

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE 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:

ASDC, Core 4-B, 5th Floor, India Habitat Centre, Lodhi Road, New Delhi

E-mail: skc@asdc.org.in



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key TermsP.3
4. NOS Units.....P.5
5. Assessment Criterion.....P.25

Introduction

Qualifications Pack –Showroom Hostess / Host

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SALES (DEALER)

OCCUPATION: SALES SUPPORT

JOB ROLE: SHOWROOM HOSTESS / HOST

REFERENCE ID: ASC/Q 1103

ALIGNED TO: NCO-2004/ Nil

Showroom Hostess / Host is also known as a front office executive, showroom co-ordinator and showroom receptionist and greeter.

Brief Job Description: A **Showroom Hostess / Host** is responsible for handling the front office work. The individual attends to the customers and coordinates response to their queries.

Personal Attributes: An individual on this job must have good communication and interpersonal skills along with a pleasing personality to handle the front office desk attending to all sorts of enquiries from the customers. The individual must be patient and good listening ability and highly customer centric attitude is highly desirable to understand various requirements and tackle the irate customers.

Job Details	Qualifications Pack Code	ASC/Q 1103		
	Job Role	Showroom Hostess / Host		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Automotive	Drafted on	20/07/13
	Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	20/07/13
	Occupation	Sales Support	Next review date	20/07/15

Job Role	Showroom Hostess / Host
Role Description	Responsible for coordinating the front office desk and handle the customer and their queries
NSQF level	3
Minimum Educational Qualifications	Class XII
Maximum Educational Qualifications	Graduate degree or diploma in any discipline
Training (Suggested but not mandatory)	<p>On the job training</p> <ul style="list-style-type: none"> Desirable for ASDC Showroom Hostess certificate or graduate degree / diploma in any discipline Compulsory for all other qualifications
Experience	Not applicable
National Occupational Standards (NOS)	<p>Compulsory:</p> <p>ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom</p> <p>ASC/ N 0001: Plan and organise work to meet expected outcomes</p> <p>ASC/ N 0002: Work effectively in a team</p> <p>ASC/ N 0003: Maintain a healthy, safe and secure working environment</p> <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant NOS units

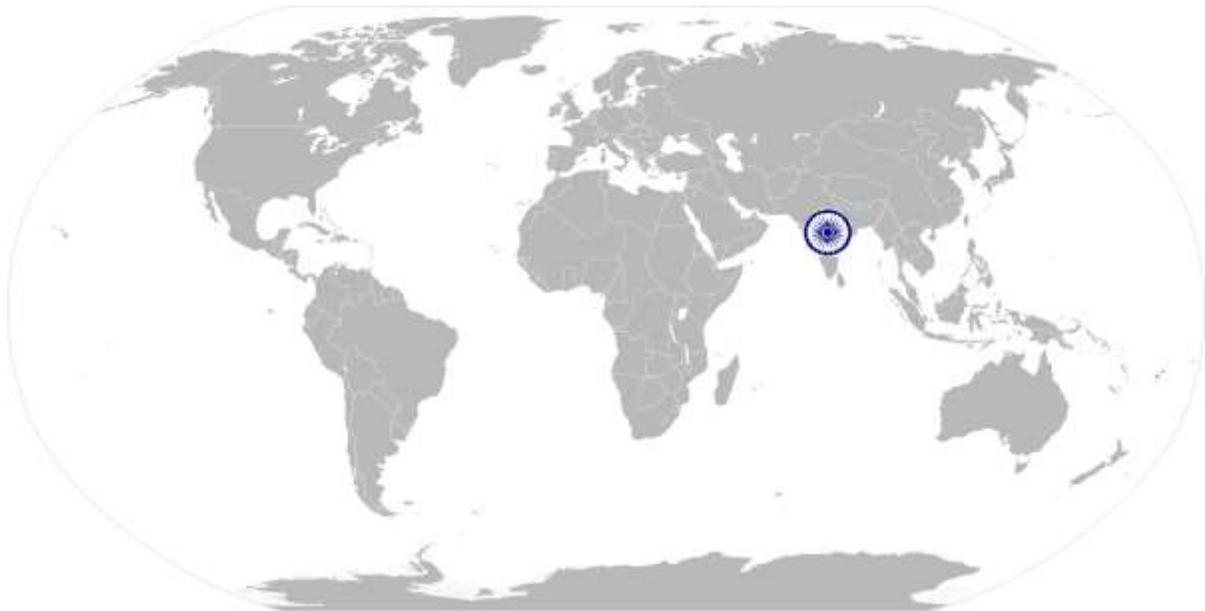
Definitions	Keywords /Terms	Description
	Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
	Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
	Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate NOS they are looking for.
	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 organisation.
	Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
	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.
	Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
	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 fulfil 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.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

Acronyms

ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to establish effective rapport with customers and coordinate response to their queries.

ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom

National Occupational Standard	Unit Code	ASC/N 1103
	Unit Title (Task)	Carry out activities for hosting customers in an automobile showroom.
	Description	This NOS unit is about an individual who establishes effective rapport with customers and organises response to their queries.
	Scope	This unit/task covers the following: establish effective rapport with customers <ul style="list-style-type: none"> • host the customer in a dealership • understand the customer query and respond appropriately to provide any additional information on the product or on any other sales/ service requirements
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Host the customer and provide appropriate sales / service information	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. greet, escort, seat the customers and offer refreshments (tea/ coffee)</p> <p>PC2. enquire and understand customer queries related to vehicle type, model, specifications</p> <p>PC3. hand out vehicle brochure and specification cards to customers</p> <p>PC4. coordinate with other colleagues to ensure satisfactory response to customer’s queries</p> <p>PC5. assist the customer in filling the form related to the basic information, contact details to obtain basic demographic information about each customer, using a computer system, a log sheet, or other method established by the dealership</p> <p>PC6. notify the appropriate sales executive that a customer is waiting, or introduce the customer to sales executive thereby transferring the showroom sales lead to sales executive</p> <p>PC7. provide basic information related to accessories/ value added or special services and transfer the lead to accessory/ VAS sales executive for detailed discussions</p> <p>PC8. provide information when requested and promote organisation’s services, facilities</p> <p>PC9. escort or remain in continuous contact while the customer stays in the frontal area of the showroom</p> <p>PC10. wish the customer before he leaves the showroom and enquire if his visit was satisfactory</p> <p>PC11. take a feedback from the customer at the time of his leaving on whether his visit was satisfactory and all his queries were adequately addressed or not</p> <p>PC12. coordinate with sales colleagues to ensure that all pending responses promised to the customer are responded to in a timely and satisfactory manner</p> <p>PC13. coordinate with support staff in maintaining show room in presentable condition (including the models on display are cleaned, brochures are available etc.)</p> <p>PC14. promote maintaining of harmonious relations in the show room</p> <p>PC15. attend and participate in daily briefings, meetings regarding the overall</p>

ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom

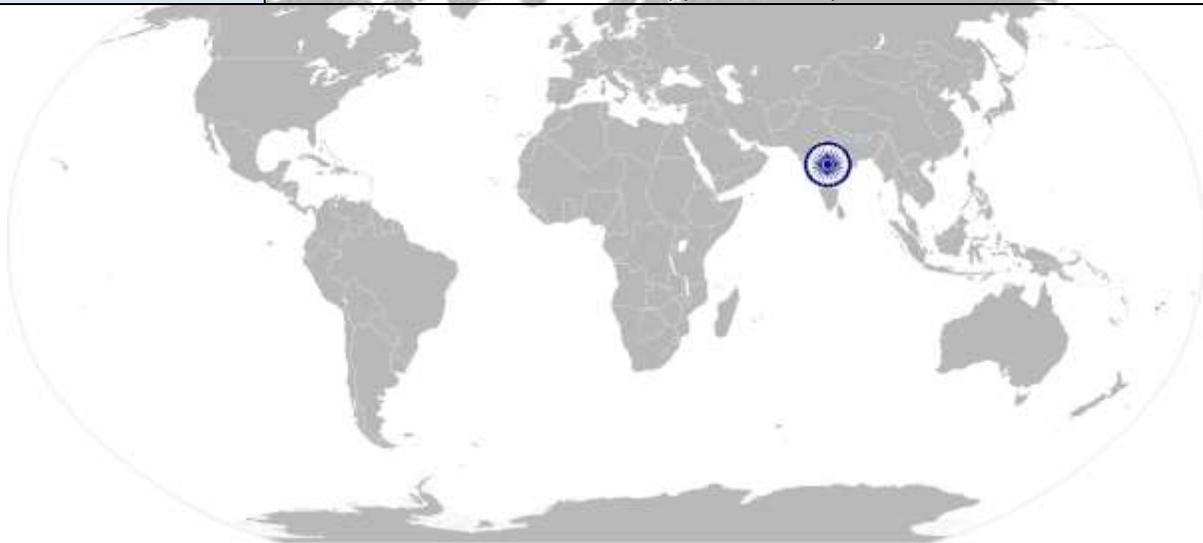
	<p>process of customer handling as prescribed by the OEM</p> <p>PC16. participate in training sessions</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures within one’s own organisation</p> <p>KA2. standard operating procedures for customer query reporting along with their resolution mechanism through the sales team in the organisation</p> <p>KA3. Customer Relationship Management (CRM) related framework provided by the organisation</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace including automotive showroom in general</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the basic customer and personal service principles and processes for providing customer and personal services</p> <p>KB2. the technical specifications of various OEM vehicles and the different variant/ model used along with those of the competitor auto component manufacturer</p> <p>KB3. the vehicle features/ specifications and colours of the newly launched vehicles/ variants along with basic details of parts and accessories available</p> <p>KB4. how to handle and resolve basic customer queries</p> <p>KB5. software or format such as MS word, excel, PowerPoint and Management Information System (MIS)</p> <p>KB6. how to capture customer voice/ feedback on the services provided by the dealership</p> <p>KB7. when to contact the sales executive/ sales team lead depending on customer requirement</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. record and document the basic details of customer visiting the showroom</p> <p>SA2. capture the profile of the customer visiting the showroom (including demographics, preferences which would help in proper follow-up on the showroom leads by the sales team)</p> <p>SA3. write in at least one language</p>
	Reading skills

ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read work orders, specifications etc. related to the job</p> <p>SA5. read brochures and technical specifications of the vehicle provided by the OEM and channel partner (dealership)</p> <p>SA6. read the specific requirements, queries that the customer may have on various vehicle before the actual purchase including any specific technical query</p> <p>SA7. read feedback from customers on the level of services provided by the dealership</p> <p>SA8. read policies and regulations pertinent to the job</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>SA9. interact with the customers for getting their requirements, queries and feedbacks (both verbal & non-verbal)</p> <p>SA10. interact with superiors and other support staff function including sales function</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. analyse information and evaluate results to choose the best solution and solve problems</p> <p>SB2. decide whom to contact in case of specific query raised by customer</p> <p>SB3. decide promptly on the reaction to the irate customers</p>
	<p>Plan and Organise</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. plan work assigned on a daily basis</p> <p>SB5. plan and organise vehicle deliveries taking account of local conditions (including a few days when there are maximum deliveries during the festive seasons)</p> <p>SB6. follow up regularly on potential complaints, issues raised by the customer</p>
	<p>Customer centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. ensure that customer's requirements are assessed and satisfactory service is provided</p> <p>SB8. ensure that customer is greeted and is attended properly and as per organisation's protocols</p> <p>SB9. ensure that queries outside the scope of work are addresses and passed on to the relevant person and prompt reply is obtained and passed on to the customer</p>
	<p>Problem solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. deliver and act as per the organisation provided/guided resolutions</p> <p>SB11. liaise with the sales team to ensure hassle-free resolution of the queries raised by the concerned customer in a timely fashion</p>

ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom

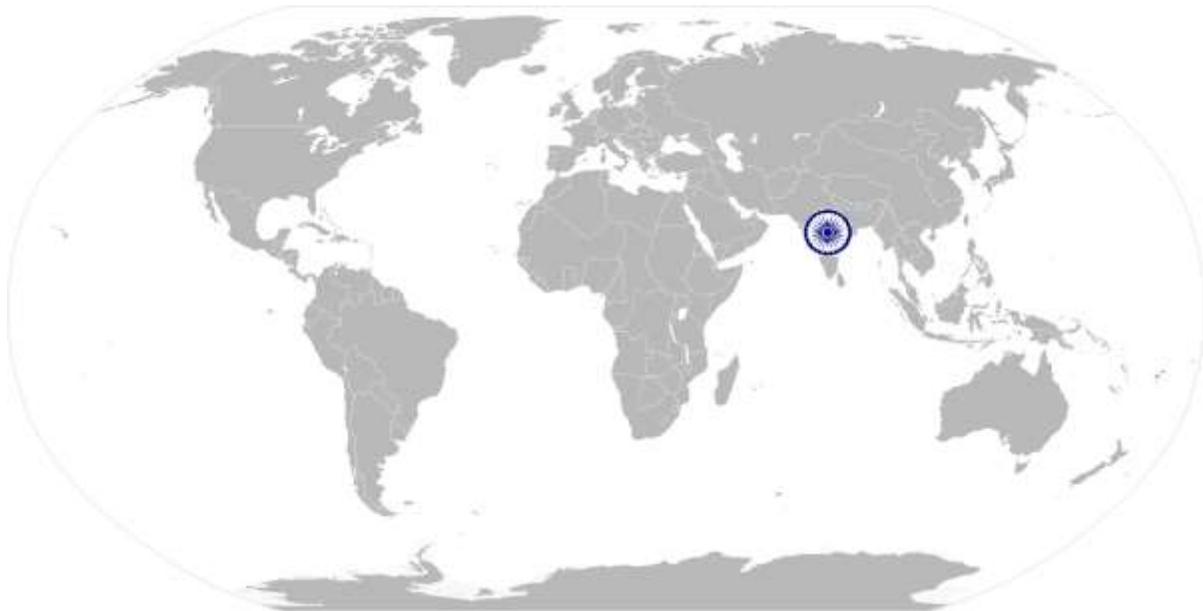
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB12. evaluate and identify areas of query from the customer and ensure proper resolution to ensure maximum satisfaction
	SB13. assess time required for sales related processes (e.g. if a customer want a test drive for a particular vehicle which is already taken by another customer for a test drive, assess the time taken and communicate the waiting time to the customer)
SB14. analyse available information and evaluate results to choose the best solution keeping the customer satisfaction in mind	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB15. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems	



