



Guest Service Associate (Housekeeping)

Electives: Carpet cleaner/ Floor/surface polisher/ Cleaning Attendant

QP Code: PWD/THC/Q0202

Version: 2.0

NSQF Level: 4

Skill Council for PwD || 501, City Centre, 5th Floor, 12/5, Plot 5, Sector 12, Dwaraka
New Delhi 110076

Adoption of Job Role for PwD: Job mapping is critical for skill training of PwD so that the livelihood opportunity looks at him/ her not because he/ she is having a disability but because of the skill. Mapping with a disability involves research with subject matter experts (SMEs) with a view on the industry requirement without compromising on performance outcome. In cases, mapping is also supported by the use of assistive tools/ technology.

Expository Mapped Parameters

Sector	PwD
Originating SSC	Tourism & Hospitality
Original QP code	THC/Q0202
QP Version	2.0
Expository NSQF Level	4
Disability Type	Locomotor Disability Leprosy Cured Person Dwarfism Acid Attack Victims
Disability Category	Physical Disability/Physically Handicapped
Expository NSQC Approval Date	16/12/2026
Expository Next Review Date	NA

Expository Code	Expository Version	Expository Name	Minimum Entry Criteria	Expository Linked On
E001	1.0	Locomotor Disability	10th Class Pass with 2 years of experience OR 10th Class Pass + ITI (1 year after Class 10th) with 1 year Experience OR 10th Class Pass + ITI (2 years after Class 10th) OR 10th Class Pass and pursuing continuous regular schooling OR 3 Year Diploma (After 10th) OR 12th Class Pass with 6 months experience OR Previous relevant Qualification of NSQF Level 3 with 2 years of experience *10th class with No experience- OJT/internship of 8 months	30/06/2022



E004	1.0	Speech and Hearing Impairment	<p>10th Class Pass with 2 years of experience OR 10th Class Pass + ITI (1 year after Class 10th) with 1 year Experience OR 10th Class Pass + ITI (2 years after Class 10th) OR 10th Class Pass and pursuing continuous regular schooling OR 3 Year Diploma (After 10th) OR 12th Class Pass with 6 months experience OR Previous relevant Qualification of NSQF Level 3 with 2 years of experience *10th class with No experience- OJT/internship of 8 months</p>	30/06/2022
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THC/Q0202: Guest Service Associate (Housekeeping)

Brief Job Description

The individual at work cleans the guest rooms and public areas. The individual may also clean the carpeted areas or polish various floors and surfaces.

Personal Attributes

The job requires the individual to have a service-oriented approach, attention to details, and courteous behavior. It also requires the person to be physically fit to carry out housekeeping activities for long hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N9901: Communicate effectively and maintain service standards](#)
2. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
3. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Electives(*mandatory to select at least one*):

Elective 1: Carpet cleaner

The individual at work is responsible for carrying out cleaning of various types of carpets and different carpeted areas.

1. [THC/N0240: Clean carpet and upholstery](#)

Elective 2: Floor/surface polisher

The individual at work is responsible for carrying out polishing of different types of floors and other surfaces.

1. [THC/N0241: Polish the floors and surfaces](#)

Elective 3: Cleaning Attendant

The individual at work is responsible for cleaning guest rooms and public areas like elevators, lobbies, washrooms etc.

1. [THC/N0208: Perform cleaning activities in guest room & public areas](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5131.0202
Minimum Educational Qualification & Experience	10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th with one year of relevant experience) OR Certificate-NSQF (Level- 3 Housekeeping Trainee)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	16/12/2020
Next Review Date	16/12/2025
NSQC Approval Date	12/03/2021
Version	2.0

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

To be competent, the user/individual on the job must be able to:

- PC1. greet the guests promptly and appropriately as per organization's procedure
- PC2. communicate with the guests in a polite and professional manner
- PC3. clarify guest's requirements by asking appropriate questions
- PC4. address guest's dissatisfactions and complaints effectively
- PC5. build effective yet impersonal relationship with guests
- PC6. inform guests on any issue/problem beforehand including any developments involving them
- PC7. seek feedback from the guests and incorporate them to improve the guest experience
- PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9. pass on essential information to the colleagues timely
- PC10. report any workplace issues to the superior immediately

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC11. report to work on time
- PC12. follow proper etiquette while interacting with colleagues and superiors
- PC13. follow the dress code as per organizational policy
- PC14. maintain personal hygiene
- PC15. respect privacy of others at the workplace

