Automotive
Skills Development Council

ASDC

NSDC National Skill Development Corporation

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

Contents

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

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Introduction

Qualifications Pack – Showroom Hostess

SECTOR: AUTOMOTIVE

SUB-SECTOR: VEHICLE SALES

OCCUPATION: SALES SUPPORT

JOB ROLE: SHOWROOM HOSTESS

REFERENCE ID: ASC/Q1103

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

Brief Job Description: A Showroom Hostess 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 requires to work as a part of team and must be able to record the customer information. The individual should have understanding of vehicle features. The individual should have good communication skills.

Job Details

Qualifications Pack Code	ASC/Q1103		
Job Role	Showroom Hostess		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Sub-sector	Vehicle Sales	Last reviewed on	20/07/13
Occupation	Sales Support	Next review date	20/07/15

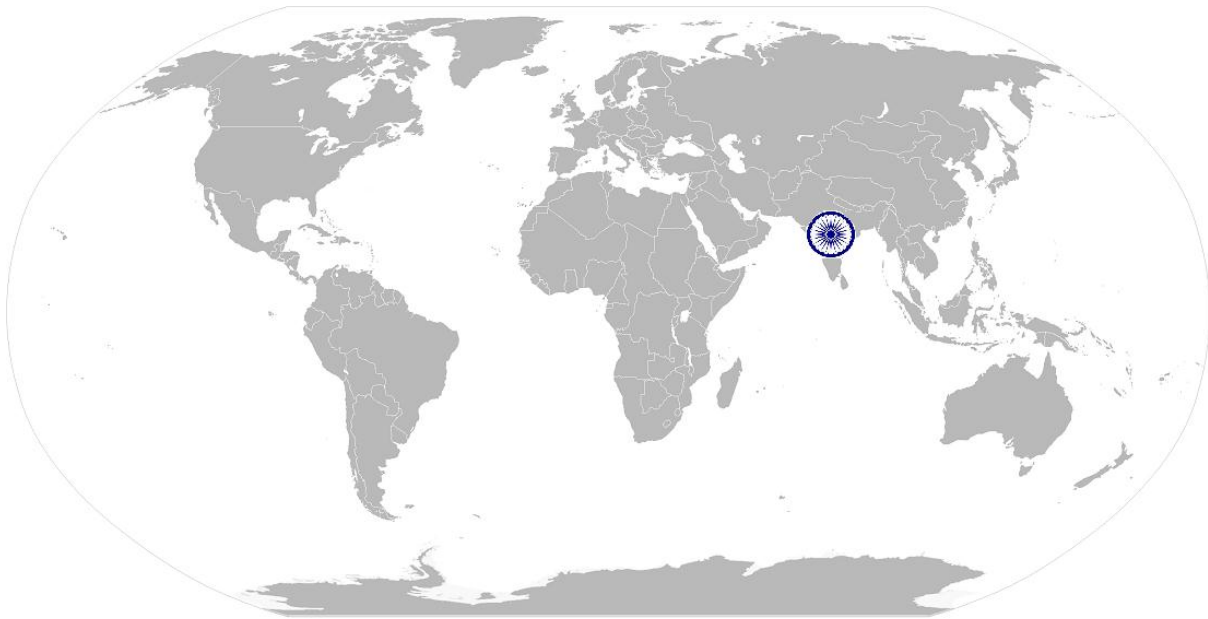| Job Role	Showroom Hostess
Role Description	Responsible for coordinating the front office area
NVEQF/NVQF level	3
Minimum Educational Qualifications	Class XII
Maximum Educational Qualifications	Graduate degree or diploma in any discipline
Training (Suggested but not mandatory)	On the job training • 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)	**Compulsory:** ASC/ N 1101: Carry out activities for hosting customers in an Automobile Show Room ASC/ N 0001: Plan and organise work to meet expected outcomes ASC/ N 0002: Work effectively in a team ASC/ N 0003: Maintain a healthy, safe and secure working environment **Optional:** N.A.
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.

