

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TOURISM AND HOSPITALITY INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

THSC, 4th Floor DLF
City Court,
Near Sikanderpur
Metro Station,
Gurgaon – 122002
Email:

iyoti.ioshi@thsc.in



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Introduction

Qualification Pack: Travel Consultant

SECTOR: TOURISM AND HOSPITALITY

SUB-SECTOR: TOURS AND TRAVELS

OCCUPATION: Tour Packaging

REFERENCE ID: THC/Q4404

ALIGNED TO: NCO-2015 /

The Travel Consultant is responsible for preparing and organising holiday tours packages for inbound, outbound and domestic tourists and travellers, both, for retail and corporate customers. The individual is also responsible for achieving customer satisfaction as per company's standards.

Brief Job Description: The individual at work interacts with the customers, understands their travel and tour requirements, plans and prepares the itinerary, and monitors the tour progress.

Personal Attributes: The job requires the individual to have politeness, etiquette, ability to work in sitting position for long hours and attention to details.

Job Details	Qualifications Pack Code	THC/Q4404		
	Job Role	Travel Consultant		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Tourism and Hospitality	Drafted on	20/03/15
	Sub-sector	Tours and Travels	Last reviewed on	25/03/15
	Occupation	Tour Packaging	Next review date	25/03/16
	NSQC Clearance on	20/07/15		

Job Role	Travel Consultant
Role Description	Preparing and organising holiday tours packages for inbound, outbound and domestic tourists and travellers, both, for retail and corporate customers
NSQF level	4
Minimum Educational Qualifications	Preferable Diploma
Maximum Educational Qualifications	Post Graduate
Training (suggested but not mandatory)	Not applicable
Minimum Job Entry Age	14 years
Experience	Minimum preferable 3 years as Visa Assistance Consultant or Travel Insurance Executive
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> THC/N4410: Engage with customer to understand their tour packaging requirements THC/N4411: Plan travel itinerary as per customer's requirement THC/N4412: Arrange tour package in coordination with service providers and partners THC/N4413: Monitor the tour progress THC/N9901: Communicate with customer and colleagues THC/N9902: Maintain customer-centric service orientation THC/N9903: Maintain standard of etiquette and hospitable conduct THC/N9904: Follow gender and age sensitive service practices THC/N9905: Maintain IPR of company and customers THC/N9906: Maintain health and hygiene <p>Optional:</p> <ol style="list-style-type: none"> N.A.
Performance Criteria	As described in the relevant OS units
Assessment Criteria	Assessment Criteria for each NOS

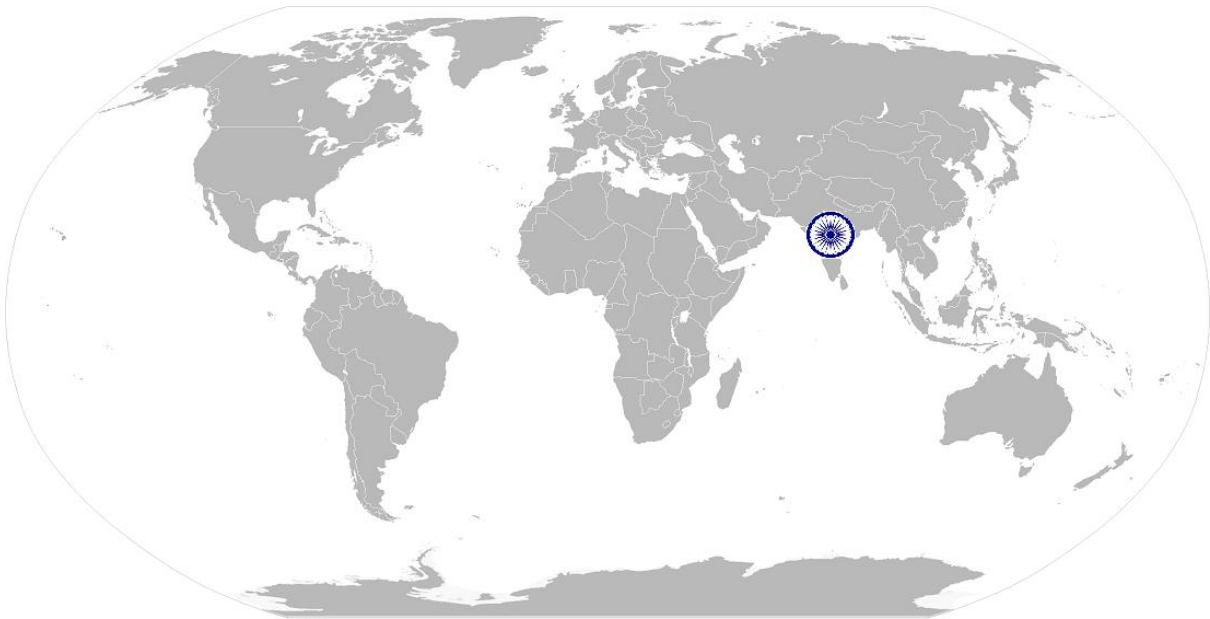
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Acronyms

Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources

THC/N4410 Engage with customer to understand their tour packaging requirements

National Occupational Standard



Overview

This unit is about engaging with the customers, identifying their tour packaging needs and attending to bookings queries.

THC/N4410 Engage with customer to understand their tour packaging requirements

National Occupational Standard	Unit Code	THC/N4410
	Unit Title (Task)	Engage with customer to understand their tour packaging requirements
	Description	This OS unit is about engaging with the customers, identifying their tour packaging needs and attending to bookings
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Welcome the customer • Engage with customers and identify their needs • Attend to booking queries
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Welcoming the customer	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. receive the customers with a smile or welcoming mail/ telephonic response PC2. ensure that any of the customers who walk-in are not left unattended PC3. offer refreshments to the walk-in customer PC4. make the customers comfortable and be accessible to them for any queries PC5. explain the different services and products that the company offers PC6. brief them on any promotional plans that may be on-going
	Engaging with customer and identifying their needs	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC7. understand the type of tour the customers are looking for, such as a leisure package, heritage package, pilgrimage package, cruise package, adventure package, etc. PC8. understand the needs of the customer if they are planning for a multiple place visit or a single location PC9. initiate queries and identify the needs of the customer based on their travel needs, shopping needs, package needs, etc. PC10. understand the duration of their travel, number of people planning the travel, mode of travel, budget, etc. PC11. understand an appropriate destination of their interest, travel dates, accommodation preferences, etc. PC12. identify the type of group planning the travel such as family, friends, colleagues, etc. PC13. analyze the type of package that can be offered based on the customer needs and their budget PC14. suggest some best place options, best things to do in these places, best eateries and experiences to have, etc. to the customers who have not planned of any particular travel destination or type PC15. ensure to be polite and listen to them with attentiveness understanding their requirement PC16. send mails or stay in touch through phone if the walk in customers do not confirm their booking across the table and ask time for deciding PC17. ensure to be updated on the current prices of the accommodation, transportation, travel fares, etc. from the procurement team

THC/N4410 Engage with customer to understand their tour packaging requirements

	PC18. keep the customers posted on any new product arrivals
Attending to booking queries	To be competent, the user/ individual must be able to: PC19. handle the incoming calls, mail and walk-ins from travel agents and direct customers PC20. brief the customers on the rough estimate cost of the package according to their needs PC21. inform the customers on the terms and conditions of pay and other details as per company policy PC22. educate the customers on the destinations completely making it easier for them to choose PC23. suggest alternative travel plans and dates to the customers if any interesting event or entertainment is to happen at those dates in the destination
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on: incentives, delivery standards and personnel management and IPR KA2. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA3. importance of working in clean and safe environment KA4. reporting structure and be clear about the hierarchy KA5. documentation procedures KA6. safety and quality standards followed in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. travel and tourism related products and services KB2. different customer segments and forms of tourism KB3. environment and safety norms to follow KB4. local, domestic and global destination and related travel information KB5. different kinds of tour packages that can be organized KB6. the variety of travel plans available for a package KB7. managing service providers and customers KB8. standard procedures and rules to be followed KB9. details of destinations and their facilities available KB10. popular packages in the season and related information KB11. travel advisories for different destinations
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read and write the event requirements and plans
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA2. document the process SA3. use computer and proficiency in MS office and other software related to

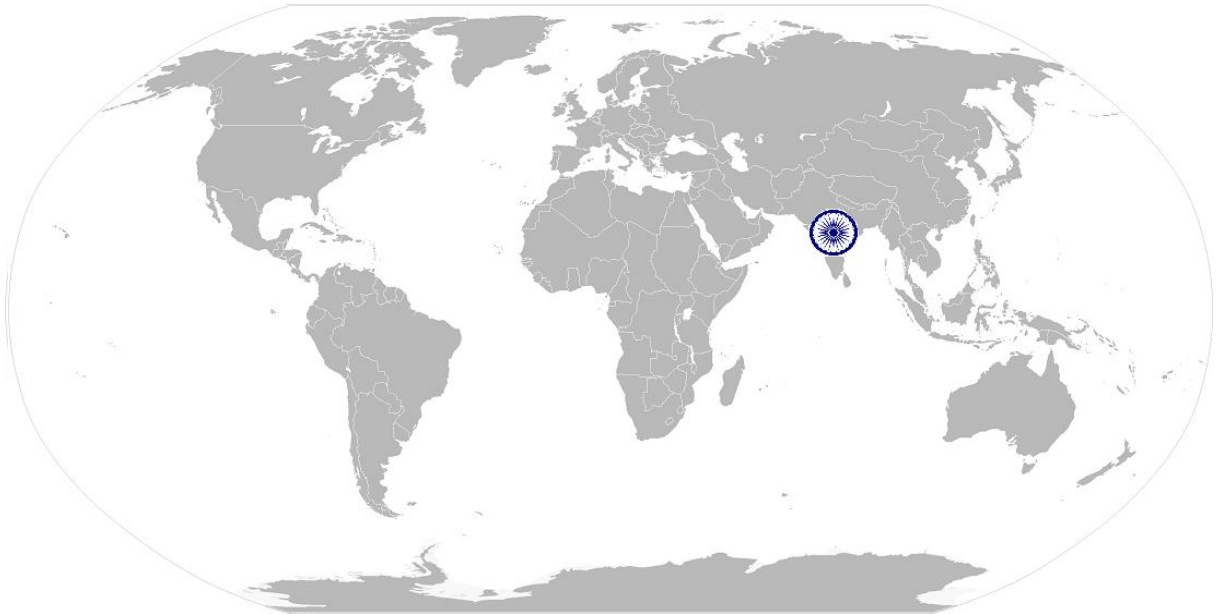
THC/N4410 Engage with customer to understand their tour packaging requirements

	itinerary preparation
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. communicate effectively with customers to assist in the tour planning SA5. communicate effectively with service providers to coordinate for the tour planning and organizing SA6. communicate with the colleagues to seek or provide help for the tour planning
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work SB3. prepare the most efficient yet cost effective tour package and travel plan SB4. prepare an itinerary that is flexible enough to incorporate changes SB5. prepare an itinerary that suits the customers' requirements SB6. negotiate with the service providers on the process flow and the costing
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. identify immediate or temporary solutions to resolve delay or other problems related to the tour planning
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. work in a team in order to achieve better results SB10. identify and clarify work roles within a team SB11. communicate and cooperate with others in the team SB12. seek assistance from fellow team members SB13. multi task and share work load within the team as required
Critical Thinking	
NA	

THC/N4410 Engage with customer to understand their tour packaging requirements

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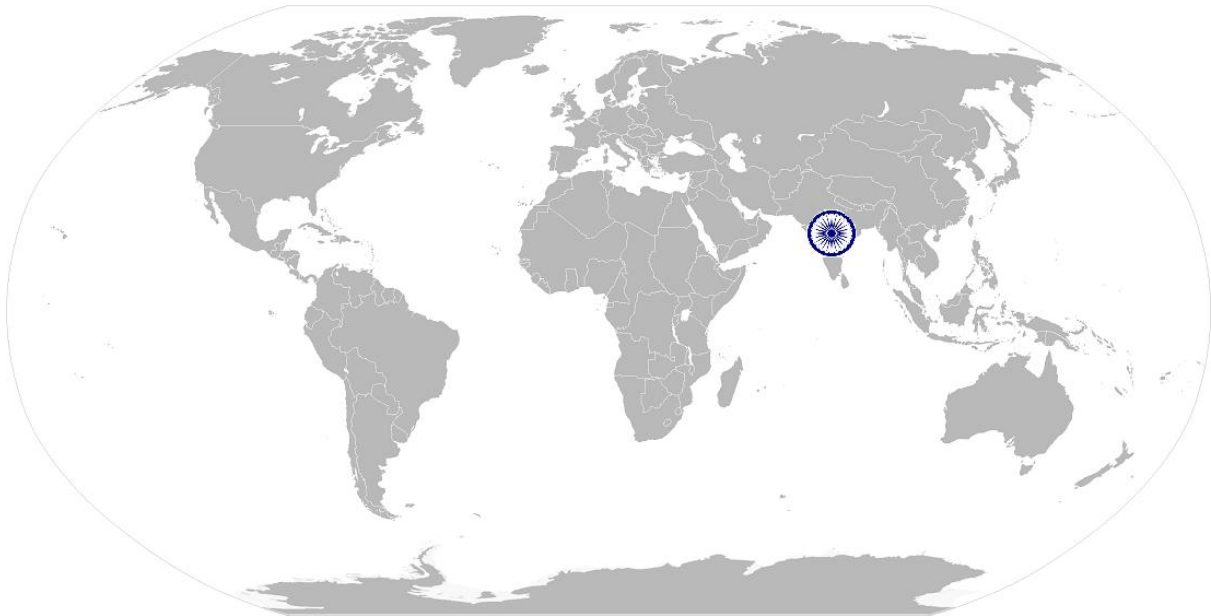
NOS Code	THC/N4410		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	Tours and Travels	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



THC/N4411

Plan the travel itinerary as per customer's requirement

National Occupational Standard



Overview

This unit is about gathering the resources for planning the required travel itinerary.

