



Hospitality Associate (Divyangjan)- ID

QP Code: PWD/Q7201

Version: 1.0

NSQF Level: 2

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

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## PWD/Q7201: Hospitality Associate

### Brief Job Description

The individual at work performs housekeeping activities such as cleaning of external and internal areas of the premises, collecting clothes, uniforms, and fabrics for laundry and delivering them, assisting the cook in keeping the area and utensils clean and also receiving and distributing store supplies.

### Personal Attributes

The individual should be physically fit. The individual must be polite with good moral character, well-groomed, have pleasing deportment and healthy habits.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [PWD/N7201: Perform cleaning and housekeeping activities](#)
2. [PWD/N9901: Follow health, safety and hygiene practices](#)
3. [PWD/N9903: Communicate with others effectively](#)
4. [Undertake Employability Skills](#)

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

##### Elective 1: Kitchen Helper

This OS is about providing assistance in cleaning the kitchen, washing dishes and receiving raw materials for cooking in the kitchen from suppliers and storing them.

1. [PWD/N7202: Maintain cleanliness in the kitchen](#)
2. [PWD/N7203: Maintain kitchen supplies and material](#)

##### Elective 2: Laundry Valet

This unit is about handling in-house laundry operations and uniform room operations.

1. [PWD/N7204: Handle collection and delivery of laundry items](#)

#### Options (*Not mandatory*):

##### Option 1: Toilet and Washroom Cleaning

This unit is about cleaning of toilets and washroom

1. [PWD/N7205: Maintain cleanliness in the toilets and washrooms](#)

#### Option 2: Laundry Operations

This unit is about performing laundry operations

1. [PWD/N7206: Perform laundry operations](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	PwD
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Food & Beverage Service/Guest Service Associate
<b>Country</b>	India
<b>NSQF Level</b>	2
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5151.0101
<b>Minimum Educational Qualification &amp; Experience</b>	Basic Literacy
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	22/07/2022
<b>Next Review Date</b>	29 Sep 2025
<b>NSQC Approval Date</b>	29 Sep 2022
<b>Version</b>	1.0

### Remarks:

This QP has been developed for Persons with Intellectual Disability. Visual instructions or a checklist should be provided to persons for performing all the activities.

## PWD/N7201: Perform cleaning and housekeeping activities

### Description

This OS unit is about carrying out cleaning operations and relevant housekeeping activities in the assigned areas.

### Scope

The scope covers the following:

- Perform pre-cleaning activities
- Perform cleaning operation
- Perform housekeeping activities in the rooms
- Maintain cleaning supplies

### Elements and Performance Criteria

#### *Perform pre-cleaning activities*

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

- PC1. inspect the area and the types of surfaces to be cleaned
- PC2. identify the appropriate cleaning agent required for the area to be cleaned
- PC3. identify all the cleaning equipment required for performing cleaning operations
- PC4. identify the appropriate method of cleaning for the surface to be cleaned
- PC5. carry the cleaning agents and equipment to the area to be cleaned without spilling

#### *Perform cleaning operation*

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

- PC6. wear cleaning gloves and head gear
- PC7. place boards outside the cleaning area to notify others that the cleaning process is going on
- PC8. follow the instructions carefully while using the cleaning equipment

#### *Perform housekeeping activities in the rooms*

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

- PC9. check that room supplies in guest rooms are present in adequate quantity and are clean
- PC10. keep the furniture and other items in the room at the designated place
- PC11. fold linen and other materials carefully in the room
- PC12. ensure that room is properly arranged before guest check-in

#### *Maintain cleaning supplies*

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

- PC13. ensure that an adequate inventory of cleaning material and room supplies are maintained
- PC14. report any material/supply shortages to the supervisor immediately

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organization culture and typical customer profile
- KU2. company code of conduct
- KU3. organization policy on documentation, reporting, etc
- KU4. sources for information pertaining to employment terms, entitlements, job roles, and responsibilities
- KU5. reporting structure, buddy, and escalation matrix
- KU6. relevant occupational health and safety requirements are applicable in the workplace
- KU7. area and types of surfaces to be cleaned
- KU8. how to use the visual aid (checklist and instructions)
- KU9. different cleaning agents required as per surface/area to be cleaned
- KU10. how to prepare the cleaning agent for the given area as per instructions
- KU11. how to wear cleaning gloves and head gear
- KU12. different cleaning equipment available for performing cleaning operations
- KU13. the cleaning method for the given surface as per the checklist
- KU14. the instructions to be followed while using the cleaning equipment
- KU15. what boards / signage need to be placed outside the cleaning area
- KU16. how to clean the assigned area
- KU17. how to arrange the items in the room as per the checklist
- KU18. what are the hotel guidelines for folding linen and other material
- KU19. how to arrange bed and other furniture in the assigned areas
- KU20. personal grooming standards
- KU21. significance of giving attention to details
- KU22. permits and checks required for working on the premises