Acronyms

Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

National Occupational Standards

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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.
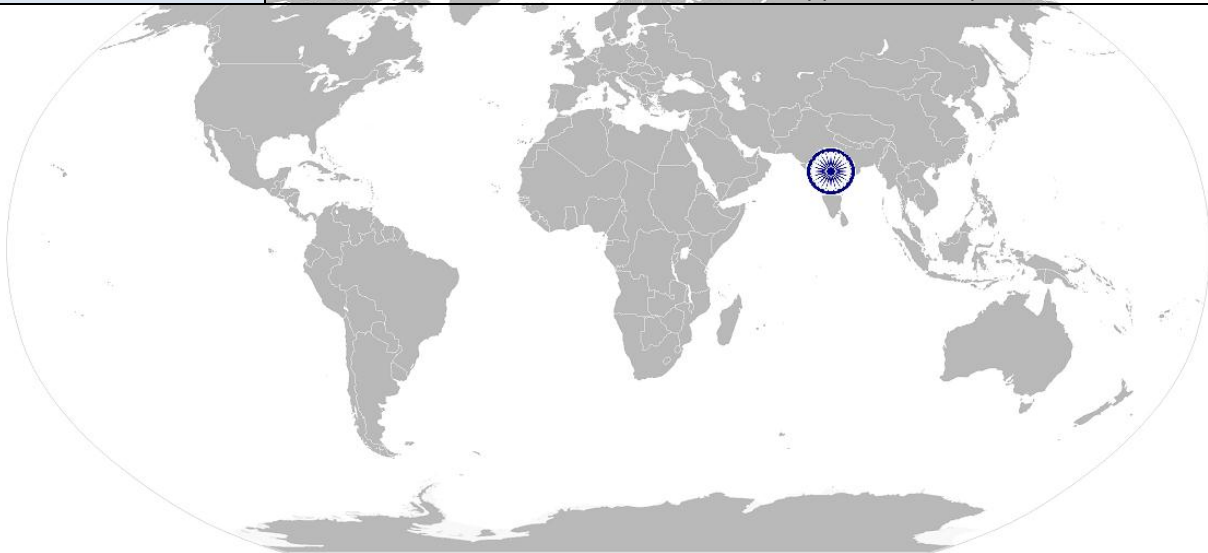
Unit Code	**ASC/N1103**
Unit Title (Task)	**Perform front desk duties**
Description	This NOS unit is about an individual who establishes effective rapport with customers and organises response to their queries.
Scope	This unit/task covers the following: • establish effective rapport with customers • respond appropriately to customers • provide information to customers

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
A. Compulsory	To be competent, the user/individual on the job must be able to: PC1. greet, escort, seat the customers and offer refreshments 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. transfer the lead to sales executive, notify the appropriate sales executive that a customer is waiting, or introduce the customer to sales executive PC7. provide information related to value added or special services PC8. provide information when requested and promote organisation's services, facilities PC9. escort or remain in continuous contact while the customer stays in the showroom PC10. wish the customer before he leaves the showroom and enquire if his visit was satisfactory. PC11. at the time of his leaving the show room to enquire about any specific response is still expected by the customer. PC12. coordinate with colleagues to ensure that all pending responses promised to the customer are responded to in a timely and satisfactory manner. PC13. coordinate with staff in maintaining show room in presentable condition PC14. promote maintaining of harmonious relations in the show room PC15. attend and participate in daily briefings, meetings PC16. participate in training sessions
B. Optional	N.A.

Knowledge and Understanding (K) w.r.t. the scope	
Element	**Knowledge and Understanding**

ASC/ N 1103: Carry out activities for hosting customers in an Automobile Show Room

A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. standard operating procedures to be followed KA2. documentation requirements for each procedure carried out as part of roles and responsibilities KA3. organisational and professional code of ethics and standards of practice KA4. safety and health policies and regulations for the workplace
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. the basic customer and personal service principles and processes for providing customer and personal services KB2. the vehicle features and newly launched colours, parts or accessories KB3. How to handle customer queries KB4. the sales executive to be contacted depending on customer requirement

| **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. record and document the basic details of customer visiting the showroom SA2. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to: SA3. read work orders, specifications etc. related to the job
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Interact with the customers SA5. interact with superiors and other support staff function
B. Professional Skills	**Decision making**
	The user/individual on the job needs to know and understand how to: SB1. analyse information and evaluate results to choose the best solution and solve problems SB2. Decide whom to contact in case of specific query raised by customer
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. plan and organise deliveries taking account of local conditions
	Customer centricity
	The user/individual on the job needs to know and understand how to:

	SB4. ensure that customer's requirements are assessed and satisfactory service is provided
	SB5. Ensure that customer is greeted and is attended properly and as per organisation's protocols
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB6. identified faults & problems and the necessary corrective action
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyse information and evaluate results to choose the best solution
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