ASC/ N 1103: Carry out activities for hosting customers in an automobile showroom

NOS Version Control

NOS Code	ASC/N 1103		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	20/07/13
		Next review date	20/07/15



ASC/ N 0001: Plan and organise work to meet expected outcomes

National Occupational Standards



Overview

This unit is about planning and organising an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material.

ASC/ N 0001: Plan and organise work to meet expected outcomes

National Occupational Standard	Unit Code	ASC/ N 0001
	Unit Title (Task)	Plan and organise work to meet expected outcomes
	Description	This NOS unit is about planning and organising an individual’s work in order to complete it to the required standards on time.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / equipment’s and manpower)
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Work requirements including various activities within the given time and set quality standards	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. keep immediate work area clean and tidy PC2. treat confidential information as per the organisation’s guidelines PC3. work in line with organisation’s policies and procedures PC4. work within the limits of job role PC5. obtain guidance from appropriate people, where necessary PC6. ensure work meets the agreed requirements
	Appropriate use of resources	<ul style="list-style-type: none"> PC7. establish and agree on work requirements with appropriate people PC8. manage time, materials and cost effectively PC9. use resources in a responsible manner
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organisation’s policies, procedures and priorities for area of work, role and responsibilities in carrying out that work KA2. the limits of responsibilities and when to involve others KA3. specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize workload according to urgency and importance and the benefits of this KA6. the organisation’s policies and procedures for dealing with confidential information and the importance of complying with these KA7. the purpose of keeping others updated with the progress of work KA8. who to obtain guidance from and the typical circumstances when this may be required KA9. the purpose and value of being flexible and adapting work plans 	

ASC/ N 0001: Plan and organise work to meet expected outcomes

	to reflect change
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to complete tasks accurately by following standard procedures KB2. technical resources needed for work and how to obtain and use these
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. write in at least one language
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. ask for clarification and advice from appropriate persons SA4. communicate orally with colleagues
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB2. agree objectives and work requirements SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. deliver consistent and reliable service to customers SB5. check own work and ensure it meets customer requirements
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. refer anomalies to the concerned persons
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. analyse problems and identify work -arounds taking help from

ASC/ N 0001: Plan and organise work to meet expected outcomes

	concerned persons where required
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. apply own judgement to identify solutions in different situations



ASC/ N 0001: Plan and organise work to meet expected outcomes

NOS Version Control

NOS Code	ASC/ N 0001		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15



ASC/ N 0002: Work effectively in a team

National Occupational Standards



Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organisation.

ASC/ N 0002: Work effectively in a team

National Occupational Standard	Unit Code	ASC/ N 0002
	Unit Title (Task)	Work effectively in a team
	Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
	Scope	This unit/task covers the following: Colleagues: <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Interact & communicate effectively with colleagues including member in the own group as well as other groups	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems PC8. follow the organisation's policies and procedures for working with colleagues
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others
B. Technical Knowledge	The user/individual on the job needs to know and understand:	

ASC/ N 0002: Work effectively in a team

	<p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen effectively and orally communicate information
	SA4. ask for clarification and advice from the concerned person
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
SB3. check that the work meets customer requirements	
SB4. deliver consistent and reliable service to customers	
Problem Solving	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
The user/individual on the job needs to know and understand how to:	
SB6. apply balanced judgements to different situations	

ASC/ N 0002: Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15



ASC/ N 0003: Maintain a healthy, safe and secure working environment

National Occupational Standards



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

ASC/ N 0003: Maintain a healthy, safe and secure working environment

National Occupational Standard

Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation’s current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual’s authority</p> <p>PC5. report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation’s emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation’s procedures for health, safety and security and individual’s role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p>