## **Generic Skills (GS)**

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

- GS1. listen carefully the orally communicated information
- GS2. work within a team in collaboration and co-ordination
- GS3. verbally report safety hazards
- GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-cleaning activities</i>	5	10	-	-
PC1. inspect the area and the types of surfaces to be cleaned	2	2	-	-
PC2. identify the appropriate cleaning agent required for the area to be cleaned	1	2	-	-
PC3. identify all the cleaning equipment required for performing cleaning operations	1	2	-	-
PC4. identify the appropriate method of cleaning for the surface to be cleaned	1	2	-	-
PC5. carry the cleaning agents and equipment to the area to be cleaned without spilling	-	2	-	-
<i>Perform cleaning operation</i>	2	6	-	-
PC6. wear cleaning gloves and head gear	1	2	-	-
PC7. place boards outside the cleaning area to notify others that the cleaning process is going on	1	2	-	-
PC8. follow the instructions carefully while using the cleaning equipment	-	2	-	-
<i>Perform housekeeping activities in the rooms</i>	3	8	-	-
PC9. check that room supplies in guest rooms are present in adequate quantity and are clean	1	2	-	-
PC10. keep the furniture and other items in the room at the designated place	1	2	-	-
PC11. fold linen and other materials carefully in the room	1	2	-	-
PC12. ensure that room is properly arranged before guest check-in	-	2	-	-
<i>Maintain cleaning supplies</i>	2	4	-	-
PC13. ensure that an adequate inventory of cleaning material and room supplies are maintained	1	2	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. report any material/supply shortages to the supervisor immediately	1	2	-	-
<b>NOS Total</b>	<b>12</b>	<b>28</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N7201
<b>NOS Name</b>	Perform cleaning and housekeeping activities
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	29 Sep 2025

## PWD/N9901: Follow health, safety and hygiene 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 and alcohol-based sanitizers
- PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended
- PC3. sanitize all tools and equipment requiring touch points at regular intervals
- PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule
- PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC6. 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:

- PC7. attend regular health check-ups organized by the management
- PC8. report personal health issues related to injury, food, air and infectious disease
- PC9. 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:

- PC10. follow safety procedures while handling materials, tools, equipment etc
- PC11. follow first aid procedures appropriately
- PC12. 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:

- PC13. identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC14. segregate waste into different coloured dustbins
- PC15. recycle waste wherever applicable
- PC16. dispose off the waste as per the prescribed standards

PC17. dispose off 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. listen carefully the orally communicated information
- GS2. verbally report safety hazards
- GS3. work within a team in collaboration and co-ordination
- GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	8	10	-	-
PC1. wash and sanitize hands at regular intervals using hand wash and alcohol-based sanitizers	2	4	-	-
PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended	1	2	-	-
PC3. sanitize all tools and equipment requiring touch points at regular intervals	1	2	-	-
PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule	1	-	-	-
PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	1	2	-	-
PC6. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc	2	-	-	-
<i>Take precautionary health measures</i>	2	6	-	-
PC7. attend regular health check-ups organized by the management	-	2	-	-
PC8. report personal health issues related to injury, food, air and infectious disease	1	2	-	-
PC9. report to the concerned authority in case any coworker is unwell	1	2	-	-
<i>Follow standard safety procedure</i>	3	6	-	-
PC10. follow safety procedures while handling materials, tools, equipment etc	1	2	-	-
PC11. follow first aid procedures appropriately	1	2	-	-
PC12. identify hazards at the workplace and report to the concerned person in time	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow effective waste management</i>	7	8	-	-
PC13. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	2	-	-	-
PC14. segregate waste into different coloured dustbins	-	2	-	-
PC15. recycle waste wherever applicable	1	2	-	-
PC16. dispose off the waste as per the prescribed standards	2	2	-	-
PC17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste	2	2	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N9901
<b>NOS Name</b>	Follow health, safety and hygiene practices
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Persons with Disability
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2021
<b>Next Review Date</b>	18/08/2024

