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# Nepal Industrial and Business Sector Occupational Standard (OS) Of Inn-Keeper Level-2



In jointly implemented by



## Occupational classification linkage with NSCO

Occupational Title:	Inn-Keeper
Level:	2
Sector:	Tourism
Sub – Sector:	Hotel
OS ID No:	TR-002-078
Major Group:	1
Sub-major Group:	14
Minor Group:	141
Unit Group:	1411

## **Occupation Specific Employers Panel:**

S.N.	Name	Designation	Organization
1.	Mr. Khagendra Kumar Bista	Proprietor	New Hotel Hill View, Dhankuta
2.	Mr. Kirtan Awale	Proprietor	Hotel Sweet Home, Bhaktapur
3.	Mr. Keshab Shrestha	Managing Director	Hotel Holiday Nepal, Kathmandu
4.	Mr. Keshab Neupane	Managing Director	Hotel Om Ganapati, Kathmandu
5.	Mr. Ganesh Raj Pahari	Proprietor	Hotel Tropicana, Pokhara
6.	Mr. Ram Joshi	Proprietor	Hotel Mustang Plaza, Tanahun
7.	Mr. Arjun Chokhal	Proprietor	Hotel New Summit Dhaulagiri, Baglung
8.	Mr. Hari Lal Poudel	Owner	Panchase Home Stay, Pokhara
9.	Ms. Urmila Gurung	Owner	Aadhikhola R.M1, Sirubari, Syangja
10.	Mr. Laxman Joshi	Proprietor	Hotel Mustang plaza, Tanahun
11.	Mr. Aakash Malla	Proprietor	Hill seven Hotel, Tanahun
12.	Mr.Mohan Choudhary	Proprietor	Tharu Home, Bardia

## Expert Workers Panel:

S.N.	Name	Designation	Organization
1.	Mr. Padam Kumar Shrestha	Manager	Hotel Crown Plaza, Kathmandu
2.	Mr. Ayush Maharjan	Manager	Hotel Attic, Kathmandu
3.	Mr. Bhim Kumar Shrestha	Manager	Hotel Readers Inn, Kathmandu
4.	Mr. Kashi Ram Bhandari	Manager	Hotel President, Chitwan
5.	Mr. Kishan Chokhal	Manager	Hotel New Summit Dhaulagiri, Baglung
6.	Mr. Rajendra Adhikari	Manager	Hotel Global Inn, Pokhara
7.	Mr. Jum Bahadur Gurung	Manager	Sirubari Home Stay, Syangja
8.	Mr. Kau Prasad Bud	Manager	Hotel Holiday Home, Myagdi
9.	Ms. Rita Regmi	Manager	Crystal Palace, Pokhara
10.	Ms. Alisha Singh	Manager	Hotel Rara , Pokhara
11.	Ms. Niru Shrestha	Manager	Mums Garden, Pokhara
12.	Mr. Lil Bahadur Gurung	Manager	Hotel Namaste Nepal, Surkhet

## OS Workshop Facilitated by:

S.N.	Name	Designation	Organization
1.	Mr. Tararaj Luitel	Facilitator	Freelancer
2.	Mr. Ajit Ranabhat	Co-facilitator/Recorder	Freelancer

## OS Reviewed by ELMS Sector Working Group:

S.N.	Name	Designation	Representation (Organization)
1.	Ms. Sarita Lama	General Secretary	FNCCI (TAAN)
2.	Ms. Pampha Devi Dhamala	National Council Member & Chair of	CNI
		Tourism Committee	
3.	Ms. Roshani Upadhayaya	Sr. Vice President CWEC	FNCSI
4.	Mr. Youbraj Shrestha	Executive Member	HAN
5.	Mr. Prabesh Aryal	Sector Expert	ELMS

## OS Verified by EMS Technical Advisory Committee:

S.N.	Name	Designation	Organization
1.	Dr. Mahesh Nath Parajuli	Professor	KU
2.	Mr. Kul Bahadur Phadera	Under secretary	MoEST
3.	Mr. Pravat Uprety	Associate Prof.	TU
4.	Mr. Kishor KC	Statistics Officer	CBS
5.	Ms. Sarada Ghimire	Dy. Director	CTEVT, Curriculum Div.
6.	Mr. Keshab Ghimire	Dy. Director	CTEVT, NSTB

## OS Recommended by ELMS Coordination Committee:

S.N.	Name	Designation	Organization
1.	Mr. Rabin Kumar Shrestha	Focal Person/Ex EC member	FNCCI
2.	Mr. Sumit Kumar Kedia	Executive committee member	FNCCI
3.	Mr. Birendra Raj Pandey	Vice –president	CNI
4.	Mr. Megh Nath Neupane	Senior - Consultant	CNI
5.	Ms. Shobha Gurung	Vice president	FNCSI
6.	Mr. Mohan Katuwal	Vice president	FNCSI
7.	Mr. Binayak Shah	Senior-vice president	HAN
8.	Mr. Sajan Shakya	Secretary General	HAN
9.	Mr. Nicholas Pandey	Senior Vice President	FCAN
10.	Mr. Roshan Dahal	General Secretary	FCAN

#### OS Approved by ELMS Board:

S.N.	Name	Designation	Organization
11.	Mr. Shekhar Golchha	President	FNCCI
12.	Mr. Vishnu Kumar Agarwal	President	CNI
13.	Mr. Shyam Prasad Giri	President	FNCSI
14.	Ms. Srijana Rana	President	HAN
15.	Mr. Rabi Singh	President	FCAN
16.	Mr. Chandra Kanta Adhikari	Member Secretary	ELMS

#### **Occupational Description:**

Inn-keepers complete a variety of duties in an accommodation facility, such as handling reservations, greeting guests, solving urgent maintenance requests, restocking the kitchen and the restroom, and many others. Checking in guests, anticipating and assesses guests' needs, maintaining records of guests, responding to emails, answering phone calls, making reservations. assessing and reviewing customer satisfaction, monitoring and maintaining proper inventory of all supplies; cleaning, kitchen, guest toiletries, surveying the inn for cleanliness and maintenance issues, managing security arrangements ,overseeing accounting and purchasing activities; scheduling supplies deliveries, managing expenses within approved budget constraints, ensuring compliance with occupational health and safety regulations, providing guests with local tourism information, and arranging tours and transportation are his/her main chores. He/She is also desired to have basic knowledge on local art and culture, history, tourist and popular spots. This occupation is yet not defined and is in a process. With multi-tasking approach this occupation is expected to have a huge demand in near future.

The occupation Inn-Keeper Level-2 describes the individual with required knowledge for applying basic method of performance, knowledge to select tools, equipment and materials appropriate for the given task. He/she possess the ability to apply basic theory and principle of the common duties and tasks to solve the given assignment. Further, the performer has ability to act independently in simple core skills and can work under the supervision of supervisor for some higher level of tasks to ensure the technicality as a co-worker. This individual has to operate machines and supervises assistant worker and labour in the team. Nepal's industrial & business sector expects Individual reserving set level of skills, knowledge and attitudes which reflect for the improvement of production/services and workers' productivity.

#### Occupational and environmental safety:

Maintaining hygiene at work place, minimal use of plastic items, knowledge on decomposable and compostable goods, proper management of waste is desired in this line of profession. Further, the proper disposal of junk and waste materials is also of prime importance to reduce occupational and environmental hazards.

#### **Minimum Job Entry Requirement:**

As per the labour law the Nepalese citizen aged 18 years and above and competent as per this occupation standards are eligible to enter in this occupation. To cope the required knowledge and tasks performance standard of this occupation SEE graduates or equivalent qualification with minimum three years of experience in the hospitality field are recommended to enter in any skill and knowledge impartation courses.

#### Worker's traits:

The desired workers traits are mentally and physically fit and strong, initiator, self- driven, creative, presentable, having good sense of humor, disciplined and positive attitudes, good and quick decision maker, high level of passionate, courteous, can be enjoyed to work with tools, equipment machineries and new technology, blue-collar environment and friendly behaviors, good interpersonal skills and exhibiting strong organizational loyalty.

#### Occupational career path:

- Above the Position- Senior Inn Keeper: Level-3
- Current Position- Inn Keeper: Level-2
- Below the Position- Assistant Inn Keeper: Level-1

#### Abbreviation used:

Task Level		Rating number and their meaning		
Significance	•••	1-Important; 2-Moderately important; 3-Highly important;		
Ease : 1-Easy; 2-Moderately easy; 3-Very easy;				
Occurrence : 1-Rarely occurred; 2-Moderately occurred; 3-Frequently occurred.				