THC/N4411

Plan the travel itinerary as per customer's requirement

National Occupational Standard

Unit Code	THC/N4411
Unit Title (Task)	Plan the travel itinerary as per customer's requirement
Description	This OS unit is about gathering the resources for planning the required itinerary
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Gather the resources required to prepare the itinerary • Estimate the cost of the tour • Prepare the itinerary
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Gathering resources required to prepare the itinerary	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. collect all resources such as brochures, internet, travel books and other sources of information required for the travel</p> <p>PC2. ensure to have the railway and airline timetable for the preferred destination</p> <p>PC3. gather as many travel magazines related to the destination</p> <p>PC4. coordinate with government tourist offices of the destination</p> <p>PC5. update information on the different categories of hotel, taxes, meals, types of room available, tariff plans with respect to season and off season time, etc. in the destination</p> <p>PC6. compile all the customer needs</p>
Estimating the cost of the tour	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. analyze the cost of travel to the destination by the different modes of transportation</p> <p>PC8. coordinate with the various departments to understand the cost of different levels of accommodation in the destination</p> <p>PC9. coordinate with various travels to understand their package rates at the destination</p> <p>PC10. browse through the entrance fees of the places of attractions</p> <p>PC11. plan on the cost of meals, shopping, guides, etc. based on the destination's cost of living</p> <p>PC12. gather together all these costs</p> <p>PC13. include any miscellaneous expense that can be occurred during the travel</p> <p>PC14. estimate the total cost of the tour along with a markup cost given</p>
Preparing the itinerary	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. decide on the route map and ensure the routing is planned with nearby locations packed together in an effective way saving time</p> <p>PC16. plan the itinerary in a way all places of attraction and interest are covered within the time available for the customers and in an efficient way</p> <p>PC17. consider details like interest of tourist, energy level of the tourists, etc. while planning the itinerary</p>

THC/N4411

Plan the travel itinerary as per customer's requirement

	<p>PC18. prepare the itinerary right from the start of journey till the end of journey</p> <p>PC19. ensure to add all the important tourist destination into this</p> <p>PC20. mention the opening and closing time of the places of attraction and information about the background of the place too</p> <p>PC21. include the distance between every location that is mentioned on the day to day schedule</p> <p>PC22. mention the various restaurant options in and around their scheduled location</p> <p>PC23. schedule in a planned and organized way</p> <p>PC24. include time taken for every activity that can be easier for the tourist to understand the allotted time and the available timing</p> <p>PC25. ensure the tour package is tailored according to the customer interest</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: incentives, delivery standards and personnel management and IPR</p> <p>KA2. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. reporting structure and be clear about the hierarchy</p> <p>KA5. documentation procedures</p> <p>KA6. safety and quality standards followed in the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. travel and tourism related products and services</p> <p>KB2. different customer segments and forms of tourism</p> <p>KB3. environment and safety norms to follow</p> <p>KB4. local, domestic and international destinations and related travel information</p> <p>KB5. different kinds of tour packages available in the season</p> <p>KB6. travel schedules of different modes</p> <p>KB7. itineraries</p> <p>KB8. how to manage customer expectation</p> <p>KB9. travel advisory for target destinations</p> <p>KB10. government norms for travel to the target destinations, both inbound and outbound, e.g., visa, baggage, prohibited products, etc.</p> <p>KB11. standard procedures and rules to be followed</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and write the event requirements and plans</p>

THC/N4411

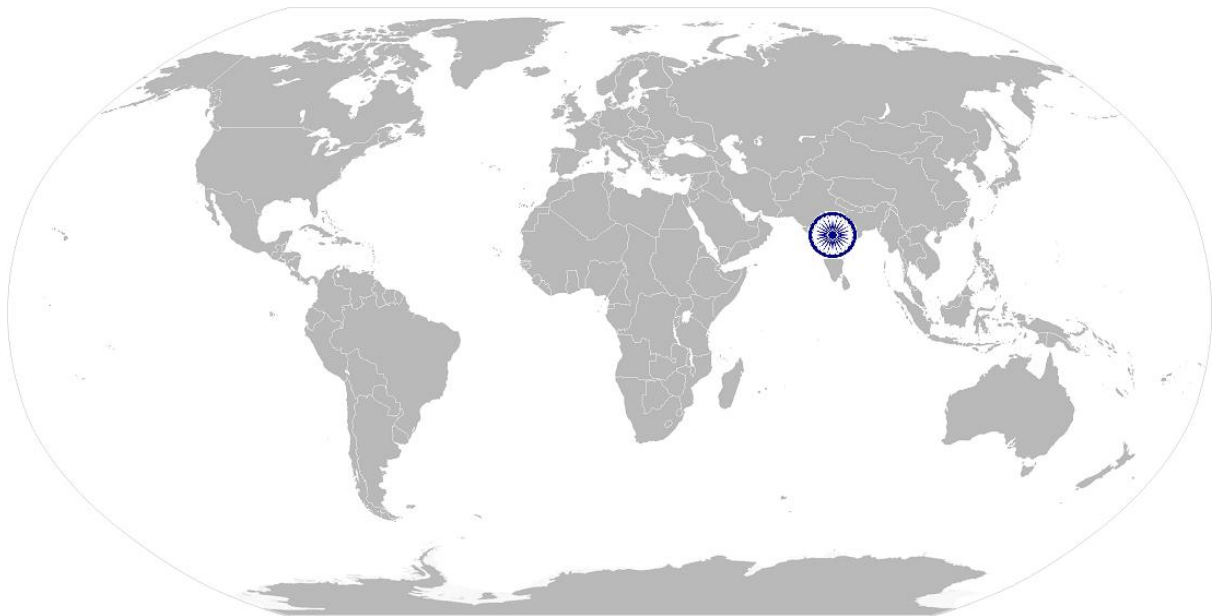
Plan the travel itinerary as per customer's requirement

	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA2. document the process SA3. use computer and proficiency in MS office and other software related to itinerary preparation
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. communicate effectively with customers to assist in the tour planning SA5. communicate effectively with service providers to coordinate for the tour planning and organizing SA6. communicate effectively with the colleagues to seek help for the tour planning
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. identify immediate or temporary solutions to resolve delay or other problems related to the tour planning
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. work in a team in order to achieve better results SB6. identify and clarify work roles within a team SB7. communicate and cooperate with others in the team SB8. seek assistance from fellow team members SB9. multi task and share work load within the team as required SB10. calculate costs based on various elements of tour package and logistics providers involved SB11. estimate the maximum and minimum costs involved in preparing the itinerary and package

THC/N4411

Plan the travel itinerary as per customer's requirement

	Critical Thinking
	NA

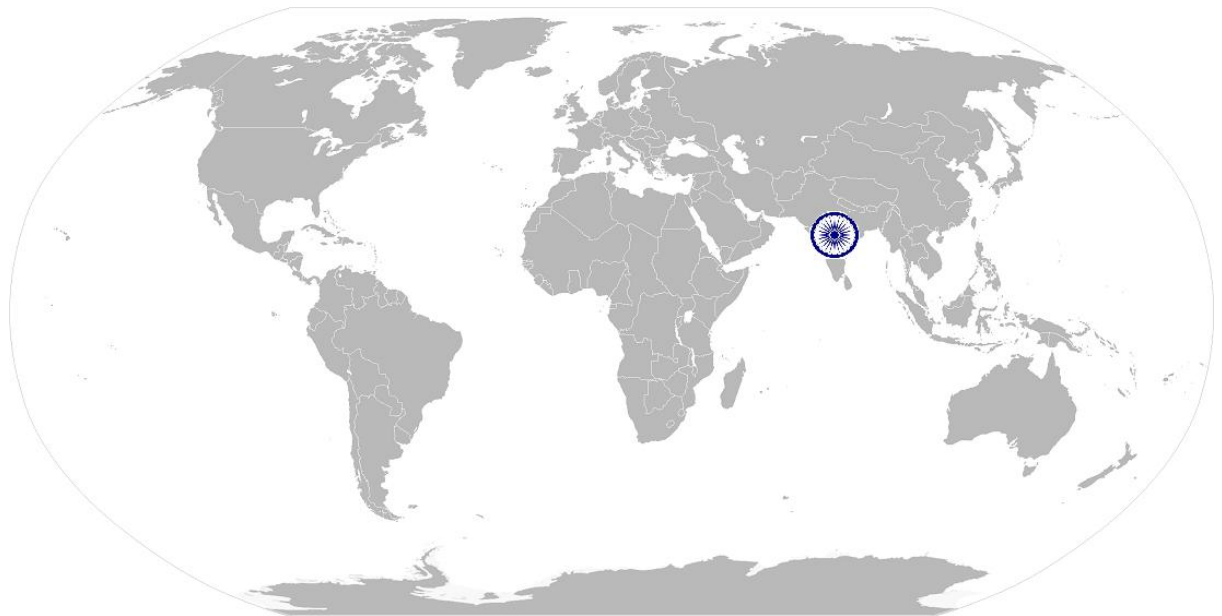


THC/N4411

Plan the travel itinerary as per customer's requirement

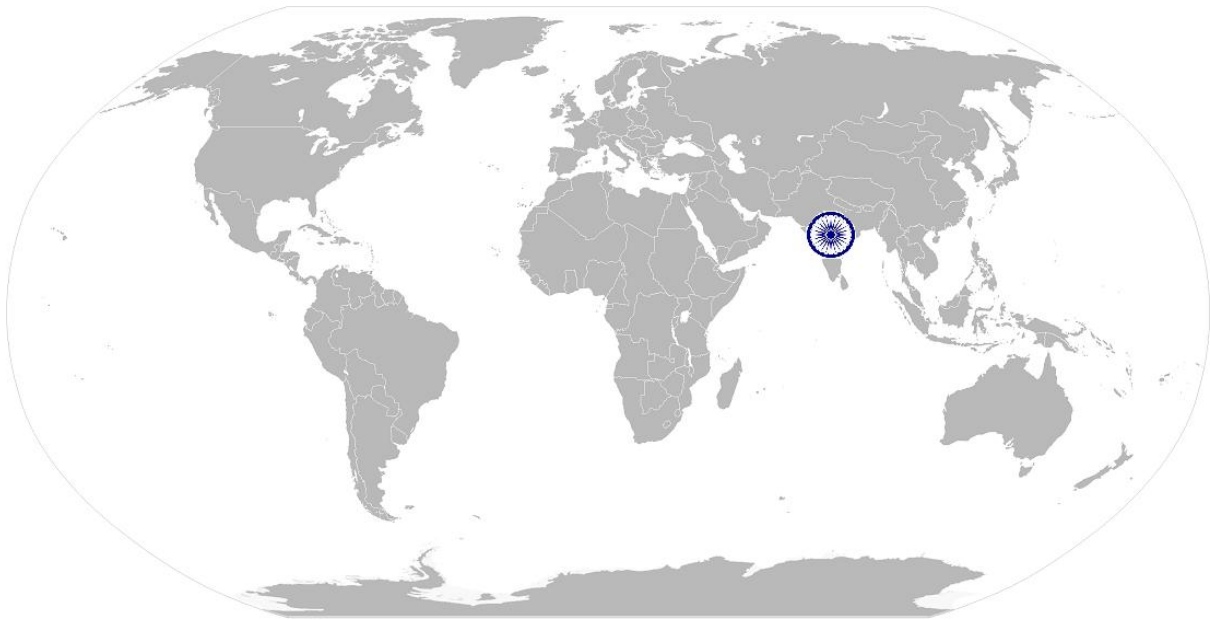
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NOS Code	THC/N4411		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	Tours and Travels	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



THC/N4412 Arrange the tour package in coordination with service providers and partners

National Occupational Standard



Overview

This unit is about handing over the final package to customers and coordinating with the different service providers and partners for conducting the tour.