Provide specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17. provide assistance to Persons with Disability, if required
- PC18. follow the organisational policies specified for Persons with Disability
- PC19. follow gender and age sensitive service practices at all times
- PC20. adhere to the company policies related to prevention of sexual harassment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational policies on behavioural etiquette and professionalism
- KU2. organizational policies on gender sensitive service practices at workplace
- KU3. organizational hierarchy and reporting structure
- KU4. documentation policy and procedures of the organization
- KU5. service quality standards as per organizational policies
- KU6. complaint handling policy and procedures
- KU7. SOP on personal hygiene
- KU8. procedure of giving and receiving feedback positively
- KU9. gender specific requirements of different types of guest
- KU10. specific requirements of different age-groups of guests
- KU11. age and gender specific etiquette
- KU12. key helpline numbers
- KU13. organizational policy with regards to Persons with disability

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace
- GS2. interact with coworkers to work efficiently
- GS3. communicate effectively with the guests
- GS4. solve problem when required
- GS5. improve work processes by incorporating guests' feedback

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1. ensure not leaving any confidential information visible and unattended on the workstation
- PC2. comply to organizational IPR policy at all times
- PC3. report any infringement of IPR observed by anyone in the company to the concerned person
- PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

To be competent, the user/individual on the job must be able to:

- PC5. protect personal and financial information of the guest
- PC6. refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisation's policies on intellectual property rights and confidential information
- KU2. IPR infringement reporting procedure
- KU3. storage and disposal procedures for confidential information
- KU4. importance of maintaining confidentiality for competitiveness of an organisation
- KU5. significance of damages resulting from confidentiality infringement

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2. communicate effectively with the guests regarding confidentiality
- GS3. resolve conflicts related to confidentiality and privacy by reporting the issue in time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3. clean the crockery and other articles as per established standards
- PC4. sanitize all tools and equipment requiring touch points at regular intervals
- PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7. dispose of the waste as per the prescribed standards
- PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

To be competent, the user/individual on the job must be able to:

- PC9. attend regular health check-ups organized by the management
- PC10. report personal health issues related to injury, food, air and infectious disease
- PC11. report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

To be competent, the user/individual on the job must be able to:

- PC12. follow safety procedures while handling materials, tools, equipment etc.
- PC13. follow first aid procedures appropriately
- PC14. identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

To be competent, the user/individual on the job must be able to:

- PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC16. segregate waste into different coloured dustbins
- PC17. handle the waste as per SOP

PC18. recycle waste wherever applicable

PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's policy on reporting and managing safety issues

KU2. procedure to maintain cleanliness standards at workplace

KU3. SOP on personal hygiene

KU4. importance of preventive health checkup and healthy living

KU5. procedure to report health issues

KU6. instructions for operating and handling equipment as per standard

KU7. purpose and usage of PPE

KU8. basic first-aid procedures

KU9. standard waste management policy

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace

GS2. fill in relevant forms, formats and checklist accurately

GS3. communicate effectively with guests and co-workers

GS4. analyze the impact of not adhering to the health and safety procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
PC13. follow first aid procedures appropriately	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

THC/N0240: Clean carpet and upholstery

Description

This OS unit is about cleaning or shampooing the carpets and furniture upholstery.

Scope

The scope covers the following :

- Perform pre-cleaning activities
- Clean carpets
- Clean furniture upholstery
- Perform post-cleaning activities

Elements and Performance Criteria

Perform pre-cleaning activities

To be competent, the user/individual on the job must be able to:

- PC1. inspect the carpet or upholstery for stains and other marks that need to be cleaned
- PC2. determine the method of cleaning to be performed like using soap and water, chemical treatment etc.
- PC3. identify the appropriate chemical solution as per the requirement
- PC4. collect supplies and cleaning equipment required for performing cleaning operation
- PC5. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles
- PC6. clean and sanitize all equipment before use

Clean carpets

To be competent, the user/individual on the job must be able to:

- PC7. remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned
- PC8. power vacuum the carpeted area/carpet to remove dry soil
- PC9. mix water and detergents/chemicals/soap in containers as per specifications
- PC10. treat the carpet using appropriate solutions like stain remover, grit remover, odour remover etc.
- PC11. leave the solution on the carpet for specified time to loosen the dirt as per SOP
- PC12. brush/scrub the carpet (use scrubber machine, if required)
- PC13. clean old, delicate rug by hand to avoid damage
- PC14. rinse the carpet thoroughly without over wetting the carpet
- PC15. perform spot cleaning for deep stains using stain removal treatment
- PC16. use hot water extraction/rotary shampooing techniques if carpet is still not clean
- PC17. dry the carpet using drying machines