N/A	:	Not Applicable	
OS	:	Occupation Standard	
FNCCI	:	Federation of Nepalese Chamber of Commerce & Industries	
CNI	:	Confederation of Nepalese Industries	
FNCSI	:	Federation of Nepalese Cottage & Small Industries	
FCAN	:	Federation of Construction Association Nepal	
HAN	:	Hotel Association Nepal	
ELMS	:	Employers Led Market Secretariat	
SWG	:	Sector Working Group	
TAC	:	Technical Advisory Committee	
SOP	:	Standard Operating Procedure	
KU	:	Kathmandu University	
MoEST	:	Ministry of Education, Science & Technology	
TU	:	Tribhuvan University	
CBS	:	Central Bureau of Statistics	
CTEVT	:	Council of Technical Education and Vocational Training	
NSTB	:	National Skill Testing Board	
Div	:	Division	
PPE	:	Personal Protective Equipment	

### List of duties and tasks of the occupation:

	Soft skills Area:				
		Task			
S.N.	Duty statements	Number	Task statements		
		•			
1.	Demonstrate positive attitudes	1.	Manage time		
		2.	Exhibit empathy		
		3.	Keep work ethics		
		4.	Respond assignment		
		5.	Receive / give feedback and feed forward		
2.	Exhibit interpersonal skills	6.	Listen others		
		7.	Communicate with others		
		8.	Coordinate with others		
		9.	Perform net-working		
3.	Demonstrate occupational	10.	Exhibit behavior of team player		
	leadership	11.	Make decision		
		12.	Solve problem		
		13.	Take responsibility and accountability		
		14.	Develop work plan of Inn-Keeper		
		17.			

	Core skills Area:				
S.N.	Duty statements	Task number	Task statements		
4.	Provide reception service	15.	Arrange pick up		
		16.	Welcome/Receive guest		
		17.	Check-in guest		
		18.	Conduct correspondence		
		19.	Arrange checkout		
5.	Provide housekeeping services	20.	Clean guest room		
		21.	Clean public area		
		22.	Manage laundry cleaning		
6.	Perform basic cooking	23.	Prepare fix menu		
	C C	24.	Prepare ingredients (pre-preparation)		
		25.	Prepare breakfast (basic)		
		26.	Prepare lunch (basic)		
		27.	Prepare dinner (basic)		
		28.	Prepare snacks		
7.	Serve meal (food and beverage)	29.	Serve breakfast		
		30.	Serve snacks		
		31.	Serve lunch		
		32.	Serve dinner		
		33.	Serve beverages		
	Perform basic repair and	34.	Repair water leakage		
	maintenance	35.	Unclog bathroom drainage		
		36.	Operate water pump		
		37.	Change electric bulb		
8.		38.	On/off MCB		
0.		39.	Change power supply wire		
		40.	Change gas regulator and pipe		
		41.	Apply insulation tape on broken wire		
		42.	Replace remote control battery		
		43.	Manage alternative power supply		

9.	Maintain stock/ Inventory	44. 45. 46. 47. 48. 49.	Maintain inventory of kitchen items Maintain inventory of bathroom and guest room amenities Maintain inventory of stationary Maintain inventory of medical supplies Maintain inventory of tools/equipment's/materials Maintain inventory of restaurant accessories
10.	Maintain safety and security	50. 51. 52.	Monitor CCTV camera Ensure lock system is working Ensure rules and regulation are displayed in inn premises
11.	Maintain hygiene	53. 54.	Maintain personal hygiene Maintain store hygiene
12.	Co-ordinate with concerned stakeholders	55. 56. 57. 58. 59.	Coordinate with transport provider Coordinate with travel agency Coordinate with regular maintenance service providers Coordinate with local authorities (Police/ local bodies) Coordinate with entertainment activities provider
13.	Perform marketing and promotional activities	60. 61. 62.	Update social media page Distribute brochure, flyer, visiting card Maintain day back
14.	Settle Account	62. 63. 64. 65. 66.	Maintain day book Handle cash -receive payment , Make payment Exchange foreign currency Provide basic first aid service Provide medicine for guest as per prescription on request of guest
15.	Handle emergency situation	67. 68. 69.	Handle complaints from guest Handle dispute between guest and other service providers Handle situation during natural disaster
16.	Provide information for guest	70. 71. 72.	Provide information on local area Provide information on do's and don'ts Aware guest on possible risk in area

Task Competency Standard							
	Soft Skills Area:						
Task number:	1						
Task statement:	Manage time						
Level of task:	Significance	Ease	Occurence				
	3	2	3				
Terminal performance standard:	Given Condition						
	<ul> <li>Regular duty hours and work</li> </ul>	rk plan					
	Task: Manage time						
	Time: N/A						
	Standard/Criteria:						
	<ul> <li>Exhibited punctuality;</li> </ul>						
	Task completed within the	given time frame;					
	Task performed as per the	given work plan.					
Related technical knowledge:	Importance of time manage	ement;					
	<ul> <li>Work priority and reschedu</li> </ul>	ling as per the urgency;					
	Points to be consider while	e managing time during du	ity hours.				

Task number:	2		
Task statement:	Exhibit empathy		
Level of task:	Significance	Ease	Occurence
	2	2	1
Terminal performance standard:	Given Condition		
	<ul> <li>Any incident (Problems, awkward situation or unusual situation) of customer or team members</li> <li>Task: Exhibit empathy</li> </ul>		
	Time: N/A Standard/Criteria:		
	<ul> <li>Expressed feelings (body language, gesture, posture, facial expression) as per the given incident during the performance;</li> </ul>		
	<ul> <li>Acted accordingly as per the</li> </ul>	feelings.	
Related technical knowledge:	Meaning and importance empathy;		
	Different situation of emparts	thy exhibition;	
	Points to be consider while	e exhibiting empathy.	

Task number:	3			
Task statement:	Adopt work ethics of the occup	vork ethics of the occupation		
Level of task:	Significance	Ease	Occurence	
	3	2	3	
Terminal performance standard:	Given Condition			
	Occupational ethics and Co	de of conduct of organiz	ation;	
	Standard operating procedu	ure (SOP).		
	Task: Keep work ethics	х <i>У</i>		
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Given occupational ethics ar</li> </ul>	nd organizational code of	f conduct is followed;	
	<ul> <li>SOP is followed;</li> </ul>			
	<ul> <li>Performer is satisfied and mediated</li> </ul>	n.		
Related technical knowledge:	Meaning and importance v	vork ethics;		
	Occupational work ethics a	and code of conducts of	organization or SOP.	

Task number:	4			
Task statement:	Respond assignment			
Level of task:	Significance Ease Occurrence			
	3	2	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Any assignment or task order</li> </ul>	er		
	Task: Respond assignment			
	Time: N/A			
	<ul> <li>Standard/Criteria:</li> <li>Prompt response is exhibited;</li> </ul>			
	<ul> <li>Assignment noted;</li> </ul>			
	<ul> <li>Assignment completed within the agreed time.</li> </ul>			
Related technical knowledge:	<ul> <li>Importance of timely response;</li> </ul>			
	<ul> <li>Time requirement any assignment;</li> </ul>			
	<ul> <li>Manner of interaction with others;</li> </ul>			
	• Types of work and urgency.			

Task number:	5				
Task statement:	Receive / give feedback and feed forward				
Level of task:	Significance	Significance Ease Occurrence			
	3	2	3		
Terminal performance standard:	Given Condition				
	<ul> <li>Any assignment or task ord</li> </ul>	ler			
	Task: Receive / give feedback ar	nd feed forward			
	Time: N/A				
	Standard/Criteria:				
	Performer listen actively;				
	<ul> <li>Noted feed forward and feedback;</li> </ul>				
	<ul> <li>Firstly given positive feedback objectively;</li> </ul>				
	Secondly given developme	<ul> <li>Secondly given developmental feedback objectively;</li> </ul>			
	Digestible amount of feedba	ack is considered.			
Related technical knowledge:	Meaning and importance of	<ul> <li>Meaning and importance of feed forward and feedback;</li> </ul>			
	<ul> <li>Types of feedback;</li> </ul>				
	Techniques of receiving an	d giving feed forward and f	eedback.		

Task number:	6			
Task statement:	Listen others			
Level of task:	Significance Ease			
	3	2	3	
Terminal performance standard:	Given Condition			
	Customer or team member	is complaining / reporting		
	Task: Listen others			
	Time: NA			
	Standard/Criteria:			
	<ul> <li>Performer listen actively;</li> </ul>			
	<ul> <li>Nodded the head during liste</li> </ul>	ning;		
	Asked for clarification and no	oted the complaint or repor	ting;	
	<ul> <li>Reporter or complainer is sat</li> </ul>	tisfied with his/her listening	attitude.	
Related technical knowledge:	Importance of active listening;			
	<ul> <li>Differences between active listening and hearing;</li> </ul>			
	<ul> <li>Techniques of active listening</li> </ul>	g.		

Task number:	7				
Task statement:	Communicate with others				
Level of task:	Significance	Ease	Occurrence		
	3	2	3		
Terminal performance standard:	Given Condition				
	Information to be communic	cated;			
	Relevant audience.				
	Task: Communicate with others				
	Time: N/A				
	Standard/Criteria:				
	Clear and audible voice is li	isten;			
	Communicated with pleasa	municated with pleasant vocal;			
	Natural visual expressions a	are exhibited during the co	e communication;		
	Information shared is concis	se and complete.			
Related technical knowledge:	Meaning and importance of	f effective communication;			
	Effective communication me	odel;			
	• Types of communication;				
	Means of communication;				
	Techniques of effective con	nmunication.			

