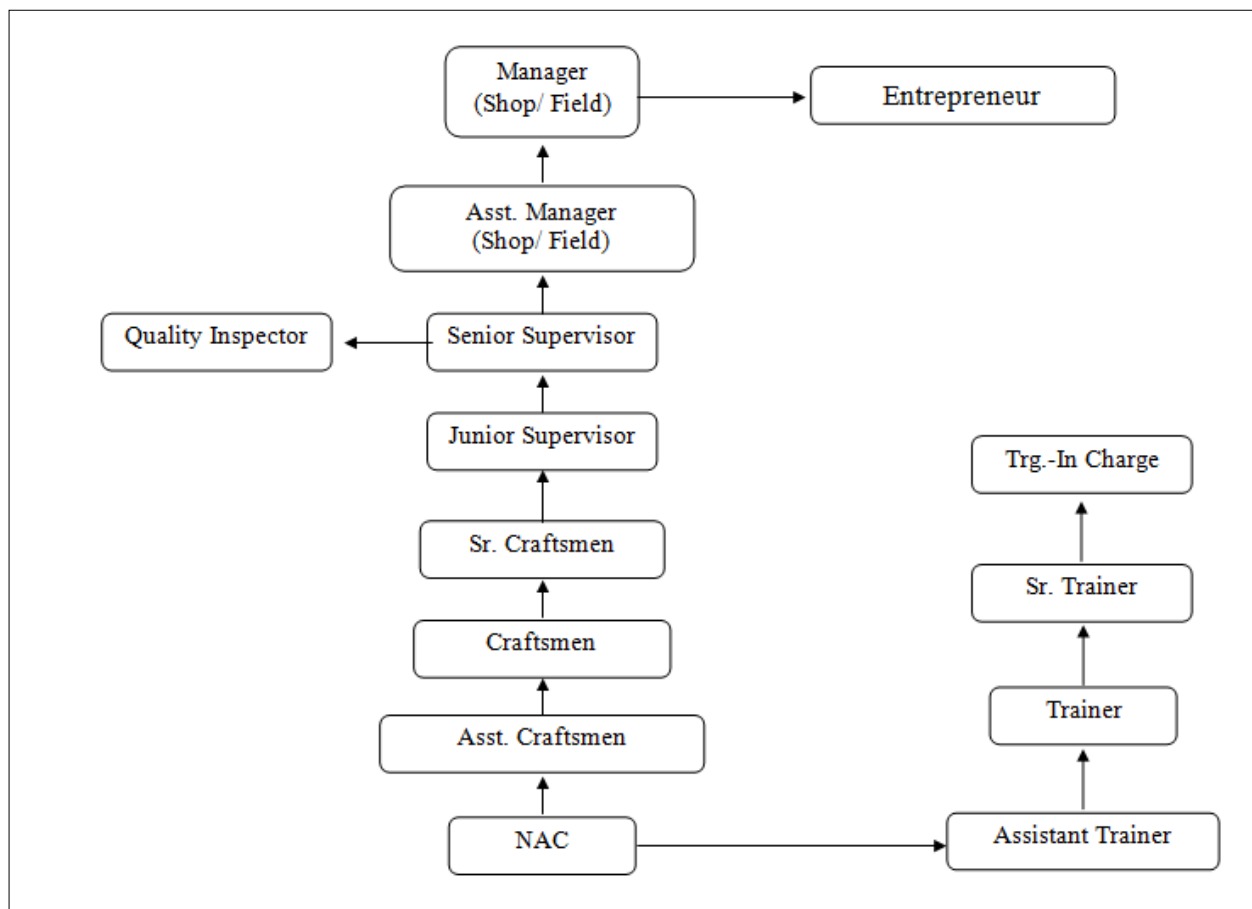
Broadly candidates need to demonstrate that they are able to:

- 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 job/assembly as per drawing for functioning, identify and rectify errors in job/assembly.
- 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 03 months:** 03 months in 1styr. only

For 01 yr. Course (Non-Engg.): - **Total 03 months:** 03 months in 1st yr.

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: 12months**)

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).

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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 guideline of Govt 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 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 scrap/wastage as per procedure, behavioral attitude, sensitivity to 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 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	• Demonstration of good skill in the use of hand tools, machine tools and workshop equipment • Below 70% tolerance dimension/accuracy

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demonstrates attainment of an acceptable standard of craftsmanship.	achieved while undertaking different work with those demanded by the component/job/set standards. • 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.	• 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.	• 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:

Receptionist (Hotel); Receives customers attends to enquiries, assigns rooms after consulting register for availability of room and looks after requirement 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 stationary 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 officers for preparing bills for presentation customers. Present bills customers and realizes amount from them prior to their departure. Receives dak and massages on behalf of management and clients and delivers it them. Attends to other requirements of customers. May be required to do correspondence.