Clean furniture upholstery

To be competent, the user/individual on the job must be able to:

- PC18. dry dust the furniture to clean the dirt
- PC19. vacuum the upholstery to remove dust and lint

- PC20. clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners
- PC21. apply appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains
- PC22. use steam vacuum to clean the upholstery
- PC23. check for any stain or dirt and damage after cleaning the furniture/upholstery
- PC24. perform another stain treatment on areas, if not completely cleaned during the initial steam vacuuming

Perform post - cleaning activities

To be competent, the user/individual on the job must be able to:

- PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness
- PC26. crop the top of stained areas that cannot be cleaned, as per SOP
- PC27. carry out minor repairs with a needle and thread to fix frayed edges
- PC28. apply stain and moth repellent chemicals, if required
- PC29. apply chemical agents or color seal to lock the color
- PC30. rake the carpet or upholstery to restore its texture and appearance
- PC31. apply protective solution and deodorizers
- PC32. apply stain prevention solution to the furniture/upholstery
- PC33. reset furniture once cleaning is complete

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant occupational health and safety requirements applicable in the workplace
- KU2. organizational SOPs for carpet and upholstery cleaning
- KU3. types of cleaning procedures required for carpet and upholstery
- KU4. types and preparation of chemical solutions for carpet and upholstery cleaning
- KU5. types and operating procedure of cleaning equipment required for carpet, furniture/upholstery cleaning, e.g., wet and dry vacuum cleaner, stain remover, jet cleaners, dryers etc.
- KU6. techniques to remove different types of stains
- KU7. methods to inspect carpet quality and cleanliness
- KU8. purpose and usage of PPE
- KU9. precautions to be taken while cleaning carpets and upholstery
- KU10. basic maintenance procedure of cleaning tools and equipment
- KU11. basic carpet and upholstery repairing techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read and interpret instructions, procedures, information, and signages in the workplace
- GS2. prioritize work processes in order to complete them as per agreed schedule
- GS3. improve and modify own work practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-cleaning activities</i>	15	20	-	10
PC1. inspect the carpet or upholstery for stains and other marks that need to be cleaned	-	-	-	-
PC2. determine the method of cleaning to be performed like using soap and water, chemical treatment etc.	-	-	-	-
PC3. identify the appropriate chemical solution as per the requirement	-	-	-	-
PC4. collect supplies and cleaning equipment required for performing cleaning operation	-	-	-	-
PC5. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
PC6. clean and sanitize all equipment before use	-	-	-	-
<i>Clean carpets</i>	20	30	-	10
PC7. remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned	-	-	-	-
PC8. power vacuum the carpeted area/carpet to remove dry soil	-	-	-	-
PC9. mix water and detergents/chemicals/soap in containers as per specifications	-	-	-	-
PC10. treat the carpet using appropriate solutions like stain remover, grit remover, odour remover etc.	-	-	-	-
PC11. leave the solution on the carpet for specified time to loosen the dirt as per SOP	-	-	-	-
PC12. brush/scrub the carpet (use scrubber machine, if required)	-	-	-	-
PC13. clean old, delicate rug by hand to avoid damage	-	-	-	-
PC14. rinse the carpet thoroughly without over wetting the carpet	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. perform spot cleaning for deep stains using stain removal treatment	-	-	-	-
PC16. use hot water extraction/rotary shampooing techniques if carpet is still not clean	-	-	-	-
PC17. dry the carpet using drying machines	-	-	-	-
<i>Clean furniture upholstery</i>	15	15	-	10
PC18. dry dust the furniture to clean the dirt	-	-	-	-
PC19. vacuum the upholstery to remove dust and lint	-	-	-	-
PC20. clean the corners and back of cushioned sofas using hosepipe/dusting brush vacuum cleaners	-	-	-	-
PC21. apply appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains	-	-	-	-
PC22. use steam vacuum to clean the upholstery	-	-	-	-
PC23. check for any stain or dirt and damage after cleaning the furniture/upholstery	-	-	-	-
PC24. perform another stain treatment on areas, if not completely cleaned during the initial steam vacuuming	-	-	-	-
<i>Perform post - cleaning activities</i>	15	15	-	10
PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness	-	-	-	-
PC26. crop the top of stained areas that cannot be cleaned, as per SOP	-	-	-	-
PC27. carry out minor repairs with a needle and thread to fix frayed edges	-	-	-	-
PC28. apply stain and moth repellent chemicals, if required	-	-	-	-
PC29. apply chemical agents or color seal to lock the color	-	-	-	-
PC30. rake the carpet or upholstery to restore its texture and appearance	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC31. apply protective solution and deodorizers	-	-	-	-
PC32. apply stain prevention solution to the furniture/upholstery	-	-	-	-
PC33. reset furniture once cleaning is complete	-	-	-	-
NOS Total	65	80	-	40

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0240
NOS Name	Clean carpet and upholstery
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2020
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

THC/N0241: Polish the floors and surfaces

Description

This OS unit is about inspecting surface to be polished and carrying out cleaning/polishing of various types of surfaces manually or using machines to remove stains, strip wax and sealant, sand, and buff the surface.