Task number:	8			
Task statement:	Coordinate with others	Coordinate with others		
Level of task:	Significance	Significance Ease Occur		
	3	2	3	
Terminal performance standard:	Given Condition			
	Agenda or issue or information	ation to be coordinated;		
	Team members or relevant stakeholders and means of coordination.     Task: Coordinate with others     Time: N/A     Standard/Criteria:			
	Coordination is done per th			
Related technical knowledge:	Meaning and importance c	Meaning and importance coordination;		

Task number:	9			
Task statement:	Perform net-working			
Level of task:	Significance	Ease	Occurrence	
	3	1	2	
Terminal performance standard:	Given Condition:	•		
	Assignment and job descr	iption.		
	Task: Perform net-working			
	Time: N/A			
	Standard/Criteria:			
	Service delivery met the s	tandard of the organizati	on;	
	Additional service procure	ment is found easily.		
Related technical knowledge:	Meaning and importance of	of networking;		
	Means of networking;			
<ul> <li>Techniques of effective networking.</li> </ul>				

Task number:	10			
Task statement:	Exhibit behavior of team player			
Level of task:	Significance Ease Occurrence			
	2	1	2	
Terminal performance standard:	Given Condition:	·		
	<ul> <li>Assignment;</li> </ul>			
	Working team.			
	Task: Exhibit behavior of team pl	ayer		
	Time: N/A			
	Standard/Criteria:			
	Team members are encour	aged;		
	Taken collective ownership	;		
	Possessed cooperative and	d assertiveness:		
	Taken responsibility and ac			
Related technical knowledge:	Meaning and importance of			
-	Characteristics of good team player;			
	Phases of team formation;	• •		
	Tips of effective team work			

Task number:	11			
Task statement:	Make decision			
Level of task:	Significance	Ease	Occurrence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	Any assignment with possible	le unusual situation durin	g the process;	
	<ul> <li>Problem or case and time fra</li> </ul>	ame.		
	Task: Make decision			
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Decision taken within given</li> </ul>	time frame;		
	<ul> <li>Desired result achieved;</li> </ul>			
	• Decision considered efficient use of time, money and resources.			
Related technical knowledge:	Meaning and importance of decision making;			
	Simple decision making pro	ocess.		

Task number:	12			
Task statement:	Solve problem			
Level of task:	Significance	Ease	Occurrence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	Any problem or case and time frame			
	Task: Solve problem			
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Problems are solved in given time frame;</li> </ul>			
	<ul> <li>Desired result is achieved;</li> </ul>			
	<ul> <li>Considered the efficient use of time, money and resources.</li> </ul>			
Related technical knowledge:	<ul> <li>Meaning and importance of problem solving;</li> </ul>			
	<ul> <li>List of potential problems in the occupation (Inn-Keeper);</li> </ul>			
	General problem solving techniques.			

Task number:	13			
Task statement:	Take responsibility and accountability			
Level of task:	Significance	Ease	Occurrence	
	3	2	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Assignment;</li> </ul>			
	Job description.			
	Task: Take responsibility and ac	countability		
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Exhibited dedication to the assignment;</li> </ul>			
	<ul> <li>Attempted to complete the</li> </ul>	assignment as per the s	et standard;	
	• Taken ownership of results.			
Related technical knowledge:	<ul> <li>Meaning of responsibility and accountability;</li> </ul>			
	Importance of responsibilit	•	nn-Keeper.	

Task number:	14		
Task statement:	Develop work plan of Inn-Keeper		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition:		
	<ul> <li>List of tasks and their priori</li> </ul>	ty order;	
	<ul> <li>Planning forms and format;</li> </ul>		
	<ul> <li>Job description.</li> </ul>		
	Task: Develop work plan of Inn-Keeper		
	Time: N/A		
	Standard/Criteria:		
	<ul> <li>Plan is developed as per the</li> </ul>	ne given tasks;	
	<ul> <li>Planning is done in given f</li> </ul>	orms and format;	
	<ul> <li>Tasks are planned based of</li> </ul>	on priority order or sequen	ice;
	<ul> <li>Considered efficient use of</li> </ul>	f resources (time, money,	and people).
Related technical knowledge:	Meaning of planning;		
	<ul> <li>Importance of planning;</li> </ul>		
	<ul> <li>Different planning tools;</li> </ul>		
	<ul> <li>Points to be considered while planning.</li> </ul>		

	Core Skills Area			
Task number::	15			
Task statement:	Arrange pick up			
Level of task:	Significance	Ease	Occurence	
	3	3	2	
Terminal performance standard:	Given Condition:			
	Before check in of the gue	est;		
	On request of the guest;			
	Point of pick up.			
	Task: Arrange pick up			
	Time: 5 Minutes			
	Standard/Criteria:			
	<ul> <li>Confirmation is received from a person who goes to pick up guest;</li> </ul>			
	Confirmation is received	from the guest.		
Related technical knowledge:	<ul> <li>Importance of guest pick up;</li> </ul>			
	Pick up points;			
	Arrival time;			
	Number of guests;			
	Types of vehicles and se	rvice providers.		
Safety / precaution:	Ensure vehicle will reach on time;			
	Choose trustworthy vehic			
Tools, equipment and materials:	Placard, communication device, guest detail list			

Task number::	16		
Task statement:	Welcome/Receive guest		
Level of task:	Significance	Ease	Occurence
	3	3	3
Terminal performance standard:	Given Condition:		
	Guest arrival at hotel		
	Task: Welcome/Receive gue	st	
	Time: N/A- Depends on grou	p Size	
	Standard/Criteria:		
	Garland, tika, khada, b		
	Welcome drink is offer		
	Guest responded.		
Related technical knowledge:	Meaning and importance of welcoming guest;		
	<ul> <li>Process of welcoming guest;</li> </ul>		
	<ul> <li>Cultural background of</li> </ul>	f arriving guest.	
Safety / precaution:	Be alert with allergic and reactions;		
	Be alert on cultural dynamics;		
	Take permission from	guest.	
Tools, equipment and materials:	Garland, tika, khada ,flower bookie, dhaka topi, welcome drinks , sweets		

Task number::	17			
Task statement:	Check- In guest			
Level of task:	Significance	Occurence		
	3	3	3	
Terminal performance standard:	Given Condition:			
	Guest / Group arrival			
	Task: Check- In Guest			
	Time: N/A- Depends on Num	ber of Person		
	Standard/Criteria:			
	<ul> <li>Identification documents are received;</li> </ul>			
	<ul> <li>Advance payment/voucher is received;</li> <li>Valuable belongings are kept in safe deposit box;</li> </ul>			
	Key is handed;			
	Luggage's are delivered;			
	Guest details are registered;			
	Guest are briefed on hotel policy.			
Related technical knowledge:	Standard check in procedure			
Safety / precaution:	Ensure necessary iden	ntification is collected;		
	Handle guest docume	nts safely;		
	Ensure luggage are intact;			
	Valuable items are ke	ot safely;		
	Ensure tags are placed in belongings.			
Tools, equipment and materials:	Guest entry book, electronic device, pen, paper,			

Task number::	18				
Task statement:	Conduct correspondence				
Level of task:	Significance	Ease	Occurence		
	3	3	3		
Terminal performance standard:	Given Condition:				
	<ul> <li>Visitor;</li> </ul>				
	<ul> <li>Phone ring;</li> </ul>				
	<ul> <li>Email receive/send;</li> </ul>				
	Letter receive/send.				
	Task: Conduct correspondance				
	Time: N/A				
	Standard/Criteria:				
		<ul> <li>Phone is received and necessary information is provided;</li> </ul>			
	<ul> <li>Email is sent/responded;</li> <li>Letter is written/replied;</li> <li>Visitors are explained and informed.</li> </ul>				
Related technical knowledge:	<ul> <li>Meaning and importar</li> </ul>	nce of effective communication	on;		
	Communication techn	iques;			
	<ul> <li>Types of communicati</li> </ul>	on;			
	Means and media of c	communication.			
Safety / precaution:	<ul> <li>Speak politely;</li> </ul>				
<ul> <li>Stay calm while communicating;</li> </ul>					
	Use respectable words ;				
	Convey clearly.				
Tools, equipment and materials:	Communication media, pen, paper				
loois, equipment and materials:	Communication media, pen, paper				

Task number::	19			
Task statement:	Arrange checkout			
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>During departure of gu</li> </ul>	iest		
	Task: Arrange checkout			
	Time: 10 Minutes Per Person	า		
	Standard/Criteria:			
	Bills are settled;			
	Key returned;			
	<ul> <li>ID/Documents / valuables are returned:</li> </ul>			
	<ul> <li>luggage down;</li> </ul>			
	Vehicle is arranged;			
	<ul> <li>Feedback is received;</li> </ul>			
	<ul> <li>Farewell is done.</li> </ul>			
Related technical knowledge:	Check out procedure			
Safety / precaution:	Ensure guest doesn't	forget their belongings;		
	<ul> <li>Check if room accessories are intact;</li> </ul>			
	Handle lost and found	,		
Tools, equipment and materials:	Keys, luggage, guest belongings,			