Reception Clerk; receives and attends visitors, clients or customers in institutions or offices, for guiding them to proper places or sections and to arrange interviews, appointments etc. with officials concerned. Receives visitors and enquires purpose of their visit, nature of business to be transacted, person or persons to be interviewed, etc. Supplies required information and directs them to person or place concerned. Writes names and addresses of visitors, purpose of visit and obtains their signature on the visitor's book for record. Contacts officials concerned in person or over phone and arranges interviews. May attend to general clerical duties in office. May type letters and other correspondence. May operate telephone switch board.

Office Assistant; prepares notes, drafts memoranda and summaries quoting precedents, references, rules, etc. Draws out reports, statements and attends to correspondence. Assists superior in disposal of complicated or important cases. Makes entries in register regarding nature and number of papers received by him for disposal. Studies letters and correspondence and links connected papers on subject. Prepares brief notes, reports or draft replies quoting precedent, rules, regulations and existing orders, if any, puts them to superior for consideration. Keeps watch over movement of files. Supervises work of subordinates and assists them in disposal of case correctly and expeditiously. Maintains prescribed registers. May do his own typing. May handle cash and maintain accounts. May prepare budget, bills and other statements.

Reference NCO:

- i) 4226.0100 - Reception Clerk/Front Desk Executive/Receptionist

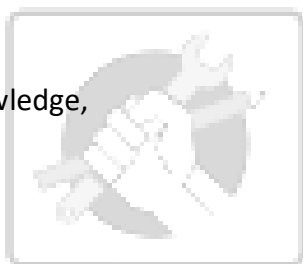
NSQF level for Receptionist/Hotel Clerk/Front Office Assistant trade under ATS: **Level 4**

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 Receptionist/Hotel Clerk/Front Office Assistant 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.

Name of the Trade	RECEPTIONIST/HOTEL CLERK/FRONT ASSISTANT
NCO - 2015	4226.0100
NSQF Level	Level – 4
Duration of Apprenticeship Training (Basic Training + On-Job Training)	3 months + One year (02 Blocks of 15 month duration).
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 10 th class under 10+2 system of education
Selection of Apprenticeship	The apprentices will be selected as per Apprenticeship Act amended time to time.
Instructors Qualification for Basic Training	1. Degree in Hotel Management / Catering Technology with one year experience in the relevant field. - OR 2. Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field. - OR 3. NTC/NAC in the trade with three years' experience in the relevant field. Desirable Qualification: Preference will be given to a candidate with Craft Instructor Certificate (CIC).
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	01 year
CTS trades eligible for RECEPTIONIST / HOTEL CLERK / FRONT ASSISTANT Apprenticeship	Front Office Assistant

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 course of 01 year and 03 months duration under ATS.

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. Register maintenances in front office. Knowledge about other department in hotels. Etiquettes in front office.
2. Communication skill development Personal appearance
3. Procedure for reservation by online and telephone. Procedure of reservation for Indian and foreign guest. Season availability's of rooms. Online money transfer for bill payment. Handling credit bills.
4. Procedure for check-out, check –in. Procedures for group check –in. Procedures for room extension and skipper. Advance check -in and check –out. Walking in guest. Standard and control of master key. Handling key card machines.
5. Arrangement for luggage. Information given to guest about room and emergency exit and fire assembly points. Errand cards..
6. Handling guest complaints and feedback. Safety locker management. Handling incoming and outgoing e-mails. Lost and Found procedure.
7. Handling Epbax System. Telephone techniques. Answer and making calls. Dismantle, and minor repair and assemble simple machine tools such as drill machine, shaper, lathe and power saw.
8. Knowledge of statutory compliance particular to trade requirement.

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

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 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.
	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. Interpret specifications, different engineering drawing and apply for different application in the field of work.	2.1 Read & interpret the information on drawings and apply in executing practical work.
	2.2 Read & analyse the specification to ascertain the material requirement, tools, and machining /assembly

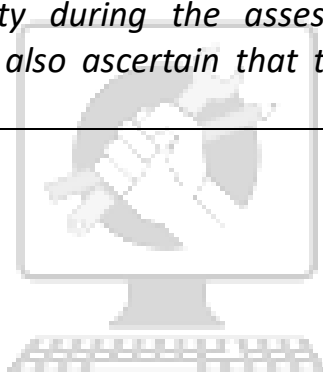
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[Different engineering drawing- Geometrical construction, Dimensioning, Layout, Method of representation, Symbol, scales, Different Projections, Machined components & different thread forms, Assembly drawing, Sectional views, Estimation of material, Electrical & electronic symbol]	/maintenance parameters.
	2.3 Encounter drawings with missing/unspecified key information and make own calculations to fill in missing dimension/parameters to carry out the work.
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 resources 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

Block-I & II (Section:10 in the competency based curriculum)

*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, predictable, routine, situation of clear choice. Assessment criteria should broadly cover the aspect of **Planning** (Identify, ascertain, etc.); **Execution** apply factual knowledge of field of knowledge, recall and demonstrate practical skill during performing the work in routine and repetitive in narrow range of application, using appropriate rule and tool, complying with 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**