Scope

The scope covers the following :

- Perform pre-polishing activities
- Remove soft and stubborn stains
- Polish the surface manually
- Polish surface using machine

Elements and Performance Criteria

Perform pre-polishing activities

To be competent, the user/individual on the job must be able to:

- PC1. examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished
- PC2. determine the type of surface, e.g. natural marble or cultured marble
- PC3. assess the type of stain like simple or stubborn
- PC4. determine the type of treatment required to polish the surface
- PC5. arrange the required chemicals, tools and equipment for polishing

Remove soft and stubborn stains

To be competent, the user/individual on the job must be able to:

- PC6. ensure complete access to the area to be polished by removing all furniture and decorative items
- PC7. protect walls and built-in furniture as per organizational SOP
- PC8. place warning signs to prevent entry to the work area
- PC9. remove any old, cracked, broken and damaged tile using hammer and chisel
- PC10. clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit
- PC11. clean the soft stains using appropriate method using water, mild soap, sponge etc.
- PC12. scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP
- PC13. prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth
- PC14. apply the chemical solution suitable for the surface
- PC15. cover the paste completely with plastic wrap with holes in it
- PC16. tape the edges and leave it for drying
- PC17. wipe and clean the chemical solution with a soft cloth
- PC18. repeat the process if stain remains

Polish the surface manually

To be competent, the user/individual on the job must be able to:

- PC19. apply a thin layer of polish using clean soft cloth and allow it to dry
- PC20. rinse the surface with warm water, or use soft cloth to clean the surface, as required
- PC21. wipe the surface gently in a circular motion
- PC22. spray sealant over the entire surface and leave it on for 15-30 minutes
- PC23. dry the surface completely using a soft towel
- PC24. repeat the sealer application process

Polish surface using machine

To be competent, the user/individual on the job must be able to:

- PC25. remove any residual wax or sealant from marble/granite
- PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush
- PC27. wipe with a clean mop/cloth when stripper begins to blister
- PC28. repeat the wiping process till the bottom layer of wax or sealant is removed
- PC29. attach the coarsest grit to the sanding machine
- PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP
- PC31. operate the sanding machine side-to-side with two to four passes
- PC32. mop the surface after sanding
- PC33. dry the surface using wet/dry vacuum cleaner
- PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved
- PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine
- PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding
- PC37. add a buffer pad to the sanding machine
- PC38. spray polishing solution on the surface
- PC39. buff the marble/granite surface with a rotary floor machine till it shines
- PC40. mop the area to remove any dust/rubble

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant occupational health and safety requirements applicable in the work place
- KU2. organizational SOPs for floor/surface polishing
- KU3. types and operating procedure of cleaning equipment required for surface cleaning for marble/granite e.g. sanding machine, brush with nylon bristles
- KU4. types of cleaning agents and chemicals used for cleaning
- KU5. process of preparation of chemical solutions
- KU6. methods to inspect surface quality
- KU7. methods to check cleanliness of marble/granite surface post chemical treatment
- KU8. types of surface - marble, granite, natural/cultured etc.
- KU9. types of surface stains like simple, stubborn
- KU10. techniques to treat/polish the surface and restore them

KU11. types and operating procedure of cleaning equipment/tools required for marble/granite treating and polishing like sanding machine, buffer pad, rotary machine, etc.

