

**CURRICULUM**

**FOR THE TRADE OF**

**RECEPTIONIST/HOTEL CLERK/FRONT**

**OFFICE ASSISTANT**

**UNDER**

**APPRENTICESHIP TRAINING SCHEME**



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

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2. Hotel Revival Lords Inn, Vadodara, Gujarat
3. Gujarat Institute of Hotel Management
4. Surya Palace Hotel, Vadodara, Gujarat

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## 2. BACKGROUND

### 2.1 Apprenticeship Training Scheme under Apprentice Act 1961

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

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

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

### 2.2 Changes in Industrial Scenario

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

### 2.3 Reformation

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

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.
- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.

- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

### **3. RATIONALE**

(Need for Apprenticeship in Receptionist/Hotel Clerk/Front Office Assistant trade)

1. It will enhance the ability to undertake front of house duties, including meeting, greeting and attending to the needs of guests.
2. It will enhance the ability to assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
3. It will enhance the ability to be responsible for accurate and efficient accounts and guest billing processes.
4. It will enhance the ability to assist in keeping the hotel reception area clean and tidy at all times and to undertake general office duties, including correspondence, emails and filing to ensure the smooth running of the reception area.
5. It will enhance the ability to administer all routes of reservations to ensure that room bookings are made and recorded accurately and ensure that all reservations and cancellations are processed efficiently.
6. It will enhance the ability to keep up to date with room prices and special offers to provide accurate information to guests and administer the general petty cash system.
7. It will enhance the ability to report any maintenance, breakage or cleanliness problems to the relevant authority.
8. It will enhance the ability to adhere all fire safety procedures and to assist in the evacuation process in the event of fire.

It will help the trainees to undertake any other adhoc duties (bar and restaurant work) as and when required.

## 4. JOB ROLES: REFERENCE NCO

### Brief description of Job roles:

**Receptionist(Hotel);** Receives customers attends to enquiries, assigns rooms after consulting register for availability of room and looks after requirement of patrons. Settles terms and allots required accommodation, if available to customers. Requests customers to fill and sign register to establish identity time of arrival and expected departure. Gets stationary form filled up by foreign visitors coming to stay.Guides customers to allotted rooms.Maintains hotel 'Board' up-to-date showing name of occupants etc. Maintains Hotel Record up-to-date showing total number of rooms already occupied, rooms booked or reserved to show correct position of accommodation. Gives information to house keepers, dining section and kitchen departments regarding arrival of new-comers and their requirements. Supplies details of services rendered to customers to concerned officers for preparing bills for presentation customers. Present bills customers and realizes amount from them prior to their departure. Receives dak and massages on behalf of management and clients and delivers it them. Attends to other requirements of customers.May be required to do correspondence.

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

**Office Assistant;** prepares notes, drafts memoranda andsummaries quoting precedents, references,rules, etc. Draws out reports, statements andattends to correspondence. Assists superiorin disposal of complicated or importantcases. Makes entries in register regardingnature and number of papers received by himfor disposal. Studies letters andcorrespondence and links connected paperson subject. Prepares brief notes, reports ordraft replies quoting precedent, rules,regulations and existing orders, if any, putsthem to superior for consideration. Keeps watch over movement of files. Superviseswork of subordinates and assists them indisposal of case correctly and expeditiously.Maintains prescribed registers. May do hisown typing. May handle cash and maintainaccounts. May prepare budget, bills andother statements.

Reference NCO: 3431.30, 4221.10, 4221.20

## 5. GENERAL INFORMATION

1. **Name of the Trade** : **Receptionist/Hotel Clerk/Front Office Assistant**
2. **N.C.O. Code No.** : 3431.30, 4221.10, 4221.20
3. **Duration of Apprenticeship Training (Basic Training + Practical Training):**15 Months
- 3.1 **For Fresher's:- Duration of Basic Training: -**  
Block –I: 3 months  
**Total duration of Basic Training: 3 months**  
**Duration of Practical Training (On -job Training): -**  
Block–I: 12 months  
**Total duration of Practical Training: 12 months**
- 3.2 **For ITI Passed: - Duration of Basic Training: - NIL**  
**Duration of Practical Training (On -job Training): 12 months**
4. **Entry Qualification** : Passed 10<sup>th</sup> class under 10+2 system of education
5. **Selection of Apprentices** : The apprentices will be selected as per Apprentices Act amended time to time.
6. **Rebate for ITI passed trainees** : 3 months for the trade of Front Office Assistant

*Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remain as 1 year.*



## 6. COURSE STRUCTURE

Training duration details: -

<b>Time (in months)</b>	<b>1-3</b>	<b>4-15</b>
<b>Basic Training</b>	<b>Block- I</b>	<b>-----</b>
<b>Practical Training (On - job training)</b>	<b>----</b>	<b>Block – I</b>

<b>Components of Training</b>	<b>Duration of Training in Months</b>														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
<b>Basic Training Block - I</b>															
<b>Practical Training Block - I</b>															

**7. SYLLABUS**  
**7.1 BASIC TRAINING**  
**(BLOCK – I)**  
**DURATION: 03MONTHS**

**GENERAL INFORMATION**

- 1) **Name of the Trade** : **Receptionist/Hotel Clerk/Front Office Assistant**
- 2) **Hours of Instruction** : 500Hrs.
- 3) **Batch size** : 20
- 4) **Power Norms** : 4.5 KW for Workshop
- 5) **Space Norms** : 40 Sq.m.
- 6) **Examination** : The internal assessment will be held on completion of the Block.
- 7) **Instructor Qualification** :

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Degree in Hotel Management / Catering Technology with one year experience in the relevant field.<br/>OR</li><li>2. Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.<br/>OR</li><li>3. NTC/NAC in the trade with three years' experience in the relevant field.</li></ol> |
|--|

**Desirable Qualification:**

Preference will be given to a candidate with Craft Instructor Certificate (CIC).

- 8) **Tools, Equipments & Machinery required** : - As per Annexure – I

## 7.1 DETAILSYLLABUS OF BASIC TRAINING

### 7.1.1DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

#### Block –I

#### Basic Training

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

	Lost and Found procedure.	Handling emails.
	Handling Epbax System. Telephone techniques. Answer and making calls.	Front office Coordination with other department. Basic theory of Telecommunication system. Wake-up call procedure.
	Knowledge of statutory compliance particular to trade requirement.	Awareness of terrorism threats conducting mock drill.
13.	<b>Internal Assessment 03days</b>	

## **7.1.2EMPLOYABILITY SKILLS**

### **GENERAL INFORMATION**

- 1) **Name of the subject** : **EMPLOYABILITY SKILLS**
- 2) **Applicability** : **ATS- Mandatory for fresher only**
- 3) **Hours of Instruction** : **110Hrs.**
- 4) **Examination** : **The examination will be held at the end of two years Training by NCVT.**
- 5) **Instructor Qualification** :

**i)MBA/BBA with two years experience or graduate in sociology/social welfare/Economics with two years experience and trained in Employability skill from DGET Institute.**

**And**

**Must have studied in English/Communication Skill and Basic Computer at 12<sup>th</sup> /diploma level**

**OR**

**ii) Existing Social Study Instructor duly trained in Employability Skill from DGET Institute.**

## 7.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

### A. Block – I Basic Training

Topic No.	Topic	Duration (in hours)
	<b>English Literacy</b>	<b>15</b>
<b>1</b>	<b>Pronunciation :</b> Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
<b>2</b>	<b>Functional Grammar</b> Transformation of sentences, Voice change, Change of tense, Spellings.	
<b>3</b>	<b>Reading</b> Reading and understanding simple sentences about self, work and environment	
<b>4</b>	<b>Writing</b> Construction of simple sentences Writing simple English	
<b>5</b>	<b>Speaking / Spoken English</b> Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	<b>I.T. Literacy</b>	<b>15</b>
<b>1</b>	<b>Basics of Computer</b> Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
<b>2</b>	<b>Computer Operating System</b> Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.	
<b>3</b>	<b>Word processing and Worksheet</b> Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	
<b>4.</b>	<b>Computer Networking and INTERNET</b> Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks),	