ASC/ N 0003: Maintain a healthy, safe and secure working environment

	<p>KA5. the organisation’s emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting Procedures and the importance of these</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. build and maintain positive and effective relationships with colleagues and customers
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB4. apply problem solving approaches in different situations

ASC/ N 0003: Maintain a healthy, safe and secure working environment

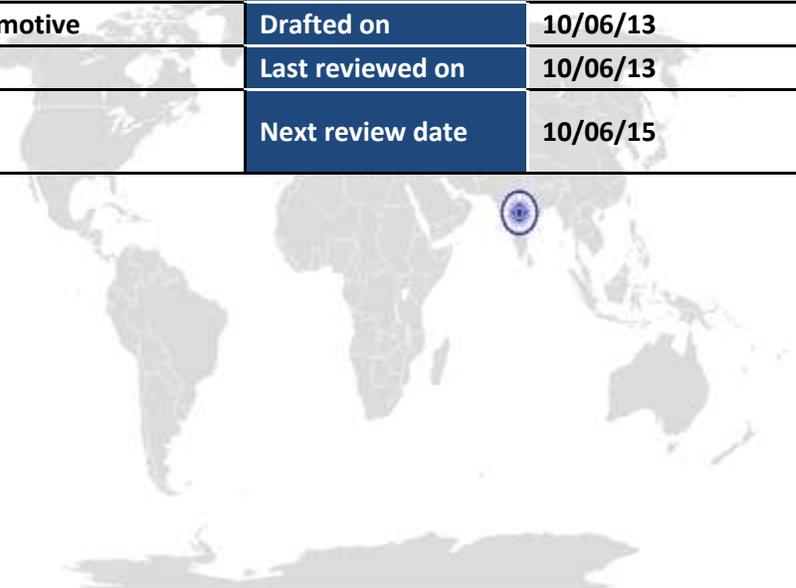
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB5. analyse data and activities
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations



ASC/ N 0003: Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15



Qualification Pack for Showroom Host / Hostess

Criteria for assessment of Trainees

JOB ROLE	Showroom Host / Hostess L3
Qualification Pack	ASC/Q 1103
No. Of NOS	1 Role specific , 3 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N1103	Carry out activities to host the customers in an automotive showroom	Viva	Practical
Host the customer and provide appropriate sales / service information	To be competent, the user/individual on the job must be able to:		
	PC1. greet, escort, seat the customers and offer refreshments (tea/ coffee)	12	23
	PC2. enquire and understand customer queries related to vehicle type, model, specifications		
	PC3. hand out vehicle brochure and specification cards to customers		
	PC4. coordinate with other colleagues to ensure satisfactory response to customer’s queries		
	PC5. assist the customer in filling the form related to the basic information, contact details to obtain basic demographic information about each customer, using a computer system, a log sheet, or other method established by the dealership		
	PC6. notify the appropriate sales executive that a customer is waiting, or introduce the customer to sales executive thereby transferring the showroom sales lead to sales executive	15	30
	PC7. provide basic information related to accessories/ value added or special services and transfer the lead to accessory/ VAS sales executive for detailed discussions		
	PC8. provide information when requested and promote organisation’s services, facilities		
	PC9. escort or remain in continuous contact while the customer stays in the frontal area of the showroom		
	PC10. wish the customer before he leaves the showroom and enquire if his visit was satisfactory		
	PC11. take a feedback from the customer at the time of his leaving on whether his visit was satisfactory and all his queries were adequately addressed or not	9	21
PC12. coordinate with sales colleagues to ensure that all pending responses promised to the customer are responded to in a timely and satisfactory manner			

Qualification Pack for Showroom Host / Hostess

	<p>PC13. Co-ordinate with support staff in maintaining show room in presentable condition (including the models on display are cleaned, brochures are available etc.)</p> <p>PC14. promote maintaining of harmonious relations in the show room</p> <p>PC15. attend and participate in daily briefings, meetings regarding the overall process of customer handling as prescribed by the OEM</p> <p>PC16. participate in training sessions</p>	12	28
	subtotal	48	102
ASC/N001	Plan & organize work to meet expected outcome		
Work requirements including various activities within the given time and set quality standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>	28	57
Appropriate use of resources	<p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p>	13	27
	subtotal	41	84
ASC/N 0002	Work together in a team	viva	Practical
Interact & communicate effectively with colleagues including member in the own group as well as other groups	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> <p>PC2. work with colleagues to integrate work</p> <p>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take</p>	18	37