Task number::	20				
Task statement:	Clean guest room				
Level of task:	Significance	Ease	Occurence		
	3	2	3		
Terminal performance standard:	Given Condition:				
	<ul> <li>Dirty room;</li> </ul>				
	<ul> <li>After check-out;</li> </ul>				
	<ul> <li>On guest request.</li> </ul>				
	Task: Clean guest room				
	Time: 30 Minutes				
	Standard/Criteria:				
	Bed sheet and pillow covers are changed;				
	Dusting is done;				
	Floor is wiped/vacuum	ned;			
	<ul><li>Bathroom is clean;</li><li>Towels are changed;</li></ul>				
	Amenities are replaced and replenished.				
Related Technical Knowledge	<ul> <li>Chemicals hazards;</li> </ul>				
	<ul> <li>Steps of room cleanin</li> </ul>	•			
	Importance of cleaning	g guest room;			
	<ul> <li>Guest room amenities</li> </ul>				
Safety / precaution:	<ul> <li>Apply gloves while cle</li> </ul>	aning guest room;			
	<ul> <li>Use mask;</li> </ul>				
	Safe use of chemicals				
Tools, equipment and materials:	Vacuum cleaner, mop	e ,gloves, mask, detergents,	chemicals;		
	<ul> <li>Room and bathroom amenities, dusting towels and rags.</li> </ul>				

Task number::	21			
Task statement:	Clean public area			
Level of task:	Significance Ease Occure			
	3	2	3	
Terminal performance standard:	Given Condition:			
	Dirty hotel Premises successful to the second	ch as;		
	Garden;			
	Common toilet/bathroom	ו;		
	Kitchen;			
	<ul> <li>Restaurant;</li> </ul>			
	<ul> <li>Lobby;</li> </ul>			
	• Parkings;			
	Stairs/ Passage.			
	Task: Clean public area			
	Time: N/A			
	Standard/Criteria:			
	Public areas are clean;			
	<ul> <li>Rest rooms amenities are refilled;</li> </ul>			
	<ul> <li>Public areas are garbage less and odor less;</li> </ul>			
	Wastes are managed.			
Related Technical Knowledge	<ul> <li>Chemicals hazards;</li> </ul>			
	<ul> <li>Process of public area cleaning;</li> </ul>			
	<ul> <li>Importance of public area cleaning;</li> </ul>			
	Waste management.			
Safety / precaution:	<ul> <li>Apply PPE;</li> </ul>			
	Safe use of chemicals;			
	Handle equipment's carefully;			
	Handle accessories and assets carefully;			
	Handle fragile and non-f	ragile goods.		
Tools, equipment and materials:	Vacuum cleaner, mope	,gloves, mask, detergents	. ,	
	Chemicals, restroom amenities, garbage baggage, dustbin and dust pit,			

Task number::	22			
Task statement:	Manage laundry cleaning			
Level of task:	Significance	Occurence		
	3	2	3	
Terminal performance standard:	Given Condition:			
	Dirty bedsheet, pillow	cover, cottons, towels, table	cloth, napkins	
	Task: Manage laundry clean	ing		
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Bedsheet, pillow cover, cottons, towels, table cloth and</li> </ul>			
	Napkins are clean and ready to use			
Related Technical Knowledge	Process of laundry cleaning;			
	<ul> <li>Meaning and important</li> </ul>	nce of laundry cleaning.		
Safety / precaution:	Ensure cloths are not	damaged while wash/cleanii	ng;	
	• Separate color transferring and no transferring cloths while washing;			
	Ensure cloths are stain free.			
Tools, equipment and materials:	Gloves, detergents, chemicals, washing machine;			
	Bucket, brush, washin	g soap,		

Task number::	23				
Task statement:	Prepare fix menu				
Level of task:	Significance	Occurence			
	3	3	1		
Terminal performance standard:	Given Condition:				
	Self skill and knowledge	of cooking			
	Task: Prepare fix menu				
	Time: 1 Hour				
	Standard/Criteria:				
	Menu is developed;				
	Menu is displayed.				
Related Technical Knowledge	Menu planning;				
	Meaning and importance of menu.				
Safety / precaution:	Clear and understandable menu				
Tools, equipment and materials:	Pen, paper, lamination, display book or board, printing machine				

Task number::	24			
Task statement:	Prepare ingredients (Pre – Preparation )			
Level of task:	Significance Ease Occu			
	3	2	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Kitchen;</li> </ul>			
	<ul> <li>Ingredients.</li> </ul>			
	Task: Prepare ingredients (F	Pre – Preparation)		
	Time: N/A			
	Standard/Criteria: <ul> <li>Ingredients are ready;</li> </ul>			
	Utensils are ready.			
Related Technical Knowledge	<ul> <li>Importance of pre-preparation;</li> </ul>			
	Chopping, slicing, mixing, cutting;			
	Ratio of ingredients.			
Safety / precaution:	Be alert from injuries and cut;			
	Be aware of expiry dat	te of ingredients;		
	Keep the area clean;			
	Avoid from spilling.			
Tools, equipment and materials:	<ul> <li>Ingredients, knife, cho</li> </ul>	pping board, peeler, grinding	g machine, refrigerator and	
	Kitchen ware,			

Task number::	25			
Task statement:	Prepare breakfast (basic)			
Level of task:	Significance	Ease	Occurence	
	3	2	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Fixed Menu;</li> </ul>			
	Guest order.			
	Task: Prepare breakfast (basic)			
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Breakfast is ready to serve;</li> </ul>			
Related Technical Knowledge	Basic cooking;			
	Plating;			

	Serving.			
Safety / precaution:	Ensure foods are properly cooked;			
	Follow food hygiene protocol;			
	Stay alert from burnt;			
	Stay alert from leakage;			
	Stay alert from shock.			
Tools, equipment and materials:	Oven, microwave, toaster, pan, gas, ingredients, apron, cap			

Task number::	26			
Task statement:	Prepare lunch (basic)	Prepare lunch (basic)		
Level of task:	Significance	Ease	Occurence	
	3	2	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Fixed Menu;</li> </ul>			
	Guest order.			
	Task: Prepare lunch (basic)			
	Time: N/A			
	Standard/Criteria:			
	Lunch is ready to serve			
Related Technical Knowledge	<ul> <li>Basic cooking;</li> </ul>			
	• Plating.			
Safety / precaution:	Food is well cooked;			
	<ul> <li>Follow food hygiene prot</li> </ul>	ocol.		
Tools, equipment and materials:	Pressure cooker, rice cooker, spatula, ladle,			
	Pan, ingredients, mixer, grinder, fry pan			

Task number::	27			
Task statement:	Prepare dinner (basic)			
Level of task:	Significance	Ease	Occurence	
	3	2	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Fixed Menu;</li> </ul>			
	Guest order.			
	Task: Prepare dinner (basic)			
	Time: N/A			
	Standard/Criteria: <ul> <li>Dinner is ready to serve</li> </ul>			
Related Technical Knowledge	Cooking;			
	<ul> <li>Plating.</li> </ul>			
Safety / precaution:	Ensure foods are properly cooked;			
	<ul> <li>Follow food hygiene pro</li> </ul>	otocol;		
	<ul> <li>Stay alert from burnt;</li> </ul>			
	Stay alert from leakage;			
	• Stay alert from shock.			
Tools, equipment and materials:	Pressure cooker, rice cooker, spatula, ladle,;			
	<ul> <li>Pan, ingredients, mixer</li> </ul>	, grinder, fry pan		

Task number::	28				
Task statement:	Prepare snacks				
Level of task:	Significance	Ease	Occurence		
	3	2	3		
Terminal performance standard:	Given Condition:				
	<ul> <li>Fixed Menu;</li> </ul>				
	Guest order.				
	Task: Prepare snacks				
	Time: N/A				
	Standard/Criteria:				
	Snack is ready to serve				
Related Technical Knowledge	Basic cooking;				
	Plating;				
	Serving.				
Safety / precaution:	Ensure foods are properly cooked;				
	Follow food hygiene protocol;				
	Stay alert from burnt;				
	Stay alert from leakage;				
	Stay alert from shock.				
Tools, equipment and materials:	Oven, microwave, toas	ster, pan, gas, ingredients, a	apron, cap, frying pan.		