KU12. techniques to remove stains from marble/granite

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret instructions, procedures, information

GS2. prioritize work processes in order to complete the work as per agreed schedule

GS3. improve and modify own work practices

GS4. communicate effectively with customers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-polishing activities</i>	20	30	-	10
PC1. examine the marble/granite/vitrified tiled surfaces, scaffolding and related installations or structures to be polished	-	-	-	-
PC2. determine the type of surface, e.g. natural marble or cultured marble	-	-	-	-
PC3. assess the type of stain like simple or stubborn	-	-	-	-
PC4. determine the type of treatment required to polish the surface	-	-	-	-
PC5. arrange the required chemicals, tools and equipment for polishing	-	-	-	-
<i>Remove soft and stubborn stains</i>	15	20	-	10
PC6. ensure complete access to the area to be polished by removing all furniture and decorative items	-	-	-	-
PC7. protect walls and built-in furniture as per organizational SOP	-	-	-	-
PC8. place warning signs to prevent entry to the work area	-	-	-	-
PC9. remove any old, cracked, broken and damaged tile using hammer and chisel	-	-	-	-
PC10. clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit	-	-	-	-
PC11. clean the soft stains using appropriate method using water, mild soap, sponge etc.	-	-	-	-
PC12. scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP	-	-	-	-
PC13. prepare the chemical solution for cleaning the stubborn stain as per specification e.g. for marble a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. apply the chemical solution suitable for the surface	-	-	-	-
PC15. cover the paste completely with plastic wrap with holes in it	-	-	-	-
PC16. tape the edges and leave it for drying	-	-	-	-
PC17. wipe and clean the chemical solution with a soft cloth	-	-	-	-
PC18. repeat the process if stain remains	-	-	-	-
<i>Polish the surface manually</i>	20	20	-	10
PC19. apply a thin layer of polish using clean soft cloth and allow it to dry	-	-	-	-
PC20. rinse the surface with warm water, or use soft cloth to clean the surface, as required	-	-	-	-
PC21. wipe the surface gently in a circular motion	-	-	-	-
PC22. spray sealant over the entire surface and leave it on for 15-30 minutes	-	-	-	-
PC23. dry the surface completely using a soft towel	-	-	-	-
PC24. repeat the sealer application process	-	-	-	-
<i>Polish surface using machine</i>	25	25	-	10
PC25. remove any residual wax or sealant from marble/granite	-	-	-	-
PC26. apply a layer of high-quality stripper to the surface with a solvent-resistant paint brush	-	-	-	-
PC27. wipe with a clean mop/cloth when stripper begins to blister	-	-	-	-
PC28. repeat the wiping process till the bottom layer of wax or sealant is removed	-	-	-	-
PC29. attach the coarsest grit to the sanding machine	-	-	-	-
PC30. ensure clean, cold water is poured over the marble/granite surface as per the SOP	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC31. operate the sanding machine side-to-side with two to four passes	-	-	-	-
PC32. mop the surface after sanding	-	-	-	-
PC33. dry the surface using wet/dry vacuum cleaner	-	-	-	-
PC34. repeat the sanding and cleaning process until the grits get less coarse and desired level of polish is achieved	-	-	-	-
PC35. apply appropriate surface paste for a final pass on the surface using the sanding machine	-	-	-	-
PC36. clean the floor thoroughly using soft cloths, mop and wet/dry vacuum after sanding	-	-	-	-
PC37. add a buffer pad to the sanding machine	-	-	-	-
PC38. spray polishing solution on the surface	-	-	-	-
PC39. buff the marble/granite surface with a rotary floor machine till it shines	-	-	-	-
PC40. mop the area to remove any dust/rubble	-	-	-	-
NOS Total	80	95	-	40

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0241
NOS Name	Polish the floors and surfaces
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2020
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

THC/N0208: Perform cleaning activities in guest room & public areas

Description

This OS unit is about preparing for cleaning duties, carrying out daily or periodic cleaning of guest rooms, including furniture, balcony/patio, guest bathroom, and change soiled linen. It is also about cleaning public areas like elevators, front office, dining areas, etc.

Scope

The scope covers the following :

- Prepare for cleaning activities
- Clean guest room
- Clean guest bathroom
- Clean elevators
- Clean lobby and Front Office area
- Clean dining area

Elements and Performance Criteria

Prepare for cleaning activities

To be competent, the user/individual on the job must be able to:

- PC1. collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor
- PC2. collect the floor master key and sign the key control register
- PC3. collect fresh linen as per occupancy status from the linen room
- PC4. identify the appropriate cleaning agent as per the requirement
- PC5. collect cleaning equipment required for performing cleaning operation
- PC6. load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.
- PC7. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles
- PC8. sanitize all equipment and supplies

Clean guest room

To be competent, the user/individual on the job must be able to:

- PC9. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.
- PC10. ensure proper ventilation in the room by drawing the curtains
- PC11. check all the curtain hooks/rings and tracks while drawing the curtains
- PC12. remove used cutlery, crockery and food trays, if any and inform room services to collect them
- PC13. check functioning of all the electrical appliances
- PC14. inform the supervisor for maintenance work of non-functional appliance, if required
- PC15. empty the ashtrays and wastepaper basket into the trash bag on the cart
- PC16. dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room
- PC17. remove cobwebs or dust from the ceilings, if required