## PWD/N9903: Communicate with others effectively

### Description

This unit is about communicating effectively with superiors and colleagues to achieve a smooth workflow

### Scope

The scope covers the following:

- Work effectively with colleagues and superiors
- Practice inclusive behaviour

### Elements and Performance Criteria

#### *Work effectively with colleagues and superiors*

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

- PC1. follow job order and instructions received from reporting superior
- PC2. deliver quality work and report reasons for delay
- PC3. escalate unresolved problems or complaints to the relevant senior
- PC4. incorporate feedback to improve the performance
- PC5. trust, support and respect to colleagues and superiors
- PC6. seek assistance from colleagues and superior when required
- PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined
- PC8. help the colleagues if required.

#### *Practice inclusive behaviour*

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

- PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive
- PC13. report incidents of harassment and discrimination to appropriate authority

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the meaning of body language and its importance at the workplace
- KU2. greeting style and use of greetings in accordance with the timing of the day and occasion
- KU3. what is a courtesy and its importance?
- KU4. different types of roles in a department
- KU5. how a person gets promoted to the next role
- KU6. how to discuss problems with superiors and resolve the same
- KU7. the difference between positive and negative feedback
- KU8. how to work on positive and negative feedback
- KU9. how to respect gender differences and gender diversity



## Generic Skills (GS)

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

- GS1. adhere to relevant organizational policies and procedures
- GS2. follow instructions from supervisor.
- GS2. work within a team in collaboration and co-ordination
- GS3. escalate problems to the right authority
- GS4. identify and report signals of threats to personal safety (esp. sexual harassment)

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work effectively with colleagues and superiors</i>	7	12	-	5
PC1. follow job order and instructions received from reporting superior	1	1	-	-
PC2. deliver quality work and report reasons for delay		2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance		2	-	-
PC5. trust, support and respect to colleagues and superiors	1	1	-	-
PC6. seek assistance from colleagues and superior when required	2	1	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	2	-	-
PC8. help the colleagues if required.		1		
<i>Practice inclusive behaviour</i>	4	2	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	2	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	2		-	-
<b>NOS Total</b>	<b>11</b>	<b>14</b>	<b>-</b>	<b>5</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N9903
<b>NOS Name</b>	Communicate effectively with others
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Persons with Disability
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2021
<b>Next Review Date</b>	18/08/2024

## PWD/N7202: Maintain cleanliness in the kitchen

### Description

This OS unit is about cleaning the kitchen and washing dishes.

### Scope

The scope covers the following:

- Clean equipment and appliances
- Wash dishes
- Clean the kitchen

### Elements and Performance Criteria

#### *Clean equipment and appliances*

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

- PC1. dust / clean kitchen equipment and appliances like the mixer, juicer, meat slicer, refrigerators, stoves and burners etc
- PC2. place cleaned equipment's and appliances safely in the proper storage area

#### *Wash dishes*

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

- PC3. wash and clean dishes, glasses, utensils, pots and pans etc. manually
- PC4. place cleaned utensils safely in the proper storage area

#### *Clean the kitchen*

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

- PC5. clean and sanitize work surfaces, wall and floor of the kitchen according to cleaning schedules and procedures
- PC6. collect dirt and debris using a dustpan and empty it in the garbage
- PC7. sort bottles and break/discard disposable ones
- PC8. clean bins, cupboards and other storage places
- PC9. collect and launder all soiled kitchen linen like dishcloths, tea towels, etc

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. company's work instructions on kitchen cleaning and maintenance, equipment handling and maintenance, washing and sanitizing dishes
- KU2. company's quality standards and incentives
- KU3. importance of the individual's role in the workflow
- KU4. reporting structure, buddy and escalation matrix
- KU5. how to use visual aid (checklist and instructions)
- KU6. how to wash kitchen floors and walls

- KU7. management of kitchen waste and its disposal
- KU8. precautions required for cleaning a variety of storing places like shelves, wood cupboards, plywood cupboards etc
- KU9. how to use variety of electrical and non-electrical kitchen appliances and equipment
- KU10. precautions required for cleaning a variety of electrical and non-electrical kitchen appliances and equipment