NOS Version Control

NOS Code	ASC/N1103		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Vehicle Sales	Last reviewed on	20/07/13
		Next review date	20/07/15
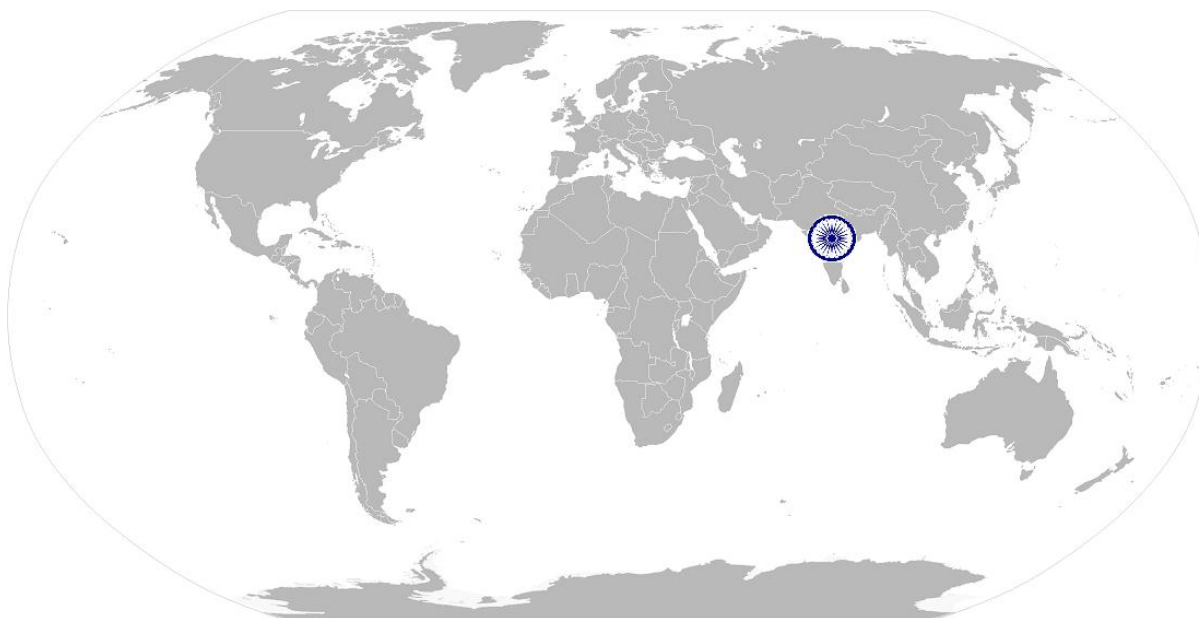
National Occupational Standards

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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

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: work requirements: • activities (what is required to be done) • deliverables (the output of work) • quantity (the volume of work expected to complete) • standards (what is acceptable performance, including compliance with service level agreements) • timing (by when the work needs to be completed) appropriate people: • superiors • the person requesting the work • members of the team/department • members from other teams/departments resources: • cost budget • equipment • materials • information

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
A. Compulsory	To be competent, the user/individual on the job must be able to: PC1. establish and agree on work requirements with appropriate people PC2. keep immediate work area clean and tidy PC3. manage time, materials and cost effectively PC4. use resources in a responsible manner PC5. treat confidential information as per the organisation's guidelines PC6. work in line with organisation's policies and procedures PC7. work within the limits of job role PC8. obtain guidance from appropriate people, where necessary PC9. ensure work meets the agreed requirements
B. Optional	N.A.

Knowledge and Understanding (K) w.r.t. the scope	
Element	**Knowledge and Understanding**
A. Organisational Context	The user/individual on the job needs to know and understand:

(Knowledge of the Company/Organisation and its processes)	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 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

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

	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 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

NOS Version Control

NOS Code	ASC/ N 0001		
Credits(NVEQF/NVQF/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