THC/N4412 Arrange the tour package in coordination with service providers and partners

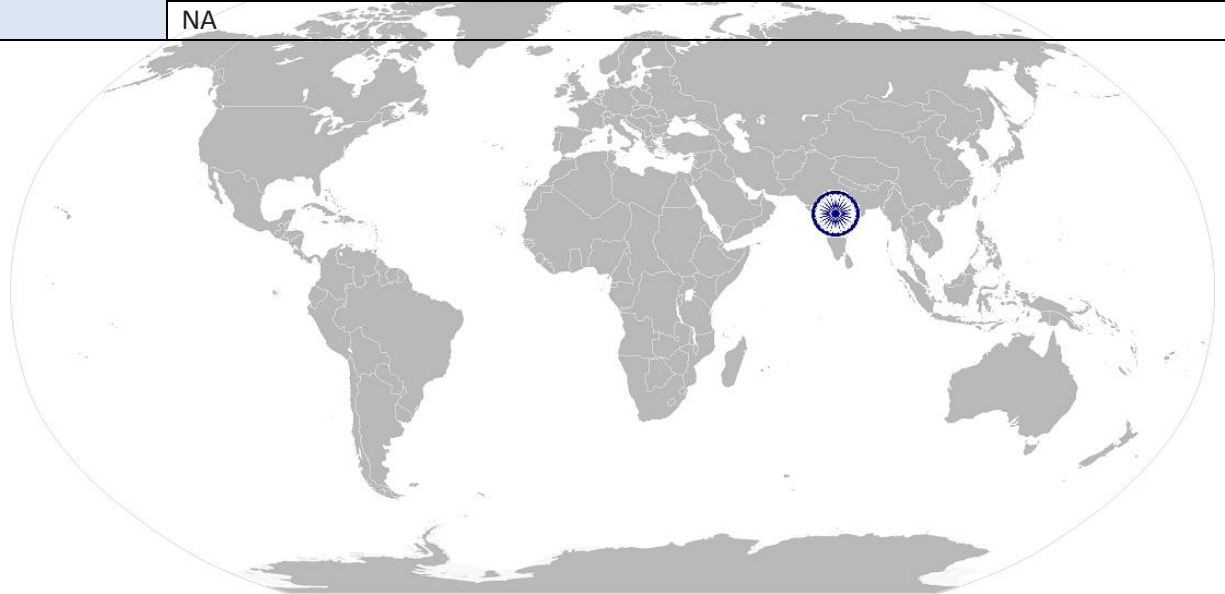
Unit Code	THSC/N4412
Unit Title (Task)	Arrange the tour package in coordination with service providers and partners
Description	This OS unit is about handing over the final package and coordinating with the different service providers and partners for conducting the tour.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Handover the final package to the customer • Coordinate with different industry partners and departments
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Handing over the final package to the customer	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. provide relevant travel information, reviews, news and handy travel tools catering to the customer needs</p> <p>PC2. ensure to update the customer with the destination maps, weather forecast during their stay, destination guides, etc.</p> <p>PC3. notify the customers on luggage limits and insurance, medical, visa, passport, currency and other requirements as required</p> <p>PC4. advice customers on the issues that can be faced during the travel in terms of safety, travel, finance, currency, etc., in specific to the destination as appropriate</p>
Coordinating with different industry partners and departments	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. coordinate for the booking of hotels, tickets, visa, etc. with the respective department in charge</p> <p>PC6. confirm the customer names at the airlines and hotel once booking is made</p> <p>PC7. transportation, guides, accommodation, insurance, visa, etc.</p> <p>PC8. ensure to perform the necessary processing in case the customer cancels the tour after everything is booked or planned</p> <p>PC9. make sure to coordinate for the transportation of cab, mini-van, coach, etc. depending on the number of tourists and their budget</p> <p>PC10. arrange for a tour escort or a guide based on the customer</p> <p>PC11. ensure the escort or guide is well versed in the language preferred and understandable by the customer and is well aware about the destination</p> <p>PC12. coordinate with the appropriate department on events, entertainment, etc. arranged during the travel</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: incentives, delivery standards and personnel management and IPR</p> <p>KA2. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. reporting structure and be clear about the hierarchy</p>

THC/N4412 Arrange the tour package in coordination with service providers and partners

its processes)	<p>KA5. documentation procedures KA6. safety and quality standards followed in the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. logistics involved in tour packaging KB2. documents required for travel booking and tour packaging KB3. invoicing and billing KB4. different types of partners involved in tour packaging within or outside the company, e.g., hotel, travel agents, transport providers KB5. package details for particular seasons and destinations KB6. quality and quantity of accommodation and facilities available for a particular package KB7. environment and safety norms to follow KB8. government regulations relevant to the destination ad travel KB9. partnership arrangement, e.g., contractual, financial, etc. KB10. grievance redress mechanism for handling dissatisfied customer or partner KB11. travel advisory and insurance requirements KB12. accepted international norms and practices for tour operators KB13. popular packages for a season and their most efficient itinerary</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and write the event requirements and plans</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. document the process SA3. use computer and proficiency in MS office and other software related to itinerary preparation</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with customers to assist in the tour planning SA5. communicate effectively with service providers to coordinate for the tour planning and organizing SA6. communicate effectively with the colleagues to seek help for the tour planning</p>
B. Professional Skills	<p>Decision Making</p> <p>NA</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work</p> <p>Customer Centricity</p>

THC/N4412 Arrange the tour package in coordination with service providers and partners

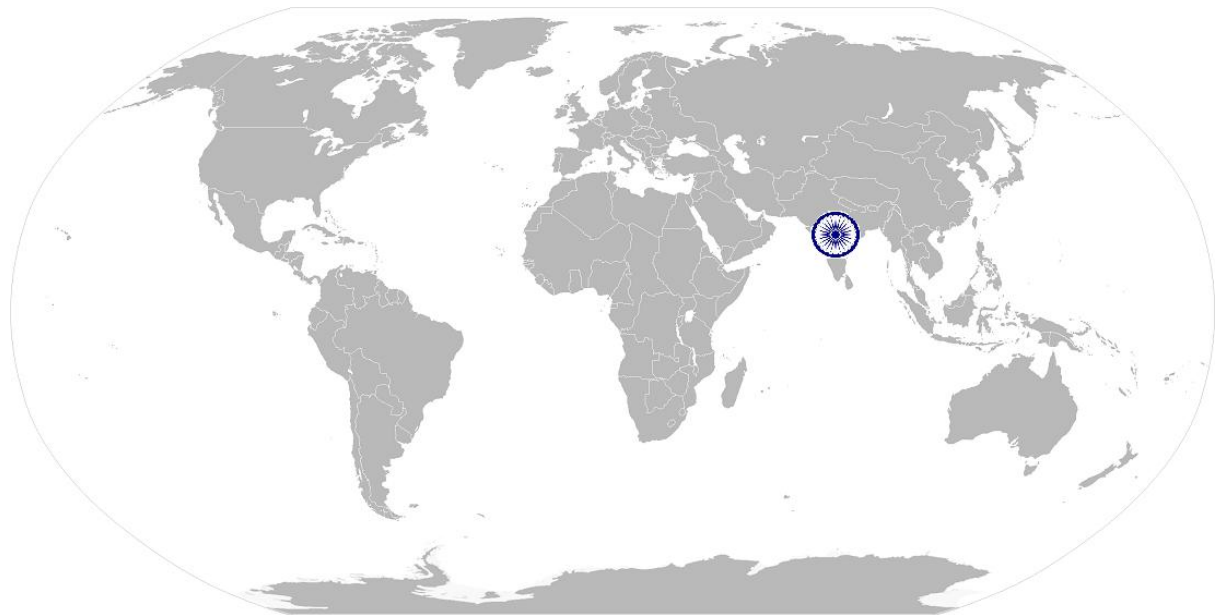
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. identify immediate or temporary solutions to resolve delay or other problems related to the tour planning
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. work in a team in order to achieve better results SB6. identify and clarify work roles within a team SB7. communicate and cooperate with others in the team SB8. seek assistance from fellow team members SB9. multi task and share work load within the team as required
	Critical Thinking
	NA



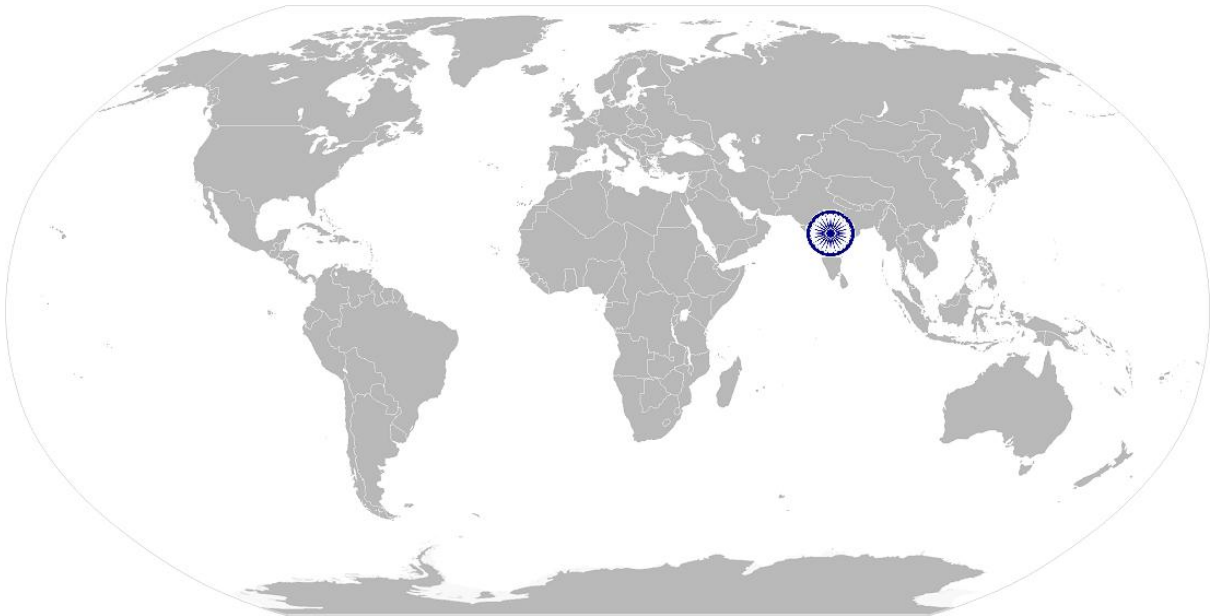
THC/N4412 Arrange the tour package in coordination with service providers and partners

NOS Version Control

NOS Code	THC/N4412		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	Tours and Travels	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



National Occupational Standard



Overview

This unit is about monitoring the tour progress and assisting the customers as required.

THC/N4413

Monitor the tour progress

National Occupational Standard

Unit Code	THC/N4413
Unit Title (Task)	Monitor the tour progress
Description	This OS unit is about monitoring the tour and assisting the customers as required
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Inform of any mishaps to customers in the planned tour itinerary • Assist the customers as required • Seek feedback from the customers • Record and document the process • Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Informing of any mishaps to customers in the planned tour itinerary	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. inform the customers if there is any alteration required to the planning and the itinerary with respect to cancellations, delays, postponement, etc.</p> <p>PC2. convince the customers in a polite way in case of any discrepancy in the planned itinerary</p> <p>PC3. compensate them with a better option</p> <p>PC4. process for refunds on time if there is any</p>
Assisting the customers as required	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. assist the customers in case if they decide to have a change or upgrade to the planned itinerary while on the tour</p> <p>PC6. ensure to assist them in a quick and convenient way for their wants</p> <p>PC7. ensure the altered service offered matches the customer expectation</p>
Seeking feedback from the customers	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. get in touch with the customer after the tour and understand their feel about the package offered</p> <p>PC9. collect the feedback from them to ensure if their expectation was met</p> <p>PC10. provide some form of questionnaire or similar type through mail, phone, app or in person, to get a rating for the service rendered</p> <p>PC11. attend to the customer complaints and dissatisfaction with immediate effect and action</p> <p>PC12. assist their complaints with right solutions</p> <p>PC13. ensure to resolve and rectify if there was any negative feedback received from the customers</p>
Recording and documenting the process	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. record the entire details of the customer</p> <p>PC15. document the monthly status reports of the walk ins and the turn out for the management records</p> <p>PC16. ensure to maintain privacy of the customer personal details</p>

THC/N4413

Monitor the tour progress

<p>Achieving customer satisfaction</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. ensure to maintain the trust and reliability source right from the time the customer walks in till the tour ends</p> <p>PC18. ensure all needs of the customers are met</p> <p>PC19. ensure to maintain long terms relationships with the customers</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: incentives, delivery standards and personnel management and IPR</p> <p>KA2. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. reporting structure and be clear about the hierarchy</p> <p>KA5. documentation procedures</p> <p>KA6. safety and quality standards followed in the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. tour tracking and monitoring methods</p> <p>KB2. managing service providers for effective tour monitoring</p> <p>KB3. following international standards of service</p> <p>KB4. redress mechanism in case of mishaps of booking defaults</p> <p>KB5. cost of making mistakes, both monetary and non-monetary</p> <p>KB6. different types of logistics service providers</p> <p>KB7. partners involved in tour packages, their relative strengths and weaknesses</p> <p>KB8. helplines for customers to use when in trouble that cannot be controlled</p> <p>KB9. significance of travel advisory and insurance</p> <p>KB10. common concerns with tour packaging</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and write the event requirements and plans</p>
	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. document the process</p> <p>SA3. use computer and proficiency in MS office and other software related to itinerary preparation</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate effectively with customers to assist in the tour planning</p> <p>SA5. communicate effectively with service providers to coordinate for the tour planning and organizing</p> <p>SA6. communicate effectively with the colleagues to seek help for the tour planning</p>	