- PC18. vacuum clean the upholstered items in the room
- PC19. vacuum the carpet edge and floor
- PC20. clean window frame and glass panes, if required
- PC21. remove stains from furniture using appropriate cleaning agent
- PC22. damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver
- PC23. perform spot cleaning, if required
- PC24. handle cleaning agents without spilling in the room to be cleaned
- PC25. clear up any spillage as per the type of floor and the size and type of spillage
- PC26. clean and polish the surface without causing any damage to the surfaces
- PC27. re-arrange all the furniture and article after cleaning as per standard layout
- PC28. spray room freshener to ensure room is free from unpleasant odour
- PC29. ensure surfaces are dry and free of smears/dirt when work is finished
- PC30. spray wash, scrub and clean the balcony railings
- PC31. collect dirty linen in the floor cart/trolley
- PC32. replace bed linen in rooms (both checked out and occupied rooms)
- PC33. replenish guest supplies like snacks, tea/coffee bags etc.
- PC34. verify if the heating, lighting and ventilation systems are set correctly after cleaning
- PC35. collect and segregate waste according to organization's waste management policy
- PC36. complete the documentation accurately
- PC37. report damage to the supervisor, if any

Clean guest bathroom

To be competent, the user/individual on the job must be able to:

- PC38. empty the waste bins and place new bin liner
- PC39. scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots
- PC40. flush the WC and apply cleaning agent and leave it for a while
- PC41. scrub and clean the WC using a toilet brush
- PC42. damp dust the door and fixtures along with, the toilet roll holder, faucets etc.
- PC43. clean and disinfect bath room phone
- PC44. clean all the tiles, shower area, and vanity area using appropriate cleaning agent
- PC45. wipe and clean the vanity mirror
- PC46. clean bathroom walls using wet mop or sponge
- PC47. wipe shower curtain, working from top towards the bottom, with a dry cloth or replace, if it is stained
- PC48. replenish toiletries and other bathroom supplies if required
- PC49. check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.
- PC50. sweep and mop the bathroom floor using appropriate disinfectant
- PC51. check bathroom doormat and replace, if required
- PC52. report any damage spotted to the housekeeping control desk
- PC53. leave the bathroom door open for air to circulate

Clean elevators

To be competent, the user/individual on the job must be able to:

- PC54. ensure that the elevator is taken off service mode
- PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.
- PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator
- PC57. open and wipe the elevator doors
- PC58. clean from top towards bottom while cleaning the elevator cabin
- PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth
- PC60. clean the mirrors and check the surface for streaks
- PC61. wipe button with a damp duster
- PC62. mop floor to eliminate stains
- PC63. vacuum carpets using a high-power vacuum cleaner
- PC64. report loose or ripped carpeting to the supervisor
- PC65. keep the elevator door open till the floor and walls are completely dried
- PC66. spray air freshener after cleaning
- PC67. put the elevator back in service mode

Clean lobby and Front Office area

To be competent, the user/individual on the job must be able to:

- PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets
- PC69. arrange the flowers, if required
- PC70. water indoor plants as per the requirement
- PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork
- PC72. clean the glass surface and windows using glass-cleaner
- PC73. damp-dust the doors, door handles, and knobs
- PC74. suction clean the carpeted areas as per the requirement
- PC75. remove any stain on the carpet or upholstery immediately
- PC76. clean the lights and lighting fixtures
- PC77. dust and wipe the railings, and furniture
- PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution
- PC79. sweep, mop or vacuum the floors, as required
- PC80. spray room freshener at the end of cleaning

Clean dining area

To be competent, the user/individual on the job must be able to:

- PC81. open all the drapes/blinds for better lighting in the area
- PC82. vacuum clean the carpet area
- PC83. remove any food stains from the carpet, using appropriate cleaning agent
- PC84. sweep and mop without leaving any food or spillage on the hard floor area
- PC85. dust and wipe the furniture in the dining area
- PC86. polish the furniture if required
- PC87. clean wall hangings like paintings, pictures, etc. artworks, and corners
- PC88. polish metal, glass, and wood items and surfaces, if required
- PC89. wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical

- PC90. report any repair or maintenance requirement to housekeeping control desk
- PC91. report any lost and found items as per SOP
- PC92. collect all dirty table linens and replace with fresh ones