### **Generic Skills (GS)**

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

- GS1. listen carefully the orally communicated information
- GS2. work within a team in collaboration and co-ordination
- GS3. verbally report safety hazards
- GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean equipment and appliances</i>	2	4	-	-
PC1. dust / clean kitchen equipment and appliances like the mixer, juicer, meat slicer, refrigerators, stoves and burners etc	1	2	-	-
PC2. place cleaned equipments and appliances safely in the proper storage area	1	2	-	-
<i>Wash dishes</i>	2	4	-	-
PC3. wash and clean dishes, glasses, utensils, pots and pans etc. manually	1	2	-	-
PC4. place cleaned utensils safely in the proper storage area	1	2	-	-
<i>Clean the kitchen</i>	5	8	-	-
PC5. clean and sanitize work surfaces, wall and floor of the kitchen according to cleaning schedules and procedures	1	2	-	-
PC6. collect dirt and debris using a dustpan and empty it in the garbage	1	2	-	-
PC7. sort bottles and break/discard disposable ones	1	1	-	-
PC8. clean bins, cupboards and other storage places	1	2	-	-
PC9. collect and launder all soiled kitchen linen like dishcloths, tea towels, etc	1	1	-	-
<b>NOS Total</b>	<b>9</b>	<b>16</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N7202
<b>NOS Name</b>	Maintain cleanliness in the kitchen
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	NA

## PWD/N7203: Maintain kitchen supplies and material

### Description

This unit is about receiving raw materials for cooking in the kitchen from suppliers and storing them.

### Scope

The scope covers the following:

- Receive supplies and materials
- Distribute and store supplies, materials and food

### Elements and Performance Criteria

#### *Receive supplies and materials*

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

- PC1. unload deliveries of provisions, supplies and daily consumables sent by the supplier(s) after getting the instructions from the cook
- PC2. check quantity and quality of supplies received
- PC3. inform supervisor/cook in case of any discrepancy in the quantity or damaged supplies

#### *Distribute and store supplies, materials and food*

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

- PC4. sort provisions, supplies and daily consumables for proper storing and distribution
- PC5. distribute supplies and daily consumables to the kitchen staff
- PC6. re-fill kitchen condiment bottles and shakers
- PC7. store non-distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per the instructions of the cook
- PC8. store semi-cooked food in containers / in the fridge or freezer

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. company's policy and work instructions on receiving of supplies, food storage, food safety, and quality standards
- KU2. reporting manager, buddy, and escalation matrix
- KU3. about receiving supplies from the supplier as per checklist
- KU4. method of sorting and storing different types of items
- KU5. necessary precautions to be taken for storing the food items without spoiling them

### Generic Skills (GS)

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

- GS1. listen carefully the orally communicated information



GS2. work within a team in collaboration and co-ordination

GS3. verbally report safety hazards

GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive supplies and materials</i>	5	6	-	-
PC1. unload deliveries of provisions, supplies and daily consumables sent by the supplier(s) after getting the instructions from the cook	2	3	-	-
PC2. check quantity and quality of supplies received	2	2	-	-
PC3. inform supervisor/cook in case of any discrepancy in the quantity or damaged supplies	1	1	-	-
<i>Distribute and store supplies, materials and food</i>	4	10	-	-
PC4. sort provisions, supplies and daily consumables for proper storing and distribution	1	2	-	-
PC5. distribute supplies and daily consumables to the kitchen staff	1	2	-	-
PC6. re-fill kitchen condiment bottles and shakers	-	2	-	-
PC7. store non-distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per the instructions of the cook	1	2	-	-
PC8. store semi-cooked food in containers / in the fridge or freezer	1	2	-	-
<b>NOS Total</b>	<b>9</b>	<b>16</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N7203
<b>NOS Name</b>	Maintain kitchen supplies and material
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	NA

## PWD/N7204: Handle collection and delivery of laundry items

### Description

This unit covers the collection and delivery of linens, pillow covers, table cloths, napkins, staff uniforms and other fabric used in hotel premises.