THC/N4413

Monitor the tour progress

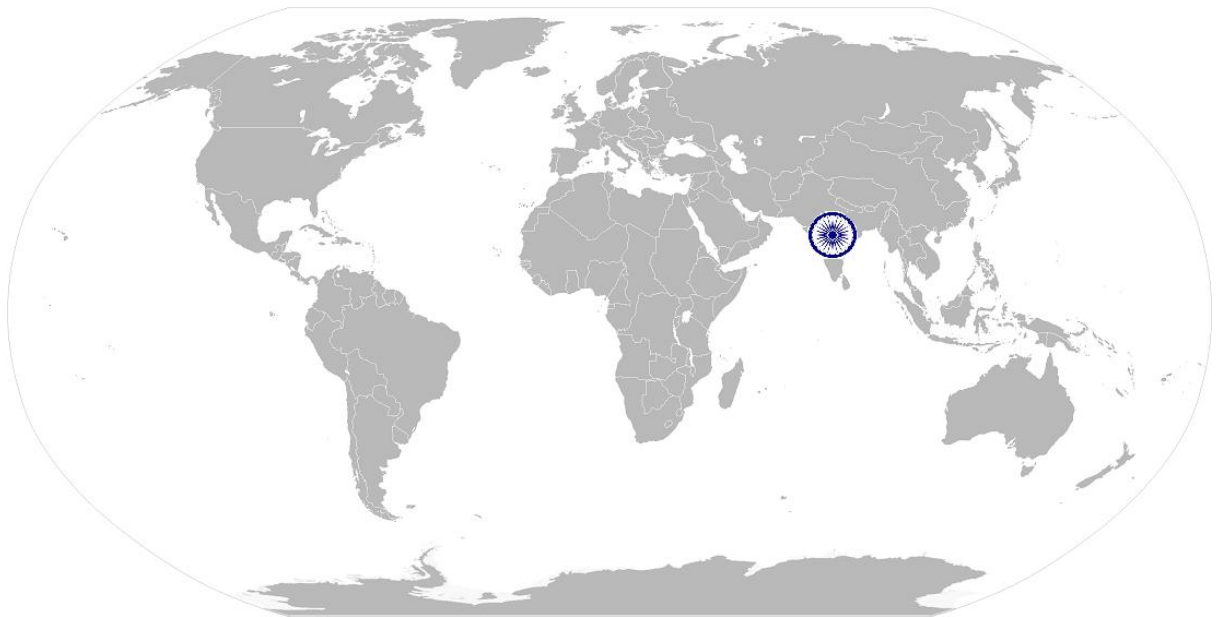
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. identify immediate or temporary solutions to resolve delay or other problems related to the tour planning
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. work in a team in order to achieve better results SB6. identify and clarify work roles within a team SB7. communicate and cooperate with others in the team SB8. seek assistance from fellow team members SB9. multi task and share work load within the team as required
	Critical Thinking
	NA

THC/N4413

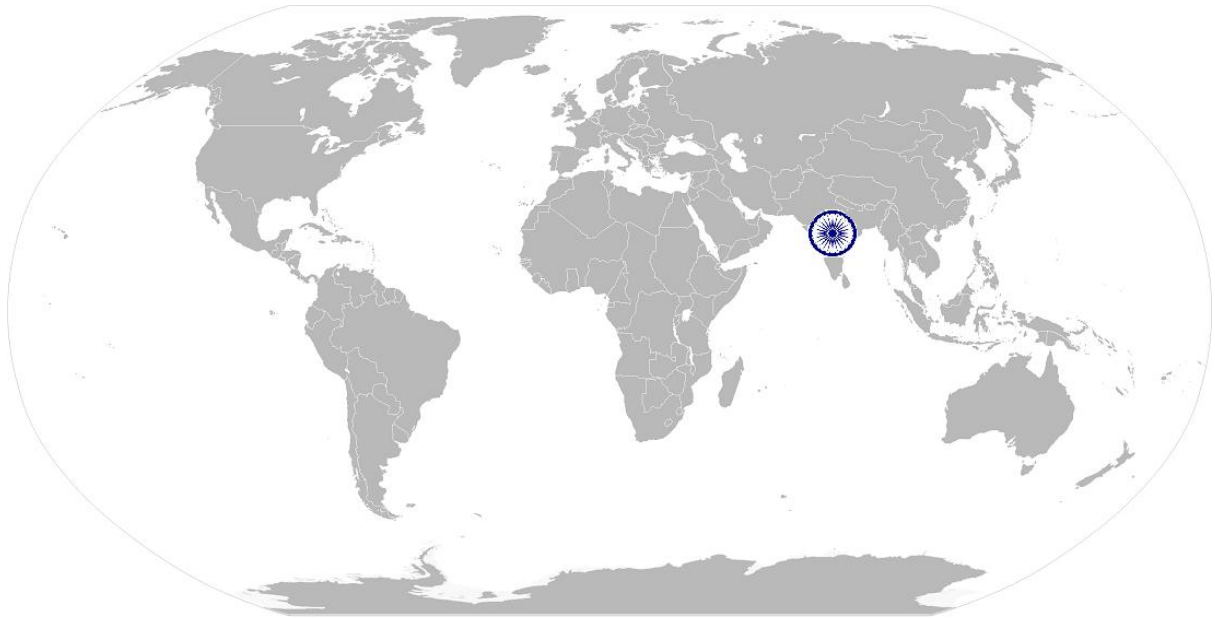
Monitor the tour progress

NOS Version Control

NOS Code	THC/N4413		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	Tours and Travels	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



National Occupational Standard



Overview

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

THC/N9901

Communicate with customer and colleagues

Unit Code	THC/N9901
Unit Title (Task)	Communicate with customer and colleagues
Role Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with superior • Communicate with colleagues • Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
Communicating with colleagues	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues</p> <p>PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>

THC/N9901

Communicate with customer and colleagues

<p>Communicating effectively with customers</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong knowledge on the product, services and market</p> <p>PC21. brief the customers clearly</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure the appropriate language and tone are used to the customers</p> <p>PC25. listen actively in a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address to their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.</p> <p>PC35. develop good rapport with the customers and promote suitable products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective Problem Solving at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p>

THC/N9901

Communicate with customer and colleagues

	<p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents</p> <p>KB4. how to use computer or smart phone to communicate effectively and productively</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p> <p>KB7. how to practice effective listening</p> <p>KB8. communicate effectively with customers</p> <p>KB9. effective use of voice tone and pitch for communication</p> <p>KB10. how to demonstrate ethics and convey discipline to the customers</p> <p>KB11. how to build effective working relationship with mutual trust and respect within the team</p> <p>KB12. importance of dealing with grievances effectively and in time</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. read notes/comments from the supervisor</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to job requirement</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with superior to achieve smooth workflow</p> <p>SA6. communicate effectively with the customers to build a good rapport with them</p> <p>SA7. use language that the customer or colleague understands</p> <p>SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems</p> <p>SA9. E-mail and use Internet for communicating</p> <p>SA10. use of audio-visual aids to communicate complex issues</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. spot and communicate potential areas of disruptions to work process and report the same</p> <p>SB2. report to supervisor and deal with a colleague individually, depending on the type of concern</p> <p>Plan and Organize</p> <p>NA</p>

THC/N9901

Communicate with customer and colleagues

	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB3. coordinate with different departments and multi-task as necessary SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required SB6. delegate work in consultation with superior or as necessary instead of allowing work to pile up
	Analytical Thinking
	NA
Critical Thinking	
The user/ individual on the job needs to know and understand how to: SB7. improve work processes by interacting with others and adopting best practices SB8. resolve recurring inter-personal conflicts	

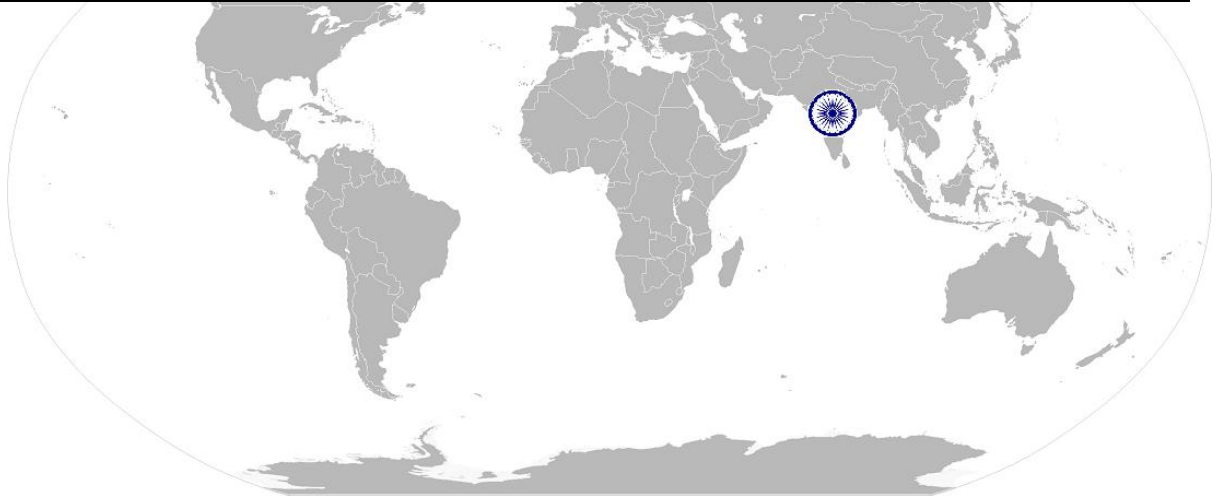


THC/N9901

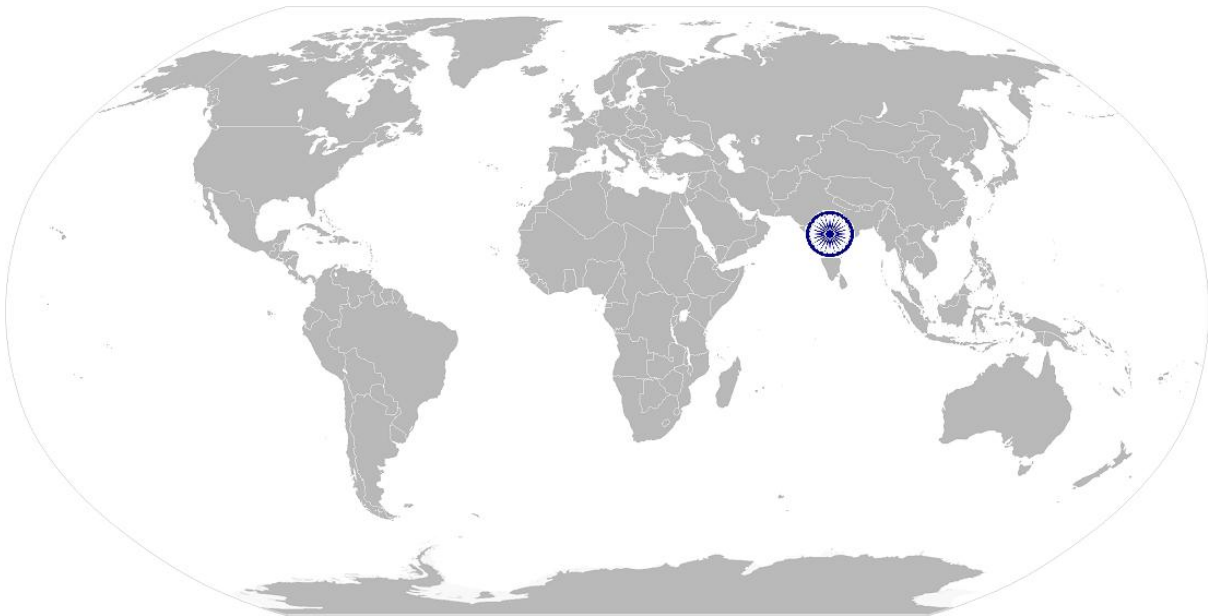
Communicate with customer and colleagues

NOS Version Control

NOS Code	THC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



National Occupational Standard



Overview

This unit is about understanding customer requirements, understanding the market standards of service, assessing scheduled services and those that are unscheduled but can be offered, and conveying or executing it in a manner that results in customer satisfaction.