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant occupational health and safety requirements applicable in the workplace
- KU2. organization's policy on reporting and documentation
- KU3. organizational SOP for housekeeping
- KU4. importance and proper usage of PPE during cleaning operations
- KU5. inspection methods of housekeeping assigned area
- KU6. cleaning methods for different areas/surfaces
- KU7. types and use of cleaning and mixing agents, required for cleaning different areas/surface
- KU8. types and operating procedure of cleaning equipment
- KU9. different boards/signages for cleaning areas
- KU10. room layouts and furniture arrangements
- KU11. types of rooms and guest supplies
- KU12. checklist and standard working condition for all room equipment/appliances
- KU13. waste management as per organizational SOP
- KU14. importance of paying attention to details while attending to and cleaning a guest room
- KU15. maintenance procedure of all housekeeping equipment
- KU16. types of waste and their characteristics
- KU17. working procedure of elevators

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read and interpret instructions, procedures, information, and signages in the workplace
- GS2. interpret operational instructions received from housekeeping supervisors
- GS3. fill-in checklists, log sheets etc.
- GS4. communicate effectively with guests and respond to their queries, if required
- GS5. plan, prioritize and sequence work to increase efficiency
- GS6. improve and modify own work practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for cleaning activities</i>	20	20	-	10
PC1. collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor	-	-	-	-
PC2. collect the floor master key and sign the key control register	-	-	-	-
PC3. collect fresh linen as per occupancy status from the linen room	-	-	-	-
PC4. identify the appropriate cleaning agent as per the requirement	-	-	-	-
PC5. collect cleaning equipment required for performing cleaning operation	-	-	-	-
PC6. load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.	-	-	-	-
PC7. arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
PC8. sanitize all equipment and supplies	-	-	-	-
<i>Clean guest room</i>	20	25	-	15
PC9. use appropriate signages to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC10. ensure proper ventilation in the room by drawing the curtains	-	-	-	-
PC11. check all the curtain hooks/rings and tracks while drawing the curtains	-	-	-	-
PC12. remove used cutlery, crockery and food trays, if any and inform room services to collect them	-	-	-	-
PC13. check functioning of all the electrical appliances	-	-	-	-
PC14. inform the supervisor for maintenance work of non-functional appliance, if required	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. empty the ashtrays and wastepaper basket into the trash bag on the cart	-	-	-	-
PC16. dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room	-	-	-	-
PC17. remove cobwebs or dust from the ceilings, if required	-	-	-	-
PC18. vacuum clean the upholstered items in the room	-	-	-	-
PC19. vacuum the carpet edge and floor	-	-	-	-
PC20. clean window frame and glass panes, if required	-	-	-	-
PC21. remove stains from furniture using appropriate cleaning agent	-	-	-	-
PC22. damp dust the head board of the bed, the telephone and disinfect the mouthpiece and the receiver	-	-	-	-
PC23. perform spot cleaning, if required	-	-	-	-
PC24. handle cleaning agents without spilling in the room to be cleaned	-	-	-	-
PC25. clear up any spillage as per the type of floor and the size and type of spillage	-	-	-	-
PC26. clean and polish the surface without causing any damage to the surfaces	-	-	-	-
PC27. re-arrange all the furniture and article after cleaning as per standard layout	-	-	-	-
PC28. spray room freshener to ensure room is free from unpleasant odour	-	-	-	-
PC29. ensure surfaces are dry and free of smears/dirt when work is finished	-	-	-	-
PC30. spray wash, scrub and clean the balcony railings	-	-	-	-
PC31. collect dirty linen in the floor cart/trolley	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. replace bed linen in rooms (both checked out and occupied rooms)	-	-	-	-
PC33. replenish guest supplies like snacks, tea/coffee bags etc.	-	-	-	-
PC34. verify if the heating, lighting and ventilation systems are set correctly after cleaning	-	-	-	-
PC35. collect and segregate waste according to organization's waste management policy	-	-	-	-
PC36. complete the documentation accurately	-	-	-	-
PC37. report damage to the supervisor, if any	-	-	-	-
<i>Clean guest bathroom</i>	15	15	-	10
PC38. empty the waste bins and place new bin liner	-	-	-	-
PC39. scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots	-	-	-	-
PC40. flush the WC and apply cleaning agent and leave it for a while	-	-	-	-
PC41. scrub and clean the WC using a toilet brush	-	-	-	-
PC42. damp dust the door and fixtures along with, the toilet roll holder, faucets etc.	-	-	-	-