National Occupational Standards

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Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organisation.
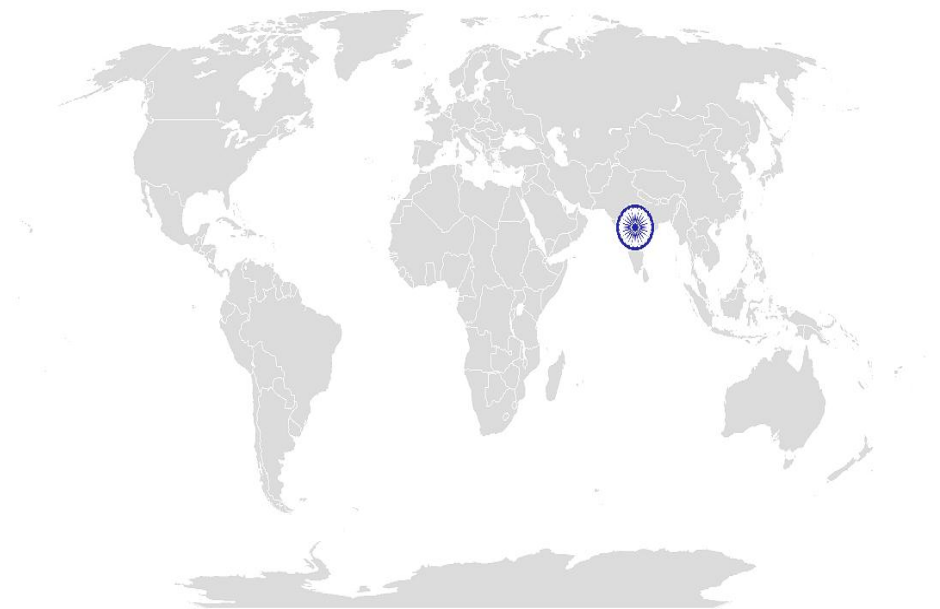
ASC/ N 0002: Work effectively in a team

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: • superiors • members of own work group • people in other work groups within or outside the organisation communicate: • face-to-face • by telephone • in writing

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
A. Compulsory	To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues PC2. work with colleagues PC3. pass on information to colleagues in line with organisational requirements 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 PC9. ability to share resources with other members as per priority of tasks
B. Optional	N.A.

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: 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:
	KB1. different types of information that colleagues might need and the importance of providing this information when it is required
	KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team

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
	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
B. Professional Skills	**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

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NVEQF/NVQF/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

NOS

National Occupational Standards

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: emergency procedures in situations of: • illness • accidents • fires • other hazardous situations • breaches of security resources(needed to achieve the unit objectives): • information on appropriate procedures to adopt in each emergency • government agencies in the areas of safety, health and security and their norms and services

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
A. Compulsory	To be competent, the user/individual on the job must be able to: PC1. comply with organisation's current health, safety, security and environmental policies and procedures PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual's authority PC4. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected PC5. follow organisation's emergency procedures PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC7. complete all the health and safety records required by company and regulatory standards and procedures
B. Optional	N.A.

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: KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this

	KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. the limits of responsibility for dealing with hazards KA5. the organisation's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting Procedures and the importance of 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. 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
	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
B. Professional Skills	**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
	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

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

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. apply problem solving approaches in different situations
	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
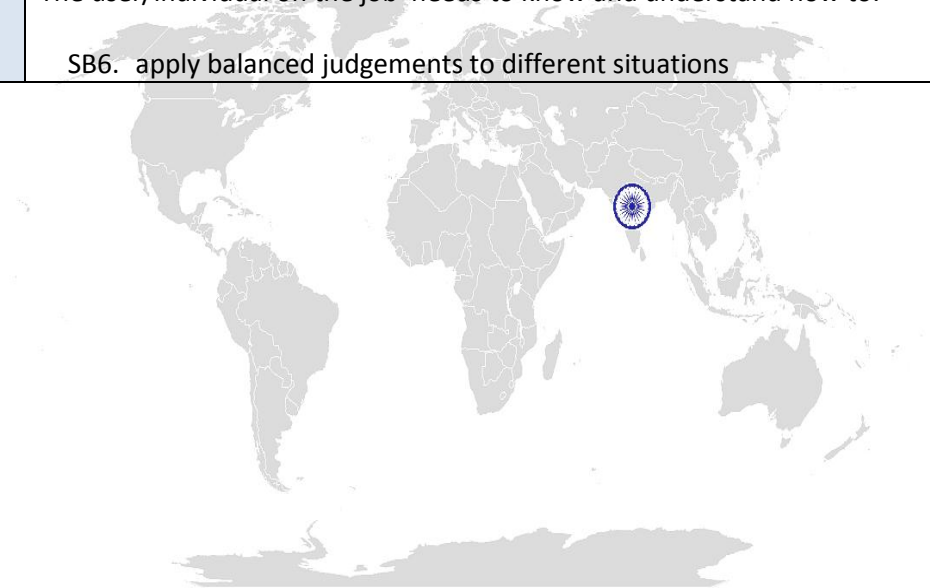
NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NVEQF/NVQF/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