Task number::	29			
Task statement:	Serve breakfast			
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	Guest order			
	Task: Serve breakfast			
	Time: 15 -20 Minutes			
	Standard/Criteria:			
	<ul> <li>Breakfast is served within 15-20 minutes in the room;</li> </ul>			
	<ul> <li>Breakfast is served within 15-20 minutes in the table;</li> </ul>			
	Food served is in standard temperature.			
Related Technical Knowledge	Plating;			
	<ul> <li>Serving;</li> </ul>			
	Standard temperature of food.			
Safety / precaution:	<ul> <li>Avoid possible injuries;</li> </ul>			
	Carry breakfast tray ca	refully.		
Tools, equipment and materials:	Tray, Plate, fork, spoon, knife, napkin, glass, cup, bowl,			

Task number::	30		
Task statement:	Serve snacks		
Level of task:	Significance	Ease	Occurence
	3	3	3
Terminal performance standard:	Given Condition:		
	Guest order;		
	Task: Serve snacks		
	Time: 15 -20 Minutes		
	Standard/Criteria:		
	<ul> <li>Snack is served within 15- 20 minutes in the room;</li> </ul>		
	<ul> <li>Snack is served within 15- 20 minutes in the table;</li> </ul>		

	Food served is in standard temperature.	
Related Technical Knowledge	Plating;	
	Serving;	
	Standard temperature of food.	
Safety / precaution:	Avoid possible injuries;	
	Carry snack tray carefully.	
Tools, equipment and materials:	<ul> <li>Tray, Plate, fork, spoon, napkin and glass</li> </ul>	

Task number::	31			
Task statement:	Serve lunch	Serve lunch		
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	Guest order			
	Task: Serve lunch			
	Time: 30 -40 Minutes			
	Standard/Criteria:			
	<ul> <li>Lunch is served within 30- 40 minutes in the room;</li> </ul>			
	<ul> <li>Lunch is served within 30- 40 minutes in the table;</li> </ul>			
	<ul> <li>Food served is in stand</li> </ul>	lard temperature.		
Related Technical Knowledge	Plating;			
	<ul> <li>Serving;</li> </ul>			
	Standard temperature of food.			
Safety / precaution:	Avoid possible injuries;			
	Carry lunch plate caref	ully.		
Tools, equipment and materials:	Tray, Plate, fork, spoon, napkin, glass, bowl.			

Task number::	32			
Task statement:	Serve dinner			
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	Guest order			
	Task: Serve dinner			
	Time: 30 -40 Minutes			
	Standard/Criteria:			
	<ul> <li>Dinner is served within 30- 40 minutes in the room;</li> </ul>			
	<ul> <li>Dinner is served within 30- 40 minutes in the table;</li> </ul>			
	• Food served is in standard temperature.			
Related Technical Knowledge	Plating;	·		
	<ul> <li>Serving;</li> </ul>			
	Standard temperature	of food.		
Safety / precaution:	Avoid possible injuries;			
	Carry lunch plate carefully.			
Tools, equipment and materials:	Tray, Plate, fork;			
	Spoon, napkin;			
	Glass and bowl.			

Task number::	33			
Task statement:	Serve Beverages	Serve Beverages		
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	Guest order			
	Task: Serve beverages			
	Time: 5 -10 Minutes			
	Standard/Criteria:			
	<ul> <li>Beverages are served as per guest request;</li> </ul>			
	Beverages are served	in standard temperature.		
Related Technical Knowledge	Process of serving beverages;			
	<ul> <li>Hot and cold beverage</li> </ul>	S;		
	Alcoholic & non olcoho	lic beverages;		
	• Types of cups and glasses required for different types of beverage.			
Safety / precaution:	Avoid possible injuries, burn;			
	Carry beverages cups	and glasses carefully;		
Tools, equipment and materials:	<ul> <li>glass, cup, tray, opener, beverages, straw, mats, napkin, astray,</li> </ul>			

Task number::	34			
Task statement:	Repair water leakage			
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:			
	<ul> <li>Sites of leaking pipe;</li> </ul>			
	<ul> <li>Site of leaking tap.</li> </ul>			
	Task: Repair water leakage			
	Time: 15 Minutes			
	Standard/Criteria:			
	<ul> <li>Washer of tap is replaced;</li> </ul>			
	Water leakage is stopped;			
	Work area is clean after repair.			
Related Technical Knowledge	Causes of water leakage;			
	<ul> <li>Preventive measures;</li> </ul>			
	<ul> <li>Procedure of seal replacing.</li> </ul>			
Safety / precaution:	Close water supply (get valve) before repair;			
	<ul> <li>Taps and pipes are damage free;</li> </ul>			
	<ul> <li>Avoid injuries during we</li> </ul>	ork.		
Tools, equipment and materials:	Screw driver, seal tape, sly wrench, washer, pipe,			

Task number::	35		
Task statement:	Unclog bathroom drainage		
Level of task:	Significance	Occurence	
	3	2	2
Terminal performance standard:	Given Condition: <ul> <li>Sites of blocked drainage in (commode, wash basin, sink)</li> </ul> Task: Unclog bathroom drainage		
	Time: 15 Minutes		
	Standard/Criteria:		
	Drainage is unclogged;		
	Draining is smooth.		

Related Technical Knowledge	Possible causes of blockage;
	Preventive measures;
	Procedure of draining.
Safety / precaution:	Ensure drainage is not overflowing;
	Avoid injuries during work.
Tools, equipment and materials:	<ul> <li>Casting soda, pump, bucket, jug, pipe, wire,</li> </ul>

Task number::	36		
Task statement:	Operate water pump		
Level of task:	Significance	Ease	Occurence
	3	2	2
Terminal performance standard:	Given Condition:		
	<ul> <li>Lower water level of reserved</li> </ul>	vior tank	
	Task: Operate water pump		
	Time: 1 Minute		
	Standard/Criteria:		
	Water level is maintained		
	Tank is full		
Related Technical Knowledge	<ul> <li>Types of water pump;</li> </ul>		
	<ul> <li>Operating the water pump</li> </ul>	).	
Safety / precaution:	Avoid overflow		
	Ensure water is pumping		
	Avoid using power supply	from wet hand	
Tools, equipment and materials:	Water pump, power supply,		

Task number::	37			
Task statement:	Change electric bulb			
Level of task:	Significance Ease Occurence			
	3	2	2	
Terminal performance standard:	Given Condition:			
	• Site;			
	Burnt bulb.			
	Task: Change electric bulb			
	Time: 5 Minutes			
	Standard/Criteria:			
	Bulb is changed;			
	<ul> <li>Bulb is lit when tested;</li> </ul>			
	Area is cleaned.			
Related Technical Knowledge	<ul> <li>Procedure of changing a bulb;</li> </ul>			
	<ul> <li>Types of bulbs.</li> </ul>			
Safety / precaution:	Cut off power supply before work;			
	Ensure hand is dry;			
	<ul> <li>Use gloves, glass, mas</li> </ul>	k, as necessary;		
	• Safe use of ladder.			
Tools, equipment and materials:	Ladder, bulb, gloves, g	lass, hat, mask, tester,		

Task number::	38			
Task statement:	On/off MCB			
Level of task:	Significance	Ease	Occurence	
	3	3	1	
Terminal performance standard:	Given Condition:			
	<ul> <li>Before basis maintenar</li> </ul>	nce of electrical appliances;		
	<ul> <li>During the emergency</li> </ul>	• 9		
	<ul> <li>Smell of burnt wire;</li> </ul>			
	<ul> <li>Switch on MCB after pr</li> </ul>	oblem is solved.		
	Task: On/off MCB			
	Time: 5 Minutes			
	Standard/Criteria:			
	<ul> <li>Power supply is observed/regulated (on/off)</li> </ul>			
Related Technical Knowledge	Capacity of MCB;			
	<ul> <li>Volt/ampire/watt;</li> </ul>			
	<ul> <li>Swithch on/off mode of</li> </ul>	MCB.		
Safety / precaution:	<ul> <li>Avoid using wet hand;</li> </ul>			
	Ensure MCB door is closed;			
	<ul> <li>Use safety shoes/nonc</li> </ul>	onductor slipper/ shoes;		
	• Ensure earthing.			
Tools, equipment and materials:	Tester, screw driver , rubber slipper, rubber shoes,			

Task number::	39			
Task statement:	Change power supply wire			
Level of task:	Significance	Ease	Occurence	
	3	3	1	
Terminal performance standard:	Given Condition:			
	<ul> <li>Damaged connection v</li> </ul>	vire of electrical appliances		
	Task: Change power supply	wire		
	Time: 5–10 Minutes			
	<ul> <li>Standard/Criteria:</li> <li>Connecting wire is changed;</li> </ul>			
	<ul> <li>Electrical appliances is</li> </ul>	functioning.		
Related Technical Knowledge	Types and capacity of cable;			
	<ul> <li>Procedure of replacing</li> </ul>	connection wire,		
	Voltage, ampere and compatibility.			
Safety / precaution:	Avoid using wet hand;			
	<ul> <li>Ensure power supply is turned off;</li> </ul>			
	<ul> <li>Use safety shoes/slipp</li> </ul>	ers;		
Tools, equipment and materials:	Cable, tester, electrical appliances, safety shoes/slippers			

Task number::	40			
Task statement:	Change gas regulator and pipe			
Level of task:	Significance	Ease	Occurence	
	3	2	1	
Terminal performance standard:	Given Condition:			
	<ul> <li>Broken/leaking gas pipe</li> </ul>	э;		
	<ul> <li>Regulator is not in work</li> </ul>	ing condition.		
	Task: Change gas regulator a	and pipe		
	Time: 10–15 Minutes /change			
	Standard/Criteria:			
	<ul> <li>Lekage of gas is stopped;</li> </ul>			
	Burner is working;			
	• Pipe is changed;			
	Regulator is changed.			
Related Technical Knowledge	<ul> <li>Removing and installing</li> </ul>	g the regulator and gas pipes	,	
	<ul> <li>Process and procedure of replacing pipes and regulator of gas.</li> </ul>			
Safety / precaution:	Ensure regulator is disc	connected while replacing pip	)e;	
	<ul> <li>Keep the area clean aft</li> </ul>	er work.		
Tools, equipment and materials:	Gas pipe, screw driver, pipe grip, regulator			