PC43. clean and disinfect bath room phone	-	-	-	-
PC44. clean all the tiles, shower area, and vanity area using appropriate cleaning agent	-	-	-	-
PC45. wipe and clean the vanity mirror	-	-	-	-
PC46. clean bathroom walls using wet mop or sponge	-	-	-	-
PC47. wipe shower curtain, working from top towards the bottom, with a dry cloth or replace, if it is stained	-	-	-	-
PC48. replenish toiletries and other bathroom supplies if required	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC49. check plug holes, waste outlet and drains are free from blockages or residuals like hair, dirt, waste, etc.	-	-	-	-
PC50. sweep and mop the bathroom floor using appropriate disinfectant	-	-	-	-
PC51. check bathroom doormat and replace, if required	-	-	-	-
PC52. report any damage spotted to the housekeeping control desk	-	-	-	-
PC53. leave the bathroom door open for air to circulate	-	-	-	-
<i>Clean elevators</i>	10	10	-	5
PC54. ensure that the elevator is taken off service mode	-	-	-	-
PC55. use appropriate caution signs to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
PC56. use appropriate cleaning methods and cleaning solutions as per material used on the elevator	-	-	-	-
PC57. open and wipe the elevator doors	-	-	-	-
PC58. clean from top towards bottom while cleaning the elevator cabin	-	-	-	-
PC59. wipe the ceiling and lights with a damp cloth followed by a dry cloth	-	-	-	-
PC60. clean the mirrors and check the surface for streaks	-	-	-	-
PC61. wipe button with a damp duster	-	-	-	-
PC62. mop floor to eliminate stains	-	-	-	-
PC63. vacuum carpets using a high-power vacuum cleaner	-	-	-	-
PC64. report loose or ripped carpeting to the supervisor	-	-	-	-
PC65. keep the elevator door open till the floor and walls are completely dried	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC66. spray air freshener after cleaning	-	-	-	-
PC67. put the elevator back in service mode	-	-	-	-
<i>Clean lobby and Front Office area</i>	15	20	-	10
PC68. empty and damp-dust the ashtrays, sand urns, and wastepaper baskets	-	-	-	-
PC69. arrange the flowers, if required	-	-	-	-
PC70. water indoor plants as per the requirement	-	-	-	-
PC71. dust and wipe all lobby and front office decorative items like vases, paintings, artwork	-	-	-	-
PC72. clean the glass surface and windows using glass-cleaner	-	-	-	-
PC73. damp-dust the doors, door handles, and knobs	-	-	-	-
PC74. suction clean the carpeted areas as per the requirement	-	-	-	-
PC75. remove any stain on the carpet or upholstery immediately	-	-	-	-
PC76. clean the lights and lighting fixtures	-	-	-	-
PC77. dust and wipe the railings, and furniture	-	-	-	-
PC78. damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc. using disinfectant solution	-	-	-	-
PC79. sweep, mop or vacuum the floors, as required	-	-	-	-
PC80. spray room freshener at the end of cleaning	-	-	-	-
<i>Clean dining area</i>	10	10	-	10
PC81. open all the drapes/blinds for better lighting in the area	-	-	-	-
PC82. vacuum clean the carpet area	-	-	-	-
PC83. remove any food stains from the carpet, using appropriate cleaning agent	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC84. sweep and mop without leaving any food or spillage on the hard floor area	-	-	-	-
PC85. dust and wipe the furniture in the dining area	-	-	-	-
PC86. polish the furniture if required	-	-	-	-
PC87. clean wall hangings like paintings, pictures, etc. artworks, and corners	-	-	-	-
PC88. polish metal, glass, and wood items and surfaces, if required	-	-	-	-
PC89. wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical	-	-	-	-
PC90. report any repair or maintenance requirement to housekeeping control desk	-	-	-	-
PC91. report any lost and found items as per SOP	-	-	-	-
PC92. collect all dirty table linens and replace with fresh ones	-	-	-	-
NOS Total	90	100	-	60

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0208
NOS Name	Perform cleaning activities in guest room & public areas
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	16/12/2020
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

Assessment Guidelines and Assessment Weightage

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	30
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
Total	75	85	-	40	200	55

Elective: 1 Carpet cleaner

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0240.Clean carpet and upholstery	65	80	-	40	185	45
Total	65	80	0	40	185	45

Elective: 2 Floor/surface polisher

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0241.Floor/surface polishing	80	95	-	40	215	45
Total	80	95	0	40	215	45

Elective: 3 Cleaning Attendant

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0208.Perform cleaning activities in guest room & public areas	90	100	-	60	250	45
Total	90	100	0	60	250	45

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
ISO	International Standards Organization

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.