	<p>Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication.</p> <p>Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.</p>	
	<b>Communication Skill</b>	<b>25</b>
<b>1</b>	<p><b>Introduction to Communication Skills</b>  Communication and its importance  Principles of Effective communication  Types of communication - verbal, non verbal, written, email, talking on phone.  Non verbal communication -characteristics, components-Para-language  Body - language  Barriers to communication and dealing with barriers.  Handling nervousness/ discomfort.  Case study/Exercise</p>	
<b>2</b>	<p><b>Listening Skills</b>  Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening.  Triple- A Listening - Attitude, Attention &amp; Adjustment.  Active Listening Skills.</p>	
<b>3</b>	<p><b>Motivational Training</b>  Characteristics Essential to Achieving Success  The Power of Positive Attitude  Self awareness  Importance of Commitment  Ethics and Values  Ways to Motivate Oneself  Personal Goal setting and Employability Planning.  Case study/Exercise</p>	
<b>4</b>	<p><b>Facing Interviews</b>  Manners, Etiquettes, Dress code for an interview  Do's &amp; Don'ts for an interview</p>	
<b>5</b>	<p><b>Behavioral Skills</b>  <b>Organizational Behavior</b>  Problem Solving  Confidence Building  Attitude  Decision making  Case study/Exercise</p>	
	<b>Entrepreneurship skill</b>	<b>15</b>
<b>1</b>	<p><b>Concept of Entrepreneurship</b>  <b>Entrepreneurship-</b> Entrepreneurship - Enterprises:-Conceptual issue  Entrepreneurship vs. Management, Entrepreneurial motivation.  Performance &amp; Record, Role &amp; Function of entrepreneurs in relation to the enterprise &amp; relation to the economy, Source of business ideas,</p>	

	Entrepreneurial opportunities, The process of setting up a business.	
2	<b>Project Preparation &amp; Marketing analysis</b> Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
3	<b>Institutions Support</b> Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes& procedure & the available scheme.	
4	<b>Investment Procurement</b> Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	<b>Productivity</b>	<b>10</b>
1	<b>Productivity</b> Definition, Necessity, Meaning of GDP.	
2	<b>Affecting Factors</b> Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	<b>Comparison with developed countries</b> Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4	<b>Personal Finance Management</b> Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	<b>Occupational Safety, Health &amp; Environment Education</b>	<b>15</b>
1	<b>Safety &amp; Health</b> Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	<b>Occupational Hazards</b> Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
3	<b>Accident &amp; safety</b> Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	<b>First Aid</b> Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	<b>Basic Provisions</b> Idea of basic provision of safety, health, welfare under legislation of India.	
6	<b>Ecosystem</b>	



	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	<b>Pollution</b> Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	<b>Energy Conservation</b> Conservation of Energy, re-use and recycle.	
9	<b>Global warming</b> Global warming, climate change and Ozone layer depletion.	
10	<b>Ground Water</b> Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	<b>Environment</b> Right attitude towards environment, Maintenance of in -house environment	
	<b>Labour Welfare Legislation</b>	<b>5</b>
1	<b>Welfare Acts</b> Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	
	<b>Quality Tools</b>	<b>10</b>
1	<b>Quality Consciousness :</b> Meaning of quality, Quality Characteristic	
2	<b>Quality Circles :</b> Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	<b>Quality Management System :</b> Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	<b>House Keeping :</b> Purpose of Housekeeping, Practice of good Housekeeping.	
5	<b>Quality Tools</b> Basic quality tools with a few examples	

**7.2 PRACTICAL TRAINING (ON-JOB TRAINING)**  
**(BLOCK – I)**  
**DURATION: 12MONTHS**

**GENERAL INFORMATION**

- 1) **Name of the Trade** : **Receptionist/Hotel Clerk/Front Office Assistant**
- 2) **Batch size** : a) Apprentice selection as per Apprenticeship Guidelines  
b) Maximum 20 candidates
- 3) **Examination** : i) The internal assessment will be held on completion of the block  
ii) NCVT exam will be conducted at the end of Apprenticeship Training
- 4) **Instructor Qualification** :

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Degree in Hotel Management / Catering Technology with one year experience in the relevant field.<br/>OR</li><li>2. Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.<br/>OR</li><li>3. NTC/NAC in the trade with three years' experience in the relevant field.</li></ol> |
|--|

**Desirable Qualification:**

Preference will be given to a candidate with Craft Instructor Certificate (CIC).