THC/N9902

Maintain customer-centric service orientation

Unit Code	THC/N9902
Unit Title (Task)	Maintain customer-centric service orientation
Description	This OS unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Engage with customers to understand their service quality requirements Achieve customer satisfaction Fulfil customer requirement
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with customers for assessing service quality requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep in mind the profiles of expected customers</p> <p>PC2. understand the target customers and their needs as defined by the company</p> <p>PC3. organize regular customer events and feedback session frequently</p> <p>PC4. build a good rapport with the customers including the ones who complain</p> <p>PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures</p> <p>PC8. ingrain customer oriented behaviour in service at all level</p> <p>PC9. aim to gain their long lasting loyalty and satisfaction</p> <p>PC10. engage with customers on without intruding on privacy</p>
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. ensure clarity, honesty and transparency with the customers</p> <p>PC12. treat the customers fairly and with due respect</p> <p>PC13. focus on executing company's marketing strategies and product development</p> <p>PC14. focus on enhancing brand value of company through customer satisfaction</p>
Fulfilling customer requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. ensure that customer expectations are met</p> <p>PC16. learn to read customers' needs and wants</p> <p>PC17. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC18. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC19. maintain close contact with the customers and focus groups</p> <p>PC20. offer promotions to improve product satisfaction level to the customers</p>

THC/N9902

Maintain customer-centric service orientation

	<p>periodically</p> <p>PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on customer centric orientation behaviour at workplace KA2. company's Human Resources policies KA3. company's reporting structure KA4. company's documentation policy KA5. company's customer profile</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of treating the customers with respect and in a friendly and professional way KB2. importance of gaining customer satisfaction KB3. methods of engaging with the customers effectively and professionally KB4. ways to improve company's customer satisfaction rating KB5. company's and prevailing market standards of customer satisfaction KB6. standard operating procedure (SOP) KB7. the variety of common and unscheduled requests to expect KB8. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to one's role in customer satisfaction</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently SA5. communicate effectively with customers SA6. engage with customer to understand their expectations SA7. company standards and effectiveness improvements pattern SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague SA9. use the communications systems of the company, e.g., telephone, fax, public</p>

THC/N9902

Maintain customer-centric service orientation

	<p>announcement systems</p> <p>SA10. E-mail and use Internet for communicating</p> <p>SA11. use of audio-visual aids to communicate complex issues</p>
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and communicate potential areas of disruptions to work process and report the same so that customer service is smooth
	SB2. how to address the complaints and handle the dissatisfied the customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
SB3. coordinate with different departments in order to service the customer better	
SB4. contribute to quality of team work and achieve smooth workflow	
SB5. share work load as required	
Analytical Thinking	
NA	
Critical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB6. improve work processes by interacting with customers and adopting best practices	
SB7. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service	
SB8. act upon constructively on any problems as pointed by customers	
SB9. handle personality clashes effectively	

THC/N9902

Maintain customer-centric service orientation

NOS Version Control

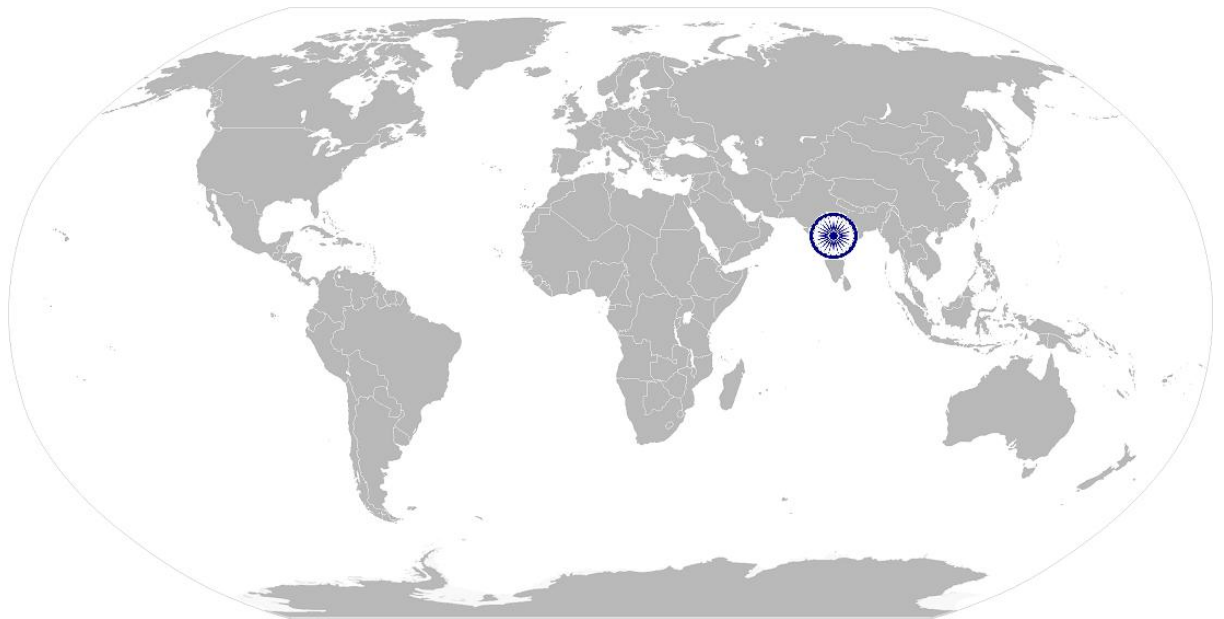
NOS Code	THC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard



Overview

This unit is about maintaining standard etiquette at workplace and achieving customer satisfaction.

THC/N9903

Maintain standard of etiquette and hospitable conduct

National Occupational Standard

Unit Code	THC/N9903
Unit Title (Task)	Maintain standard of etiquette and hospitable conduct
Description	This OS unit is about maintaining standard etiquette at workplace and achieving customer satisfaction
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Follow behavioural, personal and telephone etiquettes • Treat customers with high degree of respect and professionalism • Achieve customer satisfaction
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Following behavioural, personal and telephone etiquettes	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival</p> <p>PC2. welcome the customers with a smile</p> <p>PC3. ensure to maintain eye contact</p> <p>PC4. address the customers in a respectable manner</p> <p>PC5. do not eat or chew while talking</p> <p>PC6. use their names as many times as possible during the conversation</p> <p>PC7. ensure not to be too loud while talking</p> <p>PC8. maintain fair and high standards of practice</p> <p>PC9. ensure to offer transparent prices</p> <p>PC10. maintain proper books of accounts for payment due and received</p> <p>PC11. answer the telephone quickly and respond back to mails faster</p> <p>PC12. ensure not to argue with the customer</p> <p>PC13. listen attentively and answer back politely</p> <p>PC14. maintain personal integrity and ethical behaviour</p> <p>PC15. dress professionally</p> <p>PC16. deliver positive attitude to work</p> <p>PC17. maintain well groomed personality</p> <p>PC18. achieve punctuality and body language</p> <p>PC19. maintain the social and telephonic etiquette</p> <p>PC20. provide small gifts as token of appreciation and thanks giving to the customer</p> <p>PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC22. demonstrate responsible and disciplined behaviours at the workplace</p> <p>PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
Treating customers with high degree of respect and	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. use appropriate titles and terms of respect to the customers</p> <p>PC25. use polite language</p>

THC/N9903 Maintain standard of etiquette and hospitable conduct

professionalism	<p>PC26. maintain professionalism and procedures to handle customer grievances and complaints</p> <p>PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility</p> <p>PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette</p> <p>PC29. provide special attention to the customer at all time</p>
Achieving customer satisfaction	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. achieve 100% customer satisfaction on a scale of standard</p> <p>PC31. gain customer loyalty</p> <p>PC32. enhance brand value of company</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on behavioural etiquette and professionalism</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. significance of professional and polite etiquette and behaviour</p> <p>KB2. the need and reason for achieving customer satisfaction</p> <p>KB3. procedural behavioural patterns framed by the organisation</p> <p>KB4. methods for gaining customer satisfaction</p> <p>KB5. standard operating procedure and service quality standards</p> <p>KB6. measure of customer satisfaction</p> <p>KB7. significance of brand enhancement via word-of-mouth</p> <p>KB8. the hospitality and tourism environment</p> <p>KB9. company's growth strategy and productivity targets</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The individual on the job needs to know and understand:</p> <p>SA1. how to read job sheets, company policy documents and information displayed at the workplace</p> <p>SA2. how to read notes and comments from the supervisor or customer</p>
	<p>Writing Skills</p>
	<p>The individual on the job needs to know and understand:</p> <p>SA3. how to fill up documentation pertaining to job requirement</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>The individual on the job needs to know and understand:</p>	

THC/N9903

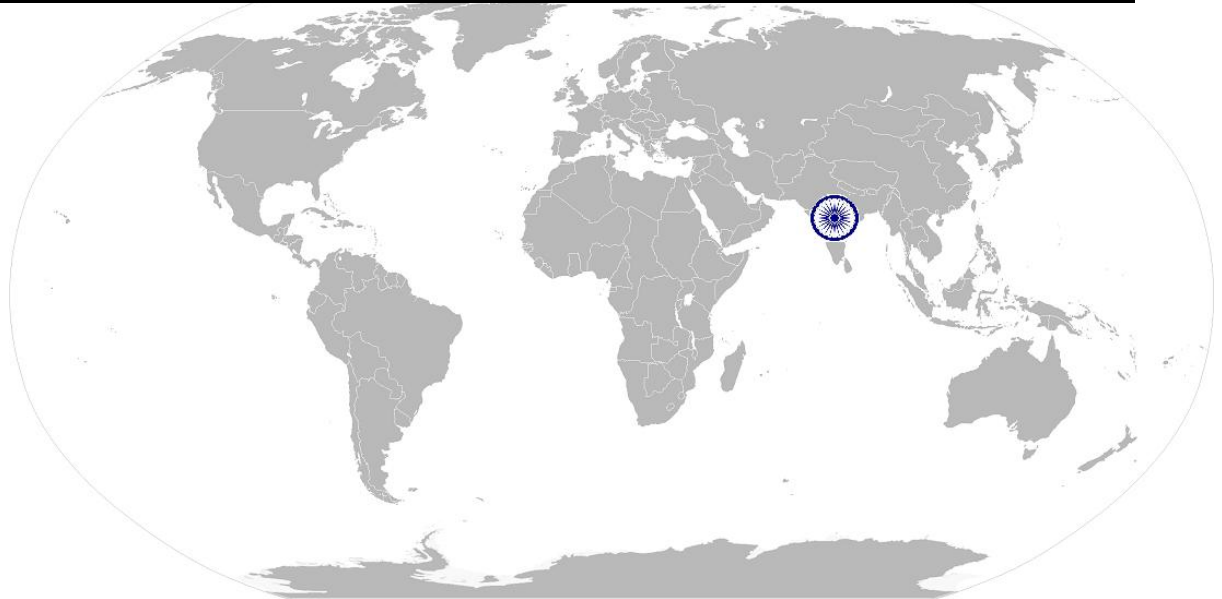
Maintain standard of etiquette and hospitable conduct

	<p>SA4. how to interact with team members to work efficiently</p> <p>SA5. how to communicate effectively with the customers by building a rapport with them and maintaining the etiquette</p> <p>SA6. how to avoid 'Self Reference Criterion' effect while interacting with guests</p>
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and report potential areas of disruption to work process
	SB2. how to address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand:
	SB3. how to coordinate with different departments to achieve smooth workflow
	SB4. contribution to quality of customer satisfaction via team work
SB5. how to share work load as required	
Analytical Thinking	
NA	
Critical Thinking	
The user/ individual on the job needs to know and understand:	
SB6. how to improve work processes by interacting with customers	
SB7. how to adopt suggested best practices	
SB8. how to resolve recurring inter-personal conflicts	
SB9. how to address or escalate recurring problems reported by customers	
SB10. measure performance against company's standards	
SB11. motivate self and colleagues to work effectively given the boundaries of organisational structure, infrastructure and personnel management	
SB12. use the authority, power and politics issues to serve customer effectively	

THC/N9903 Maintain standard of etiquette and hospitable conduct

NOS Version Control

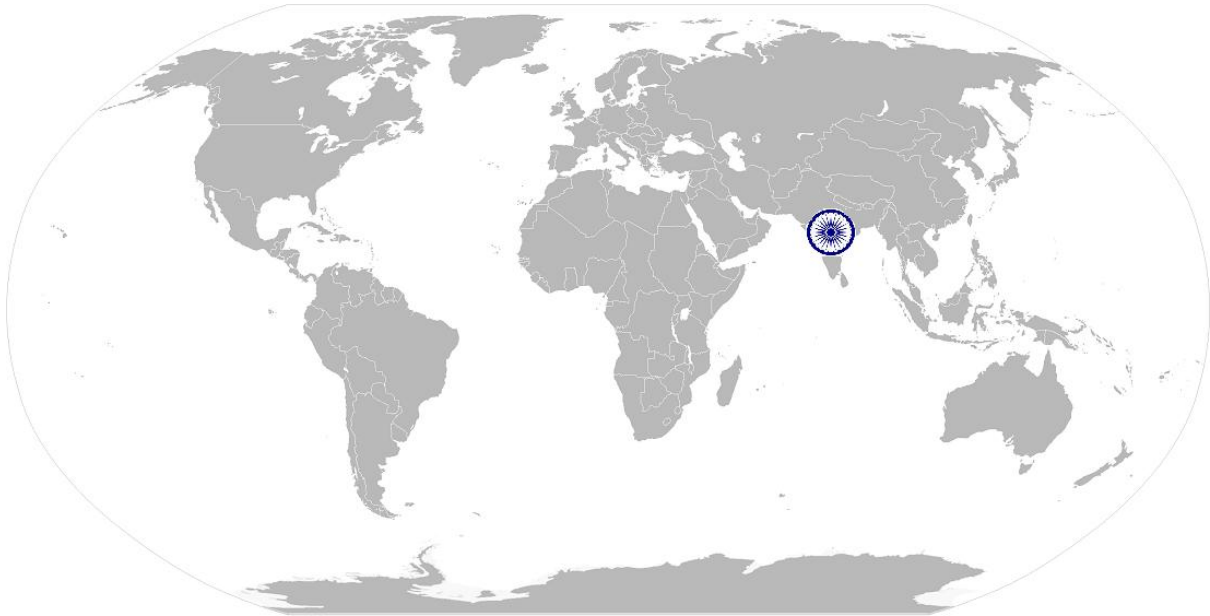
NOS Code	THC/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



THC/N9904

Follow gender and age sensitive service practices

National Occupational Standard



Overview

This unit is about following gender sensitivity for treating different genders and age groups of tourists or local customers such as women, men, children and senior citizens by offering them service as per their typical and collective requirements as well as treating women with respect and ensuring personal and material security and at all times.