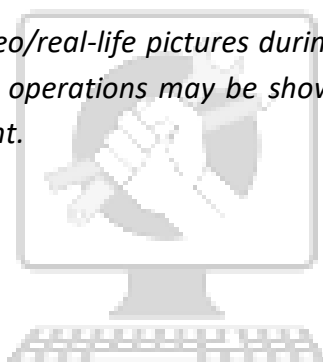
Week No.	Professional Skills (Trade Practical)	Professional Knowledge (Trade Theory)
1	Register maintenances in front office. Knowledge about other department in hotels. Etiquettes in front office.	Introduction to hotel industry. Basic front office Vocabulary. International airlines and tourism industry. Travel agent in tourism industry. Types of hotel.
2	Communication skill development Personal appearance Procedure for grooming	Basic communication theory. Organization chart of front office. Layout of lobby and front office. Basic hygiene and grooming.
3	Procedure for reservation by online and telephone. Procedure of reservation for Indian and foreign guest. Season availability's of rooms. Online money transfer for bill payment. Handling credit bills. Procedure for Cancellation.	Forecasting room availability. Reservation. Types of Rate and plane (menu related plane). Types of rooms. Mode and sources of reservation. Types of reservation. Filling system.
4	Procedure for check-out , check –in. Procedures for group check –in. Procedures for room extension and skipper. Advance check -in and check –out. Walking in guest. Standard and control of master key. Handling key card machines. Handling Credit card Machine.	Front desk counter. Job description of front office cashier. Foreign exchange procedure. Guest folio. Job description of Night auditor. Key handling.
5	Arrangement for luggage. Information given to guest about room and emergency exit and fire assembly points. Errand cards.	Bell desk procedure. Duties of bell boy and bell captain. Left luggage procedure. Scanty Baggage procedure.
6	Handling guest complaints and feedback. Safety locker management. Handling incoming and outgoing e-mails.	Hotel security system. Security and safety custody system. Handling complaints.

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	Lost and Found procedure.	Handling emails.
7	Handling Epx System. Telephone techniques. Answer and making calls.	Front office Coordination with other department. Basic theory of Telecommunication system. Wake-up call procedure
8	Knowledge of statutory compliance particular to trade requirement.	Awareness of terrorism threats conducting mock drill.
	Assessment/Examination 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.



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9. SYLLABUS - CORE SKILLS**9.2 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.	

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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, 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	Entrepreneur - Entrepreneurship - Enterprises:-Conceptual issue	

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Entrepreneurship	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. 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.

RECEPTIONIST (HOTEL CLERK/FRONT ASSISTANT)

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 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. Register maintenances in front office. Knowledge about other department in hotels. Etiquettes in front office.
2. Communication skill development Personal appearance
3. Procedure for reservation by online and telephone. Procedure of reservation for Indian and foreign guest. Season availability's of rooms. Online money transfer for bill payment. Handling credit bills.
4. Procedure for check-out , check –in. Procedures for group check –in. Procedures for room extension and skipper. Advance check -in and check –out. Walking in guest. Standard and control of master key. Handling key card machines.
5. Arrangement for luggage. Information given to guest about room and emergency exit and fire assembly points. Errand cards..
6. Handling guest complaints and feedback. Safety locker management. Handling incoming and outgoing e-mails. Lost and Found procedure.
7. Handling Epbax System. Telephone techniques. Answer and making calls. Dismantle, and minor repair and assemble simple machine tools such as drill machine, shaper, lathe and power saw.
8. Knowledge of statutory compliance particular to trade requirement.

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

INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

RECEPTIONIST HOTEL CLERK			
LIST OF TOOLS AND EQUIPMENT for Basic Training (For 20 Apprentices)			
A. TRAINEES TOOL KIT			
Sl. no.	Name of the Tool & Equipments	Specification	Quantity
1.	Computer	internet and latest configuration	01 No
2.	Computer table with chair	moving type	01 No
3.	Instructor chair with table	-	01 No
4.	Writing board	-	01 No
5.	Phone	*Intercom * EPBAX with digital type	01 No
6.	Filing Rack	3ft x 1.6ft x 6ft (lxbxh)	01 No
7.	Viteny rack	-	01 No
8.	Digital world clocks display	-	01 No
9.	Travel desk	-	01 No
10.	Lobby sofa	-	01 No
11.	Coffee table	-	01 No
12.	Paintings on walls	-	01 No
13.	Sign boards	-	01 No
14.	Information boards	-	01 No
15.	Lobby manager desk	-	01 No
16.	Bell boy counter	-	01 No
17.	Travel desk	-	01 No
18.	Student locker for 20 trainees	pigeon hole type	01 No
19.	Steel cupboard	-	02 Nos
20.	Book shelve with display glass	-	01 No
21.	Split A/C unit	2 ton	02 Nos
22.	Fire extinguisher	-	01 No
23.	Stationery	-	As required

RECEPTIONIST/HOTEL CLERK/FRONT OFFICE ASSISTANT

TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS		
Sl. 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	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.		

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														