Task number::	41 Apply insulation tape on broken wire		
Task statement:			
Level of task:	Significance	Ease	Occurence
	3	3	2
Terminal performance standard:	Given Condition:		
	Broken wire;		
	Site of repair.		
	Task: Apply insulation tape of	n broken wire	
	Time: 5–10 Minutes /insulati	on	
	Standard/Criteria:		
	<ul> <li>Power supply is regulated after applying insulated tape</li> </ul>		
Related Technical Knowledge	Types and capacity of wire;		
	<ul> <li>Process and procedure of using insulated tape.</li> </ul>		
Safety / precaution:	Ensure power supply is disconnected before work;		
	Keep the area clean after	er work.	
Tools, equipment and materials:	Electric insulated tape, tester,		

Task number::	42			
Task statement:	Replace remote control battery			
Level of task:	Significance Ease Occurence			
	3	3	2	
Terminal performance standard:	Given Condition:			
	<ul> <li>Remote control is not working due to battery problem</li> <li>Task: Replace remote control battery</li> <li>Time: 5 Minutes</li> <li>Standard/Criteria:</li> </ul>			
Related Technical Knowledge	<ul> <li>Battery is replaced and remote control is working.</li> <li>Types of batteries/ voltage;</li> </ul>			
	<ul> <li>Carbon accumulation and its consequences.</li> </ul>			
Safety / precaution:	Use battery as per the manufacture's instruction			
Tools, equipment and materials:	Battery			

Task number::	43			
Task statement:	Manage alternative power supply			
Level of task:	Significance Ease Occure			
	3	3	2	
Terminal performance standard:	Given Condition:			
	<ul> <li>Regular electricity supp</li> </ul>	ly is cut off		
	Task: Manage alternative po	wer supply		
	Time: 5 Minutes			
	Standard/Criteria:			
	Power supply is regullated through alternative measure			
Related Technical Knowledge	Alternatives power supply devices;			
	<ul> <li>Process and procedure of using alternative power supplies.</li> </ul>			
Safety / precaution:	Check fuel of generator;			
	Check water level supply of invertor battery;			
	Ensure invertor fuse is	working.		
Tools, equipment and materials:	Distilled water, generat	or fuel, invertor fuse,		

Task number::	44			
Task statement:	Maintain inventory of kitchen items			
Level of task:	Significance	Ease	Occurence	
	3	3	2	
Terminal performance standard:	Given Condition:			
	Kitchen supplies are less	ss in stock;		
	Task: Maintain inventory of k	itchen items		
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Kitchen supplies are magent</li> </ul>	aintained		
Related Technical Knowledge	<ul> <li>Required kitchen supplies as per the menu;</li> </ul>			
	<ul> <li>Vendors/suppliers;</li> </ul>			
	<ul> <li>Store management;</li> </ul>			
	Perishable and non-period	rishable goods;		
	<ul> <li>Safe storage of goods;</li> </ul>	-		
	Maintaining the record	of goods purchased and use	ed.	
Safety / precaution:	Order stock on timely b	asis;		
	<ul> <li>Ensure quality goods are purchased;</li> </ul>			
	<ul> <li>Check expiry date of pt</li> </ul>	urchased goods.		
Tools, equipment and materials:	Kitchen accessories ,ric	ce , lentils, bread, egg, toma	to, vegetables, order slip,	

Task number::	45 Maintain inventory of bathroom accessories and guest room amenities			
Task statement:				
Level of task:	Significance Ease Occurence			
	3	3	2	
Terminal performance standard:	Given Condition: <ul> <li>Bathroom accessories at</li> <li>Guest room toiletories at</li> </ul> Task: Maintain inventory of ba Time: N/A Standard/Criteria: <ul> <li>Supply of bathroom ame</li> <li>Supply of guest room at</li> </ul>	e less in stock. throom accessories and nities are maintained;	guest room amenities	

Related Technical Knowledge	Required bathroom & guestroom amenities;	
	<ul> <li>Vendors/suppliers;</li> </ul>	
	Store management;	
	<ul> <li>Maintaining the record of goods purchased and used.</li> </ul>	
Safety / precaution:	Order stock on timely basis;	
	<ul> <li>Ensure quality goods are purchase;</li> </ul>	
	Check expiry date of purchased goods.	
Tools, equipment and materials:	<ul> <li>Bathroom accessories, guest room toiletries, tooth paste;</li> </ul>	
	Brush, soap, toilet paper, order slip	

Task number::	46				
Task statement:	Maintain inventory of stationary				
Level of task:	Significance Ease Occurer				
	3	3	2		
Terminal performance standard:	Given Condition:				
	<ul> <li>Stationary items are less</li> </ul>	s in stock			
	Task: Maintain inventory of s	tationary			
	Time: N/A				
	Standard/Criteria:				
	Supply of inventories are maintained as per minimum stock standard				
Related Technical Knowledge	Required staionary items;				
	Vendors/suppliers;				
	Store management;				
	Maintaining the record of goods purchased and used.				
Safety / precaution:	Order stock on timely basis;				
	Ensure quality goods are purchase.				
Tools, equipment and materials:	Stationary items, pen, pencil;				
	<ul> <li>Stapler pin, paper, orde</li> </ul>	er slip,			

Task number::	47				
Task statement:	Maintain inventory of medical supplies				
Level of task:	Significance Ease Occurer				
	3	3	2		
Terminal performance standard:	Given Condition:				
	Medical supplies are less	ss in first aid box			
	Task: Maintain inventory of n	nedical supplies			
	Time: N/A				
	Standard/Criteria:				
	<ul> <li>Inventories of medical suplies are maintained</li> </ul>				
Related Technical Knowledge	<ul> <li>Medicines and tools in first aid box;</li> </ul>				
	Vendors/suppliers.				
	<ul> <li>Maintaining the record of goods purchased and used.</li> </ul>				
Safety / precaution:	Order stock on timely basis;				
	<ul> <li>Ensure quality goods are purchase;</li> </ul>				
	Check expiry date.				
Tools, equipment and materials:	First aid kit, medicines Dettol;				
	Handy-plast, bandage of the second seco	order slip.			

Task number::	48				
Task statement:	Maintain inventory of tools/equipment's/materials				
Level of task:	Significance Ease Occurence				
	3	3	2		
Terminal performance standard:	Given Condition:				
	Short supply of plumbir	ng materials;			
	Short supply electrical	tems;			
	<ul> <li>Short supply maintenar</li> </ul>	nce tools.			
	<ul> <li>Task: Maintain inventory of tools/equipment's/materials</li> <li>Time: N/A</li> <li>Standard/Criteria:         <ul> <li>Supply and inventories of tools/equipment/materials are maintained</li> </ul> </li> </ul>				
Related Technical Knowledge	<ul> <li>Required tools , equipment, and materials of plumbing, electrical and maintenance tools;</li> </ul>				
	<ul> <li>Vendors/suppliers;</li> </ul>				
	<ul> <li>Maintaining the record</li> </ul>	<ul> <li>Maintaining the record of goods purchased and used.</li> </ul>			
Safety / precaution:	Order stock on timely b	Order stock on timely basis;			
	Maintain minimum stoc	k level;			
	Ensure quality goods a	<ul> <li>Ensure quality goods are purchase.</li> </ul>			
Tools, equipment and materials:	Order slip, bill, plumbin	g materials, electrical applia	nces, maintenance tools		

Task number::	49				
Task statement:	Maintain inventory of restaurant accessories				
Level of task:	Significance Ease Occurence				
	3	3	2		
Terminal performance standard:	Given Condition:				
	Short supply of restaura	ant accessories			
	Task: Maintain inventory of r	estaurant accessories			
	Time: N/A				
	Standard/Criteria:				
	Supply of restaurant accessories are maintained as per minimum stock le				
Related Technical Knowledge	Restaurant accessories;				
	Vendors/suppliers;				
	Maintaining the record of goods purchased and used.				
Safety / precaution:	Order stock on timely basis;				
	Ensure quality goods a	re purchase.			
Tools, equipment and materials:	Order slip, bill restaurant supplies, plate, bowl, glass, spoon, fork, table mat,				

Task number::	50		
Task statement:	Monitor CCTV camera		
Level of task:	Significance Ease Occurence		
	3	3	2
Terminal performance standard:	Given Condition:		
	<ul> <li>CC Camera is not in working condition;</li> </ul>		
	Daily monitoring of activities.		
	Task: Monitor CCTV camera		
	Time: N/A		
	Standard/Criteria:		
	<ul> <li>CC Camera is working when tested;</li> </ul>		
	Activities are recorded	and monitored.	