THC/N9904

Follow gender and age sensitive tourist service practices

National Occupational Standard

Unit Code	THC/N9904
Unit Title (Task)	Follow gender and age sensitive service practices
Description	This OS unit is about following gender and age sensitivity practices by treating the women, men, children and senior citizens equally and offering them service as per their unique and collective requirements as well as treating women with respect and ensuring personal and material security at all times
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Educate customer on specific facilities and services available for different categories of customers • Provide gender and age specific services as per their unique and collective requirements • Follow standard etiquette with women at workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Educating customer on specific facilities and services available	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff</p> <p>PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance</p> <p>PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline</p> <p>PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.</p> <p>PC6. maintain compliant behavioural etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.</p> <p>PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment</p> <p>PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties</p>
Providing different age and gender specific customer service	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged</p> <p>PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others</p>

THC/N9904

Follow gender and age sensitive tourist service practices

	<p>PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds</p> <p>PC12. provide entertainment programs and events suited for the children tourists</p> <p>PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies</p> <p>PC14. arrange for transport and equipment as required by senior citizens</p> <p>PC15. ensure availability of medical facilities and doctor</p>
<p>Following standard etiquette with women at workplace</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace</p> <p>PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.</p> <p>PC18. involve women in the decision making processes and management professions</p> <p>PC19. avoid specific discrimination and give women their due respect</p> <p>PC20. motivate the women in the work place towards utilizing their skills</p> <p>PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them</p> <p>PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues</p> <p>PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.</p> <p>PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.</p> <p>PC25. ensure safety and security of women at all levels</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on gender sensitive service practices at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. gender specific requirements of different types of customer</p> <p>KB2. specific requirements of different age-groups of customers</p> <p>KB3. safety measures and procedures available for female colleagues and customers</p> <p>KB4. how to educate female customers and colleagues on available facilities so that they feel safe and secure</p> <p>KB5. helpline numbers</p>

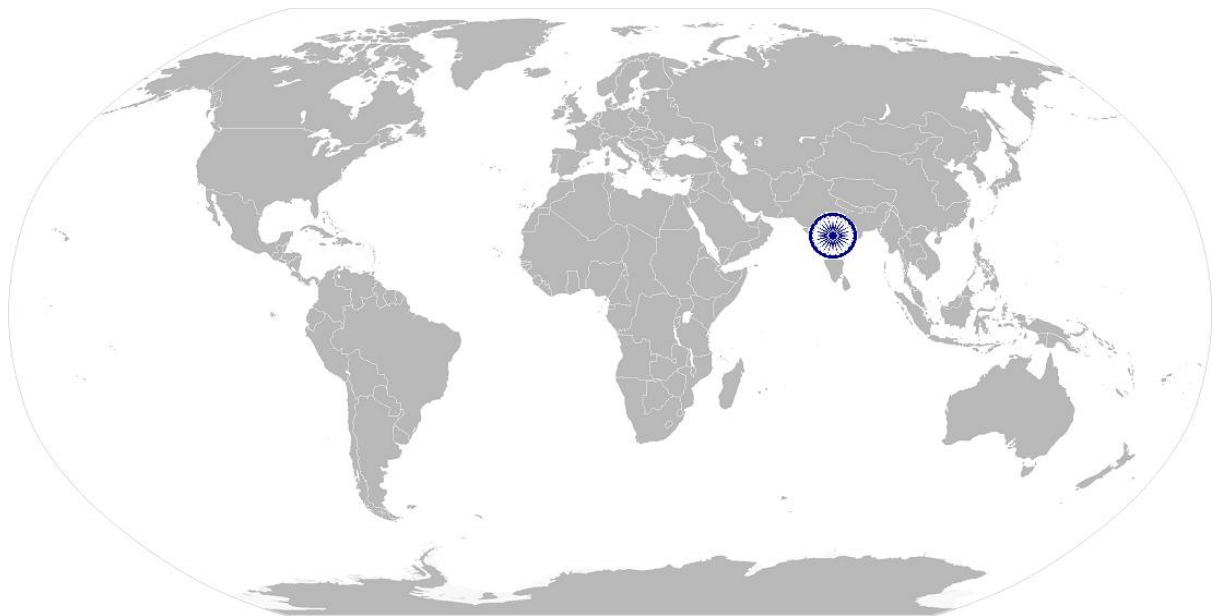
THC/N9904 Follow gender and age sensitive tourist service practices

	<p>KB6. process of handling and reporting abuse</p> <p>KB7. how to be vigilant for breach of safety at smallest level</p> <p>KB8. how to maintain customers' and colleagues' safety without making the environment threatening</p> <p>KB9. different types of potential security threats to domestic and international tourists</p> <p>KB10. standard procedures to be followed in the event of terrorist attack</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
The user/ individual on the job needs to know and understand how to:	
SA3. fill up documentation pertaining to safety maintenance requirements	
Oral Communication (Listening and Speaking skills)	
The user/ individual on the job needs to know and understand how to:	
SA4. communicate effectively with the customers building a good servicing rapport with them while maintaining the etiquette	
SA5. communicate with the women at workplace and the customers with respect	
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. decide on the methods to protect and safeguard the security of women in the workplace and the clientele
	SB2. address the complaints and handle dissatisfied customers
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
SB3. coordinate with different departments and work as team	
SB4. contribute to quality of team work and achieve smooth workflow	
SB5. share work load as required	
Analytical Thinking	
NA	
Critical Thinking	

THC/N9904

Follow gender and age sensitive tourist service practices

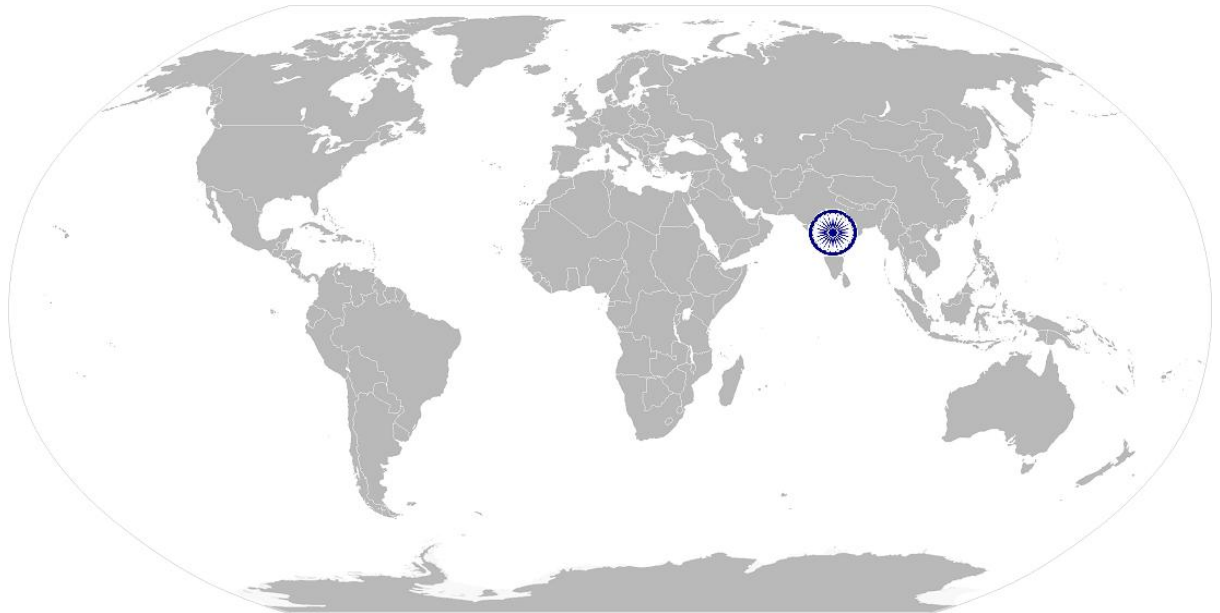
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. improve work processes by interacting with customers and adopting best practices SB7. resolve recurring problems based on the complaints received from women customers and at the workplace SB8. different acceptable standards of behaviour in different cultures and societies to which customers belong SB9. help create enjoyable guest experience by accepting their social behaviour standards even if they may be different from own standards SB10. how to avoid negative behaviours accepted by peer groups that may affect work environment
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THC/N9904 Follow gender and age sensitive tourist service practices

NOS Version Control

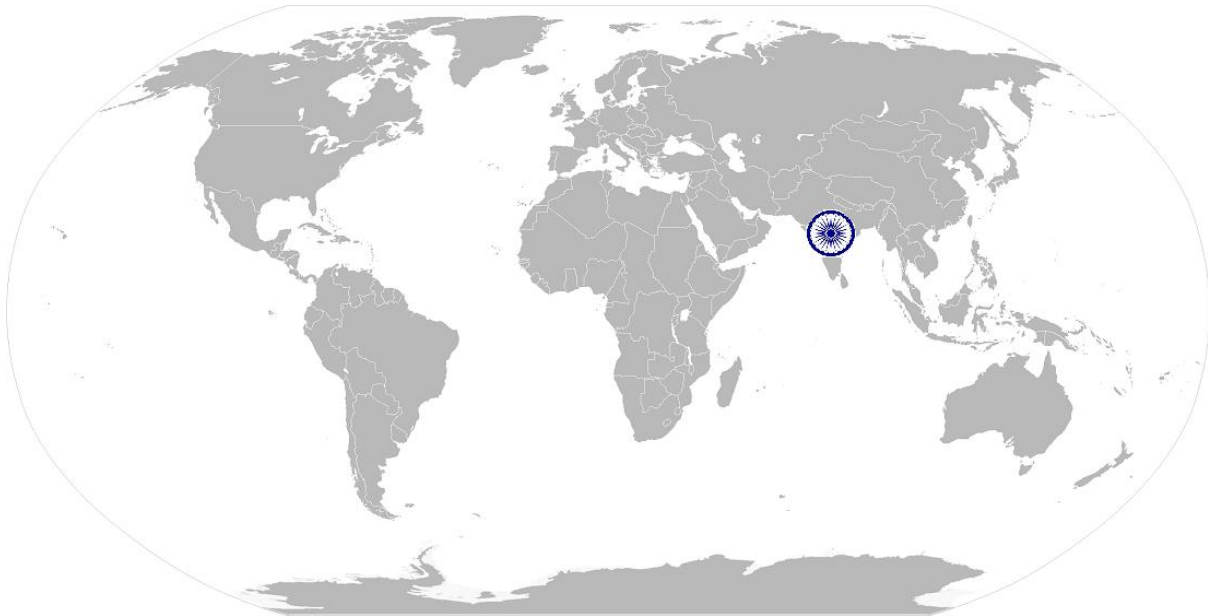
NOS Code	THC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



THC/N9905

Maintain IPR of company and customer

National Occupational Standard



Overview

This unit is about securing intellectual property rights of the company and respecting customer's copyright.

THC/N9905

Maintain IPR of company and customer

Unit Code	THC/N9905
Unit Title (Task)	Maintain IPR of organisation and customers
Description	This OS unit is about securing intellectual property rights of the employee's organisation and respecting customer's copyright
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Secure company's IPR Respect customers copyright
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Securing company's IPR	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. prevent leak of new plans and designs to competitors by reporting on time PC2. be aware of any of company's product, service or design patents PC3. report IPR violations observed in the market, to supervisor or company head
Respecting customer's copyright	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC4. read copyright clause of the material published on the internet and any other printed material PC5. protect infringement upon customer's business or design plans PC6. consult supervisor or senior management when in doubt about using information available from customer PC7. report any infringement observed by anyone in the company
Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA6. company's policies on intellectual property rights KA7. company's IPR infringement reporting policy KA8. company's Human Resource policies KA9. company's reporting structure KA10. company's documentation policy KA11. company's customer profile
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB9. patents and IPR laws KB10. how IPR protection is important for competitiveness of a company KB11. significance of damages resulting from IPR infringement KB12. industrial and political espionages

THC/N9905

Maintain IPR of company and customer

Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand: SA3. fill up documentation pertaining to one's role in protecting IPR infringement
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with the customers about IPR protection and building trust
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. identify IPR related issues SB2. prevent information leakages SB3. avoid being caught up in copyright issues
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	The user/ individual on the job needs to know and understand: SB4. basics of what constitutes IPR violations under WTO agreement SB5. penalties to company or individual on evidence of IPR violations SB6. likely effect of IPR violation on customer
	Critical Thinking
The user/ individual on the job needs to know and understand how to: SB7. improve work IPR related safety and adopting best practices SB8. resolve conflicts related to IPR by reporting in time	