### Scope

The scope covers the following :

- Collect and handle items for laundry processing
- Deliver the laundry items after processing

### Elements and Performance Criteria

#### *Collect and handle items for laundry processing*

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

- PC1. collect table cloth, napkins, etc. from the food and beverage section
- PC2. collect linens, bed sheets, etc. from the housekeeping department
- PC3. collect uniform from the staff after day's duty
- PC4. inform the supervisor of any special requirement such as stain removal, alteration, tailoring, steam pressing, etc. and the expected delivery of laundry items
- PC5. return any valuables/items found in the cloth to the respective department supervisor /buddy

#### *Deliver the laundry items after processing*

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

- PC6. gather the laundered clothes from laundry operator/supervisor for delivery
- PC7. ensure all requirement such as stain removal, tailoring, alteration are met
- PC8. sort and fold//pack the clothes as per colour, labels, type of dress etc. for easy identification
- PC9. arrange the staff uniforms in the dust free storage places using hangers/accessories
- PC10. deliver the appropriate laundry items according to each department
- PC11. get the confirmation on receipt of clothes
- PC12. take note of additional/next laundry requirement and arrange for it

### 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. company's code of conduct
- KU3. sources for information pertaining to employment terms, entitlements, job role, and responsibilities
- KU4. who are reporting manager and buddy
- KU5. organization quality and hygiene standards policy
- KU6. company's policy on laundry processing

- KU7. site layout and obstacles
- KU8. general laundry process/cycle
- KU9. periodicity of laundry for each department
- KU10. critical sections in the hotel requiring laundry assistance
- KU11. different types of uniforms and the process of collecting them
- KU12. sorting of clothes based on type and washing requirement
- KU13. different fabrics in the hotel such as linen, table cloth, napkins, etc.
- KU14. classification of uniform as per department type, designation, the colour of the uniform.
- KU15. supplying and collecting procedure of uniform to staff
- KU16. how to attend special laundry requirement such as tailoring, alteration, stain removal, etc
- KU17. packing/folding and stocking of different type of clothes
- KU18. standards on replenishment of clothes based on a number of wash, and damage of uniform, etc
- KU19. documentation (visual format) on collection and delivery of fabric from different departments
- KU20. what permits and checks are required for working on the premises
- KU21. how to use a visual aid (checklist and instructions)

### **Generic Skills (GS)**

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

- GS1. listen carefully the orally communicated information
- GS2. work within a team in collaboration and co-ordination
- GS3. verbally report safety hazards
- GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect and handle items for laundry processing</i>	5	8	-	-
PC1. collect table cloth, napkins, etc. from the food and beverage section	1	2	-	-
PC2. collect linens, bed sheets, etc. from the housekeeping department	1	2	-	-
PC3. collect uniform from the staff after day's duty	1	1	-	-
PC4. inform the supervisor of any special requirement such as stain removal, alteration, tailoring, steam pressing, etc. and the expected delivery of laundry items	1	2	-	-
PC5. return any valuables/items found in the cloth to the respective department supervisor /buddy	1	1	-	-
<i>Deliver the laundry items after processing</i>	8	14	-	-
PC6. gather the laundered clothes from laundry operator/supervisor for delivery	1	2	-	-
PC7. ensure all requirement such as stain removal, tailoring, alteration are met	1	2	-	-
PC8. sort and fold//pack the clothes as per colour, labels, type of dress etc. for easy identification	2	3	-	-
PC9. arrange the staff uniforms in the dust free storage places using hangers/accessories	1	2	-	-
PC10. deliver the appropriate laundry items according to each department	1	1	-	-
PC11. get the confirmation on receipt of clothes	1	2	-	-
PC12. take note of additional/next laundry requirement and arrange for it	1	2	-	-
<b>NOS Total</b>	<b>13</b>	<b>22</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N7204
<b>NOS Name</b>	Handle collection and delivery of laundry items
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	NA

## PWD/N7205: Maintain cleanliness in the toilets and washrooms

### Description

This unit is about carrying out basic housekeeping services which involve cleaning the toilet and replenishing supplies.