Related Technical Knowledge	<ul> <li>Using functions of CC Camera;</li> <li>Importance of use of CC Camera.</li> </ul>
Safety / precaution:	<ul> <li>Ensure CC Camera is in working condition;</li> <li>Protect CC Camera from damage;</li> <li>Keep record safely.</li> </ul>
Tools, equipment and materials:	CC TV Camera, Monitor

Task number::	51				
Task statement:	Ensure lock system is worl	king			
Level of task:	Significance	Ease	Occurence		
	3	3	2		
Terminal performance standard:	Given Condition:				
	<ul> <li>Location;</li> </ul>				
	Lock.				
	Task: Ensure lock system is	working			
	Time: N/A				
	Standard/Criteria:				
	Gates are locked/unlocked;				
	Guest rooms are locker				
	Safety box is locked/unlocked.				
Related Technical Knowledge	Locking and unlocking;				
	Types of lock;				
	Importance of lock system.				
Safety / precaution:	Ensure alternative keys/master keys are available;				
	Keep spare lock.				
Tools, equipment and materials:	Keys, card, padlock,				

Task number::	52				
Task statement:	Ensure rules and regulation are displayed in Inn premises				
Level of task:	Significance Ease Occurence				
	3	3	2		
Terminal performance standard:	Given Condition:				
	Public area;	Public area:			
	Room.				
	Task: Ensure rules and regulation are displayed in inn premises Time: N/A Standard/Criteria:				
	<ul> <li>Rules and regulations are displayed in room and public area</li> </ul>				
Related Technical Knowledge	Importance of displaying rules and regulations				
Safety / precaution:	Ensure rules and regulations are printed clearly				
Tools, equipment and materials:	Flex, Notice board, Forex board, stickers.				

53			
Maintain personal hygiene			
Significance	Ease	Occurence	
3	3	2	
Given Condition:			
<ul> <li>Duty hours and requirer</li> </ul>	nent		
Task: Maintain personal hygie	ene		
Time: N/A			
Standard/Criteria:			
<ul> <li>Safety and hygiene standard is followed;</li> </ul>			
<ul> <li>Looks presentable.</li> </ul>			
Understanding of personal hygiene			
Points to be considered	d while maintaining person	al hygiene.	
Procedure of maintaining	ng personal hygiene.		
Avoid slippery shoe.			
Nail cutter, Safety shoe, Sa	ving Kit, Apron, Safety cap	o/hair net, Gloves, Soap	
	Maintain personal hygiene         Significance         3         Given Condition:         Duty hours and requirer         Task: Maintain personal hygien         Time: N/A         Standard/Criteria:         Safety and hygiene star         Looks presentable.         Understanding of personal Procedure of maintaining         Use safety wear/tools;         Avoid slippery shoe.	Maintain personal hygiene         Significance       Ease         3       3         Given Condition:       •         •       Duty hours and requirement         Task: Maintain personal hygiene       Time: N/A         Standard/Criteria:       •         •       Safety and hygiene standard is followed;         •       Looks presentable.         •       Understanding of personal hygiene         •       Points to be considered while maintaining person         •       Procedure of maintaining personal hygiene.         •       Use safety wear/tools;	

Task number::	54				
Task statement:	Maintain store hygiene				
Level of task:	Significance Ease Occurence				
	3	3	2		
Terminal performance standard:	Given Condition:	Given Condition:			
	<ul> <li>Messy Store;</li> </ul>				
	As per the requirement	ıt.			
	Task: Maintain store hygiene	)			
	Time: N/A				
	Standard/Criteria:				
	<ul> <li>Stocks are ventilated;</li> </ul>				
	<ul> <li>Goods are stocked in air tight container;</li> </ul>				
	Stocks are free of water spillage;				
	Goods are stocked ab	ove the ground level;			
	Periodic paste control measures are taken.				
Related Technical Knowledge	Importance of maintaining store hygiene				
Safety / precaution:	Ensure paste control doesn't contaminate good;				
	• Temperature and humidity is maintained;				
	Air circulation is proper.				
Tools, equipment and materials:	Containers, rack, bask	ket,			

Task number:	55			
Task statement:	Coordinate with transport provider			
Level of task:	Significance	Ease	Occurrence	
	3	2	3	
Terminal performance standard:	Given Condition			
	Guest pick up and dro	op off;		
	<ul> <li>Emergency case;</li> </ul>			
	On guest request.			
	Task: Coordinate with trans	port provider		
	Time: 5 Minutes			
	Standard/Criteria:			
	.Vehicle arrives on time			
Related technical knowledge:	Meaning and importance of coordination;			
	Means of coordination			
	<ul> <li>Techniques of effective coordination.</li> </ul>			
Safety / precaution:				
Salety / precaution.	Coordinate with trusted vehicle service provider;			
	Ensure vehicle are sa	ife and comfortable to tra	ivel.	
Tools, equipment and materials:	Communication device			

Task number:	56			
Task statement:	Coordinate with travel agency			
Level of task:	Significance	Ease	Occurrence	
	3	2	3	
Terminal performance standard:	Given Condition			
	<ul> <li>For ticketing;</li> </ul>			
	<ul> <li>For tour package.</li> </ul>			
	Task: Coordinate with trave	l agency		
	Time: 15- 20 Minutes			
	Standard/Criteria:			
	<ul> <li>Tickets are issued and confirmed;</li> </ul>			
	<ul> <li>Tour packages are determined</li> </ul>			
Related technical knowledge:	<ul> <li>Meaning and importa</li> </ul>	ince of coordination;		
	Means of coordination;			
	Techniques of effecti	ve coordination;		
	<ul> <li>Contents of tour pack</li> </ul>	kage.		
Safety / precaution:	Coordinate with truste	ed travel agency;		
	<ul> <li>Ensure guest receives the facility mentioned in the tour package;</li> </ul>			
	Settle payment after	completion of the tour.	-	
Tools, equipment and materials:	Communication device, Itinerary			

Task number:	57				
Task statement:	Coordinate with regular maintenance service providers				
Level of task:	Significance	Significance Ease Occurrence			
	3	2	2		
Terminal performance standard:	Given Condition				
	<ul> <li>Maintenance related agenda</li> <li>Task: Coordinate with regular maintenance service providers</li> <li>Time: 5-10 Minutes</li> <li>Standard/Criteria:</li> </ul>				
	Maintenance provider responds on agenda communicated				

Related technical knowledge:	Meaning and importance of coordination;	
	Means of coordination;	
	<ul> <li>Techniques of effective coordination;</li> </ul>	
	<ul> <li>Ability to clearly explain the maintenance problem.</li> </ul>	
Safety / precaution:	Coordinate with trusted/ experienced service providers	
Tools, equipment and materials:	Communication device	

Task number:	58			
Task statement:	Coordinate with local authorities			
Level of task:	Significance Ease Occurrence			
	3	2	2	
Terminal performance standard:	Given Condition			
	<ul> <li>To take necessary permission;</li> </ul>			
	Emergency/conflict of	case.		
	Task: Coordinate with local	authorities		
	Time: 5-10 Minutes			
	<ul> <li>Standard/Criteria:</li> <li>Local authorities body/ neighbor gives the permission to organize the</li> </ul>			
	event;			
	Police are informed on emergency and conflict case.			
Related technical knowledge:	Meaning and importance of coordination;			
	Means of coordinatio	n;		
	Techniques of effecti	ve coordination;		
	<ul> <li>Local rules and regulation;</li> </ul>			
	Causes of conflict.			
Safety / precaution:	Provide detail and timely information to concerned authorities			
Tools, equipment and materials:	Communication device,			

Task number:	59				
Task statement:	Coordinate with entertainment activities providers				
Level of task:	Significance Ease Occurrence				
	3	2	2		
Terminal performance standard:	Given Condition	Given Condition			
	<ul> <li>Available programs a</li> </ul>	nd entertaining activities i	n a local area;		
	<ul> <li>On guest request.</li> </ul>				
	Task: Coordinate with enter	tainment activities provide	ers		
	Time: 5-10 Minutes Standard/Criteria: • Entertainment provider agrees to perform				
Related technical knowledge:	Meaning and importance of coordination;				
	Means of coordinatio				
	<ul> <li>Techniques of effecti</li> </ul>	ve coordination;			
	<ul> <li>Locally available enter</li> </ul>	Locally available entertainment and fun activities.			
Safety / precaution:	Ensure guest receive	Ensure guest receives the facilities as per the deal;			
	Clearly brief guest on package.				
Tools, equipment and materials:	Communication device	Communication device			

Task number:	60				
Task statement:	Update social media page				
Level of task:	Significance Ease Occurrence				
	3 3 3				
Terminal performance standard:	Given Condition				
	<ul> <li>Contents and package</li> </ul>	jes			
	Task: Update social media	page			
	Time: N/A				
	Standard/Criteria:				
	Information provided are clear ,visible and attractive				
Related technical knowledge:	Meaning and importance of social media;				
	<ul> <li>Importance of market</li> </ul>	ting and promotion;			
	Contents and packages;				
	<ul> <li>Importance and types of Sales promotion (offer/discount).</li> </ul>				
Safety / precaution:	Avoid misleading information;				
	<ul> <li>Avoid non -violent contents;</li> </ul>				
	Stay alert from hackers.				
Tools, equipment and materials:	Social media, connecting device				