THC/N9905

Maintain IPR of company and customer

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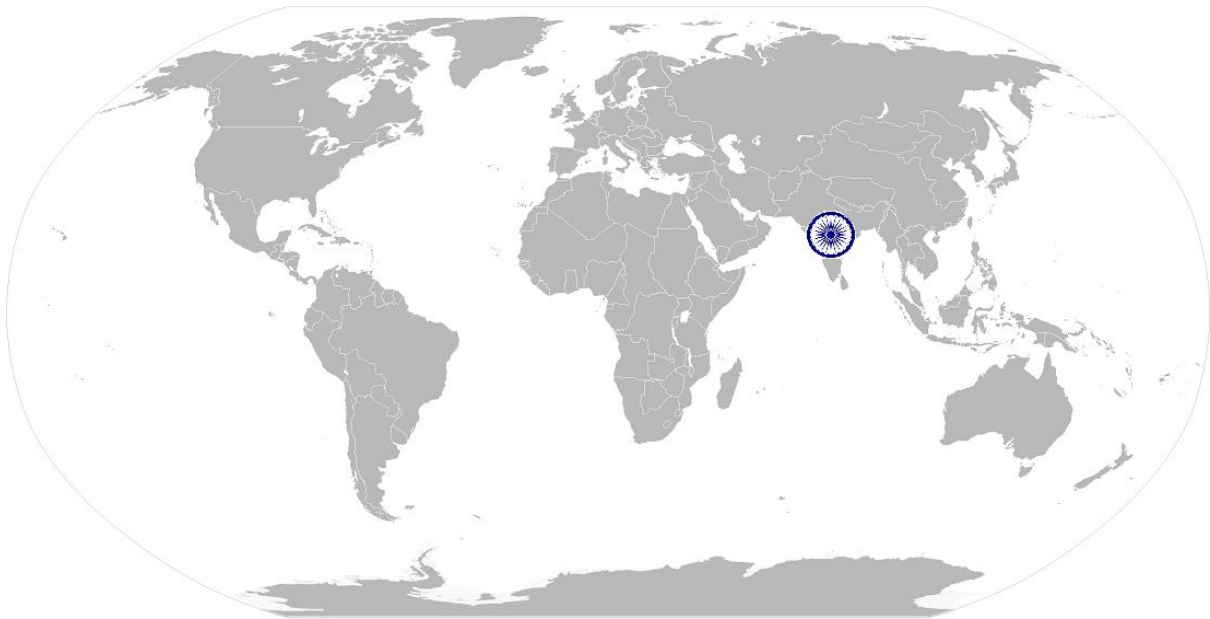
NOS Code	THC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16



THC/N9906

Maintain health and hygiene

National Occupational Standard



Overview

This unit is about maintaining hygiene and health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres.

THC/N9906

Maintain health and hygiene

Unit Code	THC/N9906
Unit Title (Task)	Maintain health and hygiene
Description	This OS unit is about maintaining hygiene and community health at tourist spots, hospitality units, roadside eateries and retail shops, restaurants, office units, conventions and events, cruise liners, commercial spaces and recreation centres
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure cleanliness around workplace in hospitality and tourist areas • Follow personal hygiene practices • Take precautionary health measures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Ensuring cleanliness around workplace	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep the workplace regularly clean and cleared-off of food waste or other litter</p> <p>PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal</p> <p>PC3. ensure that the trash cans or waste collection points are cleared everyday</p> <p>PC4. arrange for regular pest control activities at the workplace</p> <p>PC5. to maintain records for cleanliness and maintenance schedule</p> <p>PC6. ensure the workplace is well ventilated with fresh air supply</p> <p>PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well</p> <p>PC8. ensure the workplace is provided with sufficient lighting</p> <p>PC9. ensure clean work environment where food is stored, prepared, displayed and served</p> <p>PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.</p> <p>PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning</p> <p>PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids</p> <p>PC13. ensure to clean the store areas with appropriate materials and procedures</p> <p>PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal</p>
Following personal hygiene practices	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. wash hands on a regular basis, particularly on touching any dirty surfaces, before and after handling food, after using the toilet, etc.</p> <p>PC16. ensure to wash hands using suggested material such as soap, one use</p>

THC/N9906

Maintain health and hygiene

	<p>disposable tissue, warm water, etc.</p> <p>PC17. wash the cups, glasses or other cutlery clean before and after using them</p> <p>PC18. ensure to maintain personal hygiene of daily bath, clean clothing and uniform, footwear, head gear, cutting nails, healthy diet, using deodorant, etc.</p> <p>PC19. ensure to maintain dental hygiene in terms of brushing teeth every day, using mouthwash regularly, using mouth freshener after eating, avoiding smoke at workplace, etc.</p> <p>PC20. ensure no cross contaminations of items such as linen, towels, utensils, etc. occurs in the workplace</p>
<p>Taking precautionary health measures</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. report on personal health issues related to injury, food, air and infectious diseases</p> <p>PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people</p> <p>PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing</p> <p>PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes</p> <p>PC25. ensure to use single use tissue and dispose these tissues immediately</p> <p>PC26. coordinate for the provision of adequate clean drinking water</p> <p>PC27. ensure to get appropriate vaccines regularly</p> <p>PC28. avoid serving adulterated or contaminated food</p> <p>PC29. undergo preventive health check-ups at regular intervals</p> <p>PC30. take prompt treatment from the doctor in case of illness</p> <p>PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational</p> <p>Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on health and hygiene at workplace</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000</p> <p>KB2. health risks to the worker or customer</p> <p>KB3. healthy work practices</p> <p>KB4. equipment and hand swab tests</p> <p>KB5. internal hygiene-audit tests</p> <p>KB6. personal protective equipment to be worn and care</p>

THC/N9906

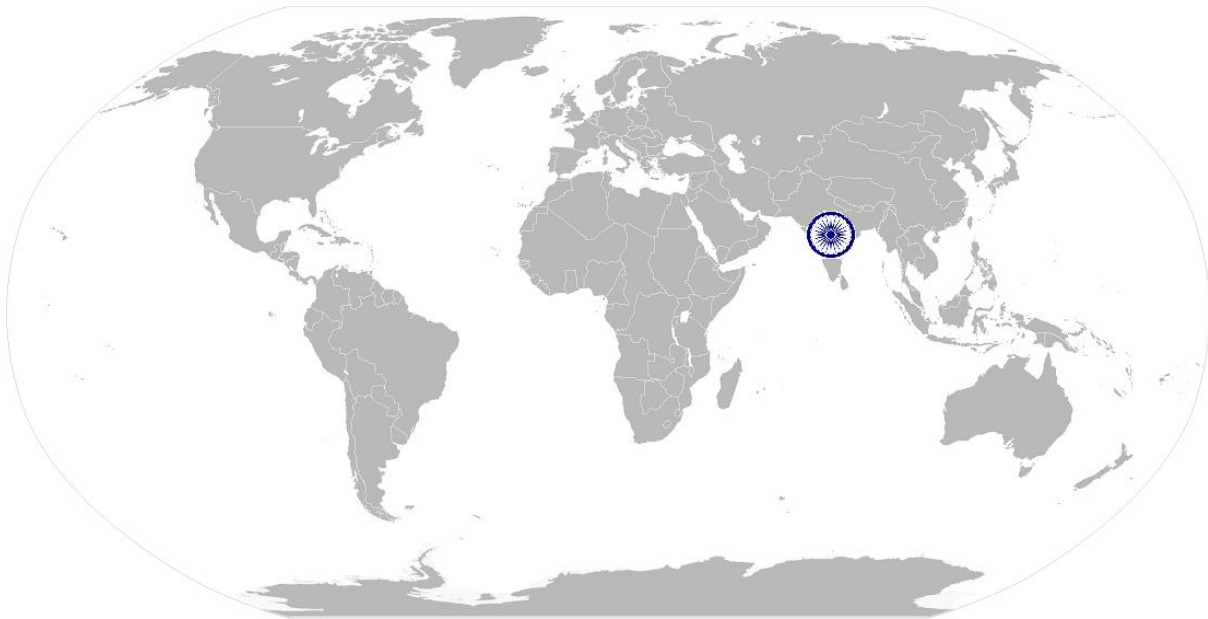
Maintain health and hygiene

	<p>KB7. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB8. acceptable ventilation standards</p> <p>KB9. technical layout standards and placements of equipment</p> <p>KB10. safe disposal methods for waste</p> <p>KB11. compliance norms for established health and hygiene procedures at workplace</p> <p>KB12. safe handling of chemicals</p> <p>KB13. standard material handling procedure</p> <p>KB14. standard operating procedure (SOP) for maintaining cleanliness and checklists</p> <p>KB15. precautionary rules to follow for maintaining health and hygiene</p> <p>KB16. municipal or community rules for handling and disposing-off waste</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read and interpret relevant organisational policies, procedures and diagrams that identify good health and hygiene practices
	SA2. understand internationally or nationally accepted signage related to hygiene and health
	SA3. read job sheets, company policy documents and information displayed at the workplace
	SA4. read notes or comments from the supervisor or customer
	Writing Skills
The user/ individual on the job needs to know and understand how to:	
SA5. fill up any documentation required to maintain health and hygiene	
Oral Communication (Listening and Speaking skills)	
The user/ individual on the job needs to know and understand how to:	
SA6. receive instructions from doctor and supervisor on medical care	
SA7. verbally report hygiene hazards and poor organisational practice	
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand:
	SB1. how to select appropriate hand tools and personal protection equipment
	SB2. how to select the cleaning procedures and effective hygiene practices as required
	Plan and Organize
	NA
Customer Centricity	
NA	
Problem Solving	
NA	

THC/N9906

Maintain health and hygiene

	Analytical Thinking
	NA
	Critical Thinking
	The user/ individual on the job needs to know and understand: SB3. how to use the acids, detergents, lubricants, etc., for cleaning SB4. how to use waste disposal equipment at workplace such as large bins, waste disposal stations, and others



THC/N9906

Maintain health and hygiene

NOS Version Control

NOS Code	THC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Tourism and Hospitality	Drafted on	20/03/15
Industry Sub-sector	<ol style="list-style-type: none"> 1. Hotels 2. Travel and Tours 3. Restaurants 4. Facility Management 5. Cruise Liners 	Last reviewed on	25/03/15
Occupation	Tour Packaging	Next review date	25/03/16

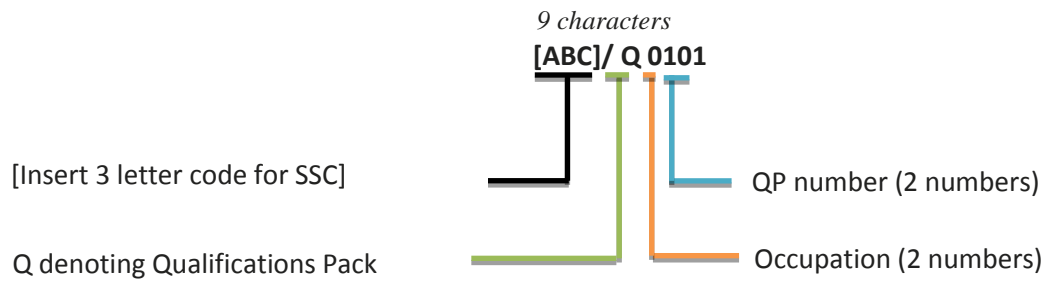


Qualifications Pack For Travel Consultant

Annexure

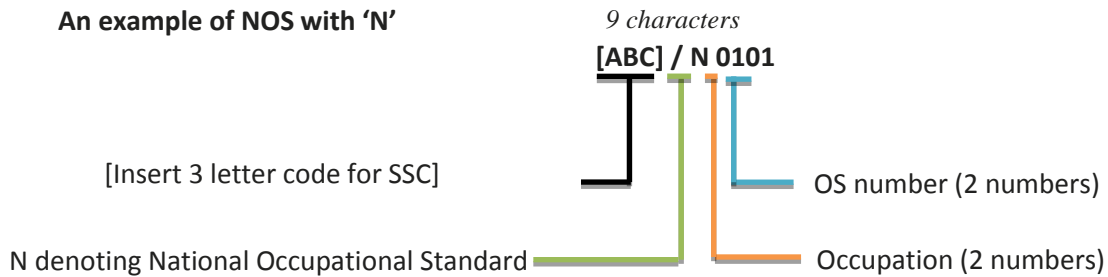
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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Qualifications Pack For Travel Consultant

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	Q/N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Travel Consultant

ASSESSMENT CRITERIA

<p>Job Role : Travel Consultant Qualification Pack : THC/Q4404 Sector Skill Council : Tourism and Hospitality</p>
<ol style="list-style-type: none"> 1. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC. 2. Each NOS will assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below. 3. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 4. To pass the Qualification Pack, every trainee should score a minimum of 60% in all Generic NOS's and 75% in Other NOS's. 5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification pack.