### Scope

The scope covers the following :

- Clean toilets and washrooms
- Replenish supplies in the toilets and washrooms

### Elements and Performance Criteria

#### *Clean toilets and washrooms*

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

- PC1. follow procedures for entering the toilets and washrooms
- PC2. collect the equipment and cleaning agents that are suitable for the surface
- PC3. clean basins, tabs, inside and outside of the toilets to remove dirt and marks
- PC4. check that flush and drainage is working properly
- PC5. clean and sanitize the fixtures and fittings
- PC6. Identify and dispose of waste as per SOP
- PC7. report any faults and problems to the supervisor

#### *Replenishing supplies in the toilets and washrooms*

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

- PC8. replace and refill supplies as per checklist and instructions
- PC9. report any stock shortages to the buddy

### 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. company's code of conduct
- KU3. sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU4. who are reporting manager and buddy
- KU5. organization quality and hygiene standards policy for floors, toilets, and washrooms cleaning
- KU6. site layout and obstacles
- KU7. how to use a visual aid (checklist and instructions)
- KU8. how to mix cleaning solutions correctly and safely
- KU9. importance of ventilation while cleaning the toilets and washroom



- KU10. how to protect oneself and others throughout the cleaning process and importance of these measures before, during, and after cleaning
- KU11. importance of wearing protective clothing when cleaning
- KU12. type of problems faced during cleaning toilets and washrooms and ways to deal with them
- KU13. cleaning processes to be followed for different types of surfaces, toilet appliances, basins, and levels of soiling
- KU14. what colour coding means
- KU15. why one must use the correct equipment and colour coded clothes
- KU16. the correct place for the storage of cleaning equipment and materials
- KU17. different kinds of bins available for garbage disposal
- KU18. how to segregate garbage for disposal, correct container for garbage and debris for disposal and how to cover, clean and store the garbage bin

### **Generic Skills (GS)**

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

- GS1. listen carefully the orally communicated information
- GS2. work within a team in collaboration and co-ordination
- GS3. verbally report safety hazards
- GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean toilets and washrooms</i>	9	20	-	-
PC1. follow procedures for entering the toilets and washrooms	1	3	-	-
PC2. collect the equipment and cleaning agents that are suitable for the surface	1	3	-	-
PC3. clean basins, tabs, inside and outside of the toilets to remove dirt and marks	2	3	-	-
PC4. check that flush and drainage is working properly	1	3	-	-
PC5. clean and sanitize the fixtures and fittings	1	3	-	-
PC6. Identify and dispose of waste as per SOP	2	3	-	-
PC7. report any faults and problems to the supervisor	1	2	-	-
<i>Replenishing supplies in the toilets and washrooms</i>	2	4	-	-
PC8. replace and refill supplies as per checklist and instructions	1	2	-	-
PC9. report any stock shortages to the buddy	1	2	-	-
<b>NOS Total</b>	<b>11</b>	<b>24</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	PWD/N7205
<b>NOS Name</b>	Maintain cleanliness in the toilets and washrooms
<b>Sector</b>	PwD
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	NA

## PWD/N7206: Perform laundry operations

### Description

This unit is about performing the laundry operation i.e., washing / dry cleaning, drying etc.

### Scope

The scope covers the following :

- Remove stains from fabric
- Perform washing operations
- Operate Dryers
- Complete washing process

### Elements and Performance Criteria

#### *Remove stains from fabric*

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

- PC1. make note of any special laundry requirement such as stain removal, etc. before washing
- PC2. segregate fabrics that require special attention such as stained clothes
- PC3. apply detergent over the stained area and pat with brush/sponge to remove stains

#### *Perform washing operations*

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

- PC4. load the uncleaned fabrics in the washing machine as per it's capacity
- PC5. put the required quantity of detergents and solvents in the washing machine compartment
- PC6. set controls and parameters in the washing machine
- PC7. monitor the washing process and set controls as per requirement at different stages
- PC8. schedule the washing time appropriately
- PC9. ensure no damage on the fabric while washing

#### *Operate Dryer*

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

- PC10. make note of the drying requirements and sort the fabrics based on that
- PC11. load the dryer with clothes
- PC12. set appropriate temperature based on the type of fabric loaded
- PC13. control the temperature during stages of the drying process as instructed

#### *Complete washing process*

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

- PC14. check the fabrics are washed and dried properly
- PC15. fold/pack the fabrics as per instruction
- PC16. store fabrics in the allotted cabin for delivery
- PC17. save electricity, water, resources, etc by effective usage and following standard procedure