Task number:	61				
Task statement:	Distribute brochure, flyer, visiting card				
Level of task:	Significance	Significance Ease Occu			
	3	3	3		
Terminal performance standard:	Given Condition				
	<ul> <li>To promote inn;</li> </ul>				
	<ul> <li>Related stakeholder</li> </ul>	s – (Visitor, Guest, Tra	vel Agency and Service		
	Providers).				
	Task: Distribute brochure, f	lyer, visiting card			
	Time: N/A				
	Standard/Criteria:				
	<ul> <li>Information are clear</li> </ul>				
	<ul> <li>Looks/ design is attra</li> </ul>	Looks/ design is attractive.			
Related technical knowledge:	<ul> <li>Importance of market</li> </ul>	<ul> <li>Importance of marketing and promotion;</li> </ul>			
	Meaning and Importa	ance;			
	Contents;				
	<ul> <li>Design and patterns.</li> </ul>				
Safety / precaution:	<b>v</b> ,				
	<ul> <li>Ensure information provided is clear;</li> </ul>				
	<ul> <li>Check/ reconfirm pro</li> </ul>	of reading and designing b	pefore print.		
Tools, equipment and materials:	Brochure, visiting card, flyer				

Task number:	62			
Task statement:	Maintain day book			
Level of task:	Significance	Ease	Occurrence	
	3	3	3	
Terminal performance standard:	Given Condition <ul> <li>Income and expenditure</li> </ul> Task: Maintain day book			
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Income and expenditure are recorded on a daily basis</li> </ul>		ily basis	

Related technical knowledge:	<ul> <li>Importance of daily record keeping;</li> </ul>		
	<ul> <li>Standard format.</li> </ul>		
Safety / precaution:	Keep record correctly and clearly		
Tools, equipment and materials:	Day book, pen , calculator		

Task number:	63				
Task statement:	Handle cash				
Level of task:	Significance Ease Occurrence				
	3	3	3		
Terminal performance standard:	Given Condition				
	<ul> <li>Cash receipt and pay</li> </ul>	rment;			
	Cash, voucher, chequ	ue, digital payment.			
	Task: Handle cash				
	Time: N/A				
	Standard/Criteria:				
	Payment and receipt is recorded correctly/properly				
Related technical knowledge:	Importance of daily record keeping;				
	• Format;				
	<ul> <li>Voucher, cheque, digital payment;</li> </ul>				
	Dealing with financial service providers.				
Safety / precaution:	Keep record correctly and clearly;				
	• Keep voucher, cheque, bill, receipts, safely;				
	<ul> <li>Handle debit/credit card and POS machine safely.</li> </ul>				
Tools, equipment and materials:	File, day book, calculator , pen , cash receipt, bill book				

Task number:	64			
Task statement:	Exchange foreign currency			
Level of task:	Significance	Occurrence		
	3	2	1	
Terminal performance standard:	Given Condition			
	<ul> <li>Upon Guest Request</li> </ul>			
	Foreign Currency.			
	Task: Exchange foreign cur	rency		
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Foreign currency is e</li> </ul>	change rate		
Related technical knowledge:	<ul> <li>Daily exchange rate of</li> </ul>	of various countries;		
	<ul> <li>Types of currency that</li> </ul>			
	• Fake currency.			
0.6.6.1				
Safety / precaution:	-	cy is in desired condition of	of exchange;	
	<ul> <li>Ensure currency is not tear;</li> </ul>			
	<ul> <li>Ensure nothing is written in note;</li> </ul>			
	<ul> <li>Ensure no color in currency note;</li> </ul>			
	Check counterfeit/ fake money.			
Tools, equipment and materials:	Currencies			

Task number::	65			
Task statement:	Provide basic first aid service			
Level of task:	Significance	Ease	Occurence	
	3	2	1	
Terminal performance standard:	Given Condition:			
	<ul> <li>Minor injury;</li> </ul>			
	Sickness.			
	Task: Provide basic first aid	Task: Provide basic first aid service		
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Immediate action is taken;</li> </ul>			
	<ul> <li>First aid service is prov</li> </ul>	vided.		
Related Technical Knowledge         • Application of first aid;				
	Supplies and required	quantity in first aid kit;		
	<ul> <li>General signs and syn</li> </ul>	nptoms;		
	First aid training.			
Safety / precaution:				
		•	ckness and iniury.	
Tools, equipment and materials:	<ul> <li>Refer to health service provider in case of major sickness and injury.</li> <li>first aid box</li> </ul>			

Task number::	66		
Task statement:	Provide medicine for guest as per prescription on request of guest		
Level of task:	Significance	Ease	Occurence
	3	3	2
Terminal performance standard:	Given Condition:		
	Guest request;		
	Sickness.		
	Task: Provide medicine for guest as per prescription		
	Time: N/A		
	Standard/Criteria:		
	Guest receives the prescribed medicine		
Related Technical Knowledge	Nearby pharmacies;		
	Sensitivity of medicine.		
Safety / precaution:	Check expiry date on medicines;		
	Avoid panicking/ console guest;		
	• Refer to health service provider in case of major sickness and injury;		
	Timely response.	·	
Tools, equipment and materials:	first aid box, medical prescription, medicine sample		

Task number::	67		
Task statement:	Handle complaints from gu	Jest	
Level of task:	Significance Ease Occurence		
	3	3	2

Terminal performance standard:	Given Condition:	
	<ul> <li>Complaints is registered or verbally told</li> </ul>	
	Task: Handle complaints from guest	
	Time: N/A	
	Standard/Criteria:	
	Complain is calmly listened;	
	Problem is identified;	
	Problem is solved.	
Related Technical Knowledge	<ul> <li>Techniques and procedure of complaint handling</li> </ul>	
Safety / precaution:	Listen calmly;	
	Show empathy;	
	Act promptly.	
Tools, equipment and materials:	Pen , paper, complain box, suggestion book/box	

Task number::	68			
Task statement:	Handle dispute between guest and other service provider			
Level of task:	Significance	Ease	Occurence	
	3	2	1	
Terminal performance standard:	Given Condition:			
	<ul> <li>Issues / unpleasant situation;</li> </ul>			
	Service provider.			
	Task: Handle dispute between guest and service provider			
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Issues are identified;</li> </ul>			
	<ul> <li>Both parties are convinced;</li> </ul>			
	Situation is harmonized.			
Related Technical Knowledge	<ul> <li>Techniques and procedure of conflict handling;</li> </ul>			
	<ul> <li>Possible causes of conflict between guest and service providers;</li> </ul>			
	Negotiation skill.			
Safety / precaution:	Listen calmly;			
	• Show empathy;			
	Act promptly;			
	Negotiate wisely.			
Tools, equipment and materials:	Pen and paper.			

	69		
Task number::			
Task statement:	Handle situation during natural disaster		
Level of task:	Significance	Ease	Occurence
	3	2	1
Terminal performance standard:	Given Condition:		
	Occurrence of natural disaster     Task: Handle situation during natural disaster		
	Time: N/A		
	Standard/Criteria:		
	Guest are not panicked;		
	Guest are taken into safety spot;		
	Further steps are advised.		
Related Technical Knowledge	Precaution /safety measures during calamities;		
	<ul> <li>Types of calamities.</li> </ul>		

Safety / precaution:	Avoid panicking;
	Use safety wear;
	Follow safety procedure.
Tools, equipment and materials:	Safety tools, safety gear, safety jacket,

Task number::	70			
Task statement:	Provide information on local area			
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition: Information desired by clients	on,		
	Local market;			
	Money exchange;			
	ATM booth;			
	Bank;			
	Shopping mall;			
	Local adventure/ fun;			
	Local place of attraction.			
	Task: Provide information on local area			
	Time: N/A			
	Standard/Criteria:			
	<ul> <li>Guest are informed abore</li> </ul>	out local area		
Related Technical Knowledge	Topics included in given condition			
Safety / precaution:	Provide actual information			
Tools, equipment and materials:	Map , brochure,			

	71			
Task number::				
Task statement:	Provide information on do's	and don'ts		
Level of task:	Significance	Ease	Occurence	
	3	3	3	
Terminal performance standard:	Given Condition:	Given Condition:		
	<ul> <li>Protocol or rules and reg</li> </ul>	gulation;		
	On guest arrival at the hotel/inn			
	Task: Provide information on Do's and don'ts			
	Time: 5- 10 Minutes			
	Standard/Criteria:			
	<ul> <li>Guest are informed on lo</li> </ul>	ocal rules and regulations	s or as per protocol.	
Related Technical Knowledge	<ul> <li>Local rules and regulation;</li> <li>Possible consequences for not following the rule;</li> </ul>			
	<ul> <li>Local norms , values, an</li> </ul>	d beliefs.		
Safety / precaution:	Provide actual information			
Tools, equipment and materials:	Travel books			

Task number::	72		
Task statement:	Aware guest on possible risk in local area		
Level of task:	Significance Ease Occurence		
	3	3	3

Terminal performance standard:	Given Condition:	
-	Possible hazards/risk from	
	Insects;	
	Plants;	
	Street and Wild Animals;	
	Road condition;	
	Street beggers/hawkers;	
	Pick pocket;	
	Robberies;	
	Task: Aware guest on local area	
	Time: N/A	
	Standard/Criteria:	
	Guest are informed on possible risk and preventive measure	
Related Technical Knowledge	Risky factors in the local area;	
	Preventive measures.	
Safety / precaution:	Provide factual information	
Tools, equipment and materials:	Articles	





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