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4410 Engage with customer to understand their tour packaging requirement	PC1. receive the customers with a smile or welcoming mail/ telephonic response	50	1.5	0.5	1.0
	PC2. ensure that any of the customers who walk-in are not left unattended		1.5	0.5	1.0
	PC3. offer refreshments to the walk-in customer		1.5	0.5	1.0
	PC4. make the customers comfortable and be accessible to them for any queries		1.5	0.5	1.0
	PC5. explain the different services and products that the company offers		1.5	0.5	1.0
	PC6. brief them on any promotional plans that may be on-going		1.5	0.5	1.0
	PC7. understand the type of tour the customers are looking for, such as a leisure package, heritage package, pilgrimage package, cruise package, adventure package, etc.		2.5	1.0	1.5
	PC8. understand the needs of the customer if they are planning for a multiple place visit or a single location		2.5	1.0	1.5
	PC9. initiate queries and identify the needs of the customer based on their travel needs, shopping needs, package needs, etc.		2.5	1.0	1.5
	PC10. understand the duration of their travel, number of people planning the travel, mode of travel, budget, etc.		2.5	1.0	1.5
	PC11. understand an appropriate destination of their interest, travel dates, accommodation preferences, etc.		2.5	1.0	1.5
	PC12. identify the type of group planning the travel		2.5	1.0	1.5

Qualifications Pack For Travel Consultant

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	such as family, friends, colleagues, etc.				
	PC13. analyze the type of package that can be offered based on the customer needs and their budget		2.5	1.0	1.5
	PC14. suggest some best place options, best things to do in these places, best eateries and experiences to have, etc. to the customers who have not planned of any particular travel destination or type		2.5	1.0	1.5
	PC15. ensure to be polite and listen to them with attentiveness understanding their requirement		2.5	1.0	1.5
	PC16. send mails or stay in touch through phone if the walk in customers do not confirm their booking across the table and ask time for deciding		2.5	1.0	1.5
	PC17. ensure to be updated on the current prices of the accommodation, transportation, travel fares, etc. from the procurement team		2.5	1.0	1.5
	PC18. keep the customers posted on any new product arrivals		2.5	1.0	1.5
	PC19. handle the incoming calls, mail and walk-ins from travel agents and direct customers		2.0	1.0	1.0
	PC20. brief the customers on the rough estimate cost of the package according to their needs		2.5	1.0	1.5
	PC21. inform the customers on the terms and conditions of pay and other details as per company policy		2.5	1.0	1.5
	PC22. educate the customers on the destinations completely making it easier for them to choose		2.0	1.0	1.0
	PC23. suggest alternative travel plans and dates to the customers if any interesting event or entertainment is to happen at those dates in the destination		2.0	1.0	1.0
	POINTS		50	20	30
	TOTAL POINTS				50

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4411 Plan the travel itinerary as per customer's requirement	PC1. collect all resources such as brochures, internet, travel books and other sources of information required for the travel	50	2.0	0.5	1.5
	PC2. ensure to have the railway and airline timetable for the preferred destination		2.0	0.5	1.5
	PC3. gather as many travel magazines related to the destination		2.0	0.5	1.5
	PC4. coordinate with government tourist offices of the destination		2.0	0.5	1.5

Qualifications Pack For Travel Consultant

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC5. update information on the different categories of hotel, taxes, meals, types of room available, tariff plans with respect to season and off season time, etc. in the destination		2.0	0.5	1.5
	PC6. compile all the customer needs		2.0	0.5	1.5
	PC7. analyze the cost of travel to the destination by the different modes of transportation		2.0	0.5	1.5
	PC8. coordinate with the various departments to understand the cost of different levels of accommodation in the destination		2.0	0.5	1.5
	PC9. coordinate with various travels to understand their package rates at the destination		2.0	0.5	1.5
	PC10. browse through the entrance fees of the places of attractions		2.0	0.5	1.5
	PC11. plan on the cost of meals, shopping, guides, etc. based on the destination's cost of living		2.0	0.5	1.5
	PC12. gather together all these costs		2.0	0.5	1.5
	PC13. include any miscellaneous expense that can be occurred during the travel		2.0	0.5	1.5
	PC14. estimate the total cost of the tour along with a markup cost given		2.0	0.5	1.5
	PC15. decide on the route map and ensure the routing is planned with nearby locations packed together in an effective way saving time		2.0	0.5	1.5
	PC16. plan the itinerary in a way all places of attraction and interest are covered within the time available for the customers and in an efficient way		2.0	0.5	1.5
	PC17. consider details like interest of tourist, energy level of the tourists, etc. while planning the itinerary		2.0	0.5	1.5
	PC18. prepare the itinerary right from the start of journey till the end of journey		2.0	0.5	1.5
	PC19. ensure to add all the important tourist destination into this		2.0	0.5	1.5
	PC20. mention the opening and closing time of the places of attraction and information about the background of the place too		2.0	0.5	1.5
	PC21. include the distance between every location that is mentioned on the day to day schedule		2.0	0.5	1.5
	PC22. mention the various restaurant options in and around their scheduled location		2.0	0.5	1.5
	PC23. schedule in a planned and organized way		2.0	0.5	1.5
	PC24. include time taken for every activity that can be easier for the tourist to understand the allotted time and the available timing		2.0	0.5	1.5
	PC25. ensure the tour package is tailored according to the customer interest		2.0	0.5	1.5

Qualifications Pack For Travel Consultant

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	POINTS		50	12.5	32.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4412 Arrange the tour package in coordination with service providers and partners	PC1. provide relevant travel information	50	4.0	2.0	2.0
	PC2. ensure to update the customer with the destination maps		4.0	2.0	2.0
	PC3. notify the customers on luggage limits and insurance		4.0	2.0	2.0
	PC4. advice customers on the issues that can be faced during the travel in terms of safety		4.0	2.0	2.0
	PC5. coordinate for the booking of hotels, tickets, visa, etc. with the respective department in charge		5.0	2.5	2.5
	PC6. confirm the customer names at the airlines and hotel once booking is made		4.0	2.0	2.0
	PC7. transportation, guides, accommodation, insurance, visa, etc.		4.0	2.0	2.0
	PC8. ensure to perform the necessary processing in case the customer cancels the tour after everything is booked or planned		4.0	2.0	2.0
	PC9. make sure to coordinate for the transportation of cab, mini-van, coach, etc. depending on the number of tourists and their budget		4.0	2.0	2.0
	PC10. arrange for a tour escort or a guide based on the customer		4.0	2.0	2.0
	PC11. ensure the escort or guide is well versed in the language preferred and understandable by the customer and is well aware about the destination		4.0	2.0	2.0
	PC12. coordinate with the appropriate department on events, entertainment, etc. arranged during the travel		5.0	2.5	2.5
	POINTS		50	25	25
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N4413 Monitor the tour progress	PC1. inform the customers if there is any alteration required to the plan and the itinerary with respect to cancellations, delays, postponement, etc.	50	3.0	1.0	2.0
	PC2. convince the customers in a polite way in case of any discrepancy in the planned itinerary		3.0	1.0	2.0
	PC3. compensate them with a better option		2.5	1.0	1.5
	PC4. process for refunds on time if there is any		2.5	1.0	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC5. assist the customers in case if they decide to have a change or upgrade to the planned itinerary while on the tour		3.0	1.0	2.0
	PC6. ensure to assist them in a quick and convenient way for their wants		2.5	1.0	1.5
	PC7. ensure the altered service offered matches the customer expectation		2.5	1.0	1.5
	PC8. get in touch with the customer after the tour and understand their feel about the package offered		2.5	1.0	1.5
	PC9. collect the feedback from them to ensure if their expectation was met		2.5	1.0	1.5
	PC10. provide some form of questionnaire or similar type through mail, phone, app or in person, to get a rating for the service rendered		2.5	1.0	1.5
	PC11. attend to the customer complaints and dissatisfaction with immediate effect and action		2.5	1.0	1.5
	PC12. assist their complaints with right solutions		2.5	1.0	1.5
	PC13. ensure to resolve and rectify if there was any negative feedback received from the customers		2.5	1.0	1.5
	PC14. record the entire details of the customer		2.5	1.0	1.5
	PC15. document the monthly status reports of the walk ins and the turn out for the management records		2.5	1.0	1.5
	PC16. ensure to maintain privacy of the customer personal details		2.5	1.0	1.5
	PC17. ensure to maintain the trust and reliability source right from the time the customer walks in till the tour ends		3.0	1.5	1.5
	PC18. ensure all needs of the customers are met		3.0	1.5	1.5
	PC19. ensure to maintain long terms relationships with the customers		2.5	1.0	1.5
	POINTS		50	20	30
	TOTAL POINTS				50

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior	50	1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
PC6. receive feedback on work standards		1.0	0.5	0.5
PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5
PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
PC9. aim to achieve smooth workflow		1.5	0.5	1.0
PC10. help and assist colleagues with information and knowledge		1.0	0.5	0.5
PC11. seek assistance from the colleagues when required		1.0	0.5	0.5
PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
PC20. possess strong knowledge on the product, services and market		0.5	0.5	0.0
PC21. brief the customers clearly		0.5	0.5	0.0
PC22. communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
PC25. listen actively in a two way communication		1.5	0.5	1.0
PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS	50	18.5	31.5	
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9902 Maintain customer-centric service orientation	PC1. keep in mind the profiles of expected customers	50	2.5	0.5	2.0
	PC2. understand the target customers and their needs as defined by the company		1.5	0.5	1.0
	PC3. organize regular customer events and feedback session frequently		2.5	0.5	2.0
	PC4. build a good rapport with the customers including the ones who complain		2.5	0.5	2.0
	PC5. have frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.5	0.5	2.0
	PC6. receive regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.5	0.5	2.0
	PC7. compulsively seek customer rating of service to help develop a set of regularly improved procedures		2.5	0.5	2.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC8. ingrain customer oriented behaviour in service at all level		2.5	0.5	2.0
	PC9. aim to gain their long lasting loyalty and satisfaction		2.5	0.5	2.0
	PC10. engage with customers without intruding on privacy		2.0	0.0	2.0
	PC11. ensure clarity, honesty and transparency with the customers		2.5	0.5	2.0
	PC12. treat the customers fairly and with due respect		2.5	0.5	2.0
	PC13. focus on executing company's marketing strategies and product development		2.5	0.5	2.0
	PC14. focus on enhancing brand value of company through customer satisfaction		2.5	0.5	2.0
	PC15. ensure that customer expectations are met		2.5	0.5	2.0
	PC16. learn to read customers' needs and wants		2.5	0.5	2.0
	PC17. willingly accept and Implement new and innovative products and services that help improve customer satisfaction		2.5	0.5	2.0
	PC18. communicate feedback of customer to senior, especially, the negative feedback		2.5	0.5	2.0
	PC19. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC20. offer promotions to improve product satisfaction level to the customers periodically		2.0	0.5	1.5
	PC21. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	POINTS		50	10	40
	TOTAL POINTS				50

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival	50	0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5

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Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
PC8. maintain fair and high standards of practice		2.5	1.0	1.5
PC9. ensure to offer transparent prices		2.0	0.5	1.5
PC10. maintain proper books of accounts for payment due and received		2.0	0.5	1.5
PC11. answer the telephone quickly and respond back to mails faster		2.0	0.5	1.5
PC12. ensure not to argue with the customer		2.0	0.5	1.5
PC13. listen attentively and answer back politely		2.0	0.5	1.5
PC14. maintain personal integrity and ethical behaviour		2.5	1.0	1.5
PC15. dress professionally		2.0	0.5	1.5
PC16. deliver positive attitude to work		2.0	0.5	1.5
PC17. maintain well groomed personality		2.0	0.5	1.5
PC18. achieve punctuality and body language		2.0	0.5	1.5
PC19. maintain the social and telephonic etiquette		2.0	0.5	1.5
PC20. provide small gifts as token of appreciation and thanks giving to the customer		2.0	0.5	1.5
PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		2.0	0.5	1.5
PC22. demonstrate responsible and disciplined behaviours at the workplace		2.0	0.5	1.5
PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		2.0	0.5	1.5
PC24. use appropriate titles and terms of respect to the customers		2.0	0.5	1.5
PC25. use polite language		1.0	0.5	0.5
PC26. maintain professionalism and procedures to handle customer grievances and complaints		1.5	0.5	1.0
PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility		1.0	0.5	0.5
PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette		1.0	0.5	0.5
PC29. provide special attention to the customer at all time		1.5	0.5	1.0
PC30. achieve 100% customer satisfaction on a scale of standard		1.5	0.5	1.0
PC31. gain customer loyalty		1.5	0.5	1.0
PC32. enhance brand value of company		2.0	0.5	1.5
POINTS		50	14	36
TOTAL POINTS			50	

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them	50	1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5
	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	50	1.5	0.5	1.0
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal		1.5	0.5	1.0
	PC3. ensure that the trash cans or waste collection points are cleared everyday		1.5	0.5	1.0
	PC4. arrange for regular pest control activities at the workplace		1.5	0.5	1.0
	PC5. to maintain records for cleanliness and maintenance schedule		1.5	0.5	1.0
	PC6. ensure the workplace is well ventilated with fresh air supply		1.5	0.5	1.0
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well		1.5	0.5	1.0
	PC8. ensure the workplace is provided with sufficient lighting		1.5	0.5	1.0
	PC9. ensure clean work environment where food is stored, prepared, displayed and served		1.5	0.5	1.0
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.		1.5	0.5	1.0
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning		1.5	0.5	1.0
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids		1.5	0.5	1.0

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	Performance Criteria	Total Marks (500)	Out of	Theory	Skills Practical
	PC13. ensure to clean the store areas with appropriate materials and procedures		1.5	0.5	1.0
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal		1.5	0.5	1.0
	PC15. wash hands on a regular basis		2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap		1.5	0.5	1.0
	PC17. wash the cups		1.5	0.5	1.0
	PC18. ensure to maintain personal hygiene of daily bath		1.5	0.5	1.0
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day		1.5	0.5	1.0
	PC20. ensure no cross contaminations of items such as linen		1.5	0.5	1.0
	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.0
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.0
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		2.0	0.5	1.5
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.0
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1.0
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	
	GRAND TOTAL	500			