- 5) **Infrastructure for On-Job Training** : - As per Annexure – II

## 7.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

### BLOCK – I

1. Safety and best practices (5S, KAIZEN etc.)
2. Record keeping and documentation

<b>DURATION: 12MONTHS (52WEEKS)</b>	
<b>SL NO</b>	<b>LIST OF PRACTICAL SKILLS TO BE COVERED DURING ON JOB TRAINING</b>
1	Types of Hotels; knowledge of basic points for classification of Hotels
2	An orientation and understanding to the Front Office department as well as its organizational structure in the Hostel Industry
3	Co-ordination with different departments and Handling of situations in respect to problems relating to interdepartmental co-operation
4	Working of Reception / Information / Reservation / E-mail Fax / etc.
5	Receiving the guest and performing the routine duties (arrival, departure, airport)
6	Telephone Etiquettes
7	Hotel Billing
8	Handling of Hotel Operation Software
9	Management Information Systems
10	Knowledge of Local information <ol style="list-style-type: none"> <li>a) Timings of Trains, Aircrafts and Local transport</li> <li>b) Places of Historic Interest</li> <li>c) Foreign Currency regulation and exchange</li> <li>d) Custom formalities</li> </ol>
11	Handling of Hotel Messages relation to <ol style="list-style-type: none"> <li>a) Guests</li> <li>b) Staff</li> <li>c) For those who have left the hotel</li> <li>d) For those who have yet to arrive at the Hotel</li> </ol>
12	Custody of Customers property (Left Luggage, Lost and Found etc.)
13	Knowledge of all the services available in the hotel in the interest of the Guest
14	Handling Guest Complaints
15	Handling Emergencies (Thefts, Fire, Accidents, Drunk Guests, Sick Guest, etc.)
16	Project Work Assigned by the Departmental Head
17	To be aware what to do in case of unexpected situations like terrorism attacks or any

## **8. ASSESSMENT STANDARD**

### **8.1 Assessment Guideline:**

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

**a)**Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- many tolerances while undertaking different work are in line with those demanded by the component/job.
- a fairly good level of neatness and consistency in the finish
- occasional support in completing the project/job.

**b)**Weightage in the range of above75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- the majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c)Weightage in the range of above 90% to be allotted during assessment under following performance level:

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

In this work there is evidence of:

- high skill levels in the use of hand tools, machine tools and workshop equipment
- tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- a high level of neatness and consistency in the finish.
- minimal or no support in completing the project

## 8.2 FINAL ASSESSMENT- ALL INDIA TRADE TEST(SUMMATIVE ASSESSMENT)

SUBJECTS	Marks	Sessional Marks	Full Marks	Pass Marks	Duration of Exam.
Practical	300	100	400	240	<b>08 hrs.</b>
Trade Theory	100	20	120	48	3 hrs.
Employability Skill	50		50	17	2 hrs.
<b>Grand Total</b>	<b>450</b>	<b>120</b>	<b>570</b>	-	

Note: - The candidate pass in each subject conducted under all India trade test.

## 9. FURTHER LEARNING PATHWAYS

## **Employment opportunities:**

On successful completion of this course, the candidates shall be gainfully employed in the following industries:

1. Can able to progress in front office manager or hotel manager
2. Can able to join in hospitality` industry into related areas such as customer service and administration.
3. Entrepreneurship

**ANNEXURE – I**

**TOOLS & EQUIPMENT FOR BASIC TRAINING**

**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL  
KNOWLEDGE**

**TRADE:RECEPTIONIST/HOTEL CLERK/FRONT OFFICE ASSISTANT**

**LIST OF TOOLS & EQUIPMENTS FOR 20 APPRENTICES**

<b>Sl. No</b>	<b>TOOLS &amp; EQUIPMENTS FOR THE TRADE OF FRONT OFFICE</b>	<b>Qty</b>
1	Computer with internet and latest configuration	01 No
2	Computer table with chair (moving type)	01 No
3	Instructor chair with table	01 No
4	Writing board	01 No
5	Phone *Intercom * EPBAX with digital type	01 No
6	Filing Rack 3ft x 1.6ft x 6ft (lxbxh)	01 No
7	Vitney rack	01 No
8	Digital world clocks display	01 No
9	Travel desk	01 No
11	Lobby sofa	01 No
12	Coffee table	01 No
13	Paintings on walls	01 No
14	Sign boards	01 No
15	Information boards	01 No
16	Lobby manager desk	01 No
17	Bell boy counter	01 No
18	Travel desk	01 No
19	Student locker for 20 trainees (pigeon hole type)	01 No
20	Steel cupboard	02 Nos
21	Book shelve with display glass	01 No
22	Split A/C unit 2 ton	02 Nos
23	Fire extinguisher	01 No
24	Stationery	As required

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



**INFRASTRUCTURE FOR ON-JOB TRAINING**

**TRADE: RECEPTIONIST/HOTEL CLERK/FRONT OFFICE ASSISTANT**

**For Batch of 20 APPRENTICES**

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any short fall the concern industry may impart the training in cluster mode/ any other industry/ at ITI.

**GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS**

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some method of delivery may be adopted:

- A) LECTURE
- B) LESSON
- C) DEMONSTRATION
- D) PRACTICE
- E) GROUP DISCUSSION
- F) DISCUSSION WITH PEER GROUP
- G) PROJECT WORK
- H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.