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant occupational health and safety requirements are applicable in the workplace
- KU2. the importance of working in a clean and safe environment
- KU3. sources for information pertaining to employment terms, entitlements, job role and responsibilities
- KU4. who are reporting manager and buddy
- KU5. escalation matrix and procedures for reporting work and employment-related issues
- KU6. site layout and obstacles
- KU7. how to use a visual aid (checklist and instructions)
- KU8. different types of laundry machines and their usage
- KU9. different types of fabrics/clothes and their washing requirements
- KU10. usage of brush, sponge, etc. for stain removal
- KU11. basic detergents used for washing
- KU12. operation of industrial washing and drying machine
- KU13. parameters to be set in the washing machine for different type of fabric washing
- KU14. material handling procedure (including hazardous chemicals)
- KU15. personal protective equipment (PPE), its purpose and usage
- KU16. levels of personal hygiene required at the workplace and the importance of maintaining them during work
- KU17. what permits and checks are required for working on the premises

### **Generic Skills (GS)**

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

- GS1. listen carefully the orally communicated information
- GS2. work within a team in collaboration and co-ordination
- GS3. verbally report safety hazards
- GS4. be punctual and complete tasks within stipulated time

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Remove stains from fabric</i>	1	5	-	-
PC1. make note of any special laundry requirement such as stain removal, etc. before washing	1	1	-	-
PC2. segregate fabrics that require special attention such as stained clothes	-	2	-	-
PC3. apply detergent over the stained area and pat with brush/sponge to remove stains	-	2	-	-
<i>Perform washing operations</i>	2	9	-	-
PC4. load the uncleaned fabrics in the washing machine as per it's capacity	1	2	-	-
PC5. put the required quantity of detergents and solvents in the washing machine compartment	-	3	-	-
PC6. set controls and parameters in the washing machine	-	1	-	-
PC7. monitor the washing process and set controls as per requirement at different stages	-	1	-	-
PC8. schedule the washing time appropriately	-	1	-	-
PC9. ensure no damage on the fabric while washing	1	1	-	-
<i>Operate Dryer</i>	4	5	-	-
PC10. make note of the drying requirements and sort the fabrics based on that	1	2	-	-
PC11. load the dryer with clothes	1	1	-	-
PC12. set appropriate temperature based on the type of fabric loaded	1	1	-	-
PC13. control the temperature during stages of the drying process as instructed	1	1	-	-
<i>Complete washing process</i>	2	7	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check the fabrics are washed and dried properly	1	2	-	-
PC15. fold/pack the fabrics as per instruction	-	2	-	-
PC16. store fabrics in the allotted cabin for delivery	1	2	-	-
PC17. save electricity, water, resources, etc by effective usage and following standard procedure	-	1	-	-
<b>NOS Total</b>	<b>9</b>	<b>26</b>	<b>-</b>	<b>-</b>

## National Occupational Standards (NOS) Parameters

NOS Code	PWD/N7206
NOS Name	Perform laundry operations
Sector	PwD
Sub-Sector	Hospitality
Occupation	Housekeeping
NSQF Level	2
Credits	TBD
Version	1.0
Next Review Date	NA

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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.

The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.

Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

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).

Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

To pass the Qualification Pack assessment, every trainee should score a minimum of 50% of % aggregate marks to successfully clear the assessment.

In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 50**



(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
PWD/N7201.Perform cleaning and housekeeping activities	12	28	-	-	40	40
PWD/N9901.Follow health, safety and hygiene practices	20	30	-	-	50	10
PWD/N9902.Communicate effectively with others	20	30	-	10	60	20
<b>Total</b>	<b>52</b>	<b>88</b>	<b>-</b>	<b>10</b>	<b>150</b>	<b>70</b>

### Elective: 1 Kitchen Helper

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PWD/N7202.Maintain cleanliness in the kitchen	10	30	-	-	40	15
PWD/N7203.Maintain kitchen supplies and material	10	20	-	-	30	15
<b>Total</b>	<b>20</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>70</b>	<b>30</b>

### Elective: 2 Laundry Valet

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PWD/N7204.Handle collection and delivery of laundry items	13	22	-	-	35	30
<b>Total</b>	<b>13</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>30</b>

Optional: 1 Toilet and Washroom Cleaning

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PWD/N7205.Maintain cleanliness in the toilets and washrooms	11	24	-	-	35	10
<b>Total</b>	<b>11</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>10</b>

Optional: 2 Laundry Operations

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PWD/N7206.Perform laundry operations	9	26	-	-	35	10
<b>Total</b>	<b>9</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>10</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.