

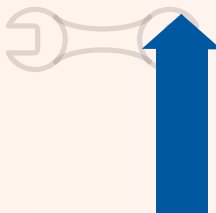
CAREER MAP FOR TOURISM AND HOSPITALITY SUB-SECTORS

Food Production / Food & Beverage Service

executive cheF /
Manager



SouS cheF /
aSSiStant Manager



cheF de Partie /
caPtain



coMMiS cheF 1 /
Bartender



coMMiS cheF /
F & B Service Steward



trainee cheF /
F & B Service trainee

Front oFFice / FacilitieS ManageMent

Front oFFice Manager /
FacilitieS Manager



aSSiStant Front oFFice /
aSSiStant Facility Manager



duty Manager /
Facility SuPerviSor



Front oFFice executive / houSe
keePing executive



Front oFFice aSSociate / houSe
keePing attendant



Front oFFice trainee /
houSe keePing trainee

tour and travel

tour Manager



ticketing conSultant



travel conSultant



tour guide



tour eScort /
Meet & greet oFFicer



tour vehicle driver

JOB ROLE OVERVIEW

House Keeping Attendant (Manual Cleaning) (THC/Q0203)

Job Role Overview	The individual at work cleans the internal and external areas of the property such as restrooms, offices, auditorium, lifts, utility rooms, canteen, pantry, and common areas. The individual uses manual tools to sweep, scrub, mop, wipe and dispose waste
Role Description	Cleaning the property's floors, vertical surfaces, furniture and fixtures
Version	1.0
NSQF Level	3
Minimum Educational Qualifications	Preferable Primary Education
Maximum Educational Qualifications	Graduate in Hotel Management
Training (Suggested But Not Mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 1 year as Housekeeping Trainee

Applicable National Occupational Standards (NOS)

Compulsory:

1. **THC/N0209:** Prepare for manual housekeeping
2. **THC/N0211:** Manually clean floor, wash-and rest-rooms
3. **THC/N0213:** Manually clean furniture and surfaces
4. **THC/N0216:** Maintain area neat and tidy
5. **THC/N0217:** Collect and dispose waste properly
6. **THC/N0218:** Clean pantry and canteen area
7. **THC/N0207:** Report, record and prepare documentation
8. **THC/N9901:** Communicate with customer and colleagues
9. **THC/N9903:** Maintain standard of etiquette and hospitable conduct
10. **THC/N9904:** Follow gender and age sensitive service practices
11. **THC/N9906:** Maintain health and hygiene
12. **THC/N9907:** Maintain safety at workplace

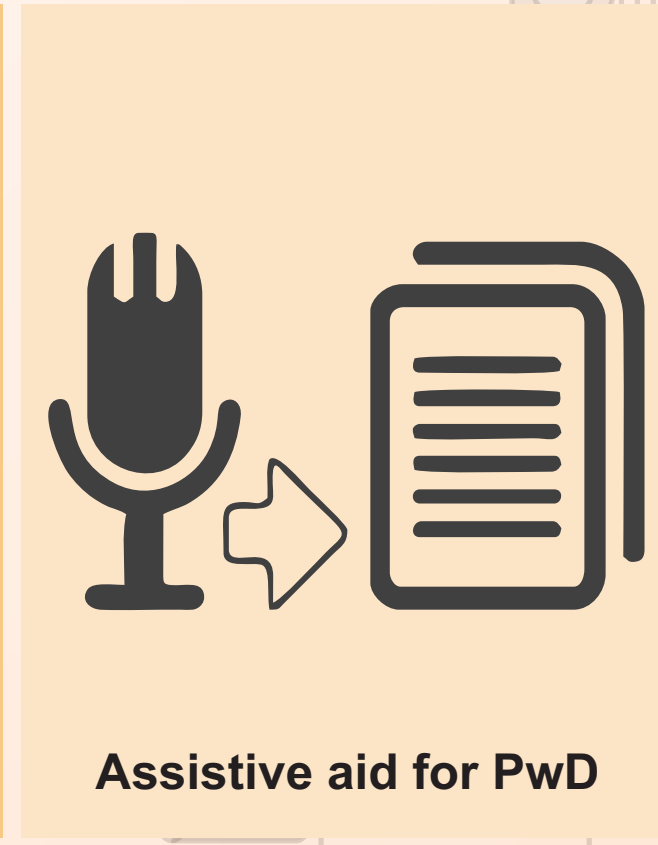
Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC.
2. Each NOS will be assessed for both theoretical knowledge and practical.
3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
4. To pass the Qualification Pack, every trainee should score a minimum aggregate of 50%.

EQUIPMENT LIST

Person with Speech & Hearing Impairment House Keeping Attendant (Manual Cleaning) PWD/THC/Q0203

Domain Specific Equipments		
1	Vacuum Cleaner	5
2	Telescope Poles	6
3	Wringer Trolley	5
4	Different Brooms	15
5	Carpet Brush	10
6	T Scrubber	10
7	Wc Brush	10
8	Upholstery Brush	10
9	Ceiling Broom	10
10	Washbasin Brush	10
11	Mops	10
12	Squeegees	10
13	Box Sweeper	6
14	Buckets	25
15	Mugs	25
16	Bowls	10
17	Dust Bins	10
18	Chamber Maid'S Box	1
19	Maid'S Trolley	1
20	Yellow Coloured Caution Floor Signs	5
21	Display Sample Material Boards	1
22	Cleaning Agents	6
23	Spray Bottles	20
24	WC Fixed to wall	1
25	Men Urinals	1
26	Projector with Screen	1
Disability Specific Equipments/Software		
27	Speech to Text Software	1
28	Computer or Laptop with Web Cam	1
29	Closed Captions	



Assistive aid for PwD

Assistive aid for PwD

Placement Opportunity

Hotels

