Zamit and QAI are Approved Training Partners with National Skills Development Corporation



QAI Level 3 Diploma in Guest Service Skills

Get ready for jobs in hotels, guest houses and homestays.

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Start a Rewarding Career in Hospitality – Work in India or Abroad

The hospitality industry is one of the fastest-growing sectors globally, offering exciting job opportunities in hotels, guest houses, and homestays. In India, the sector is expected to reach **over 14.8 million jobs by 2028 (Economic Times, 2024),** but there is a shortage of trained professionals with the right skills. At the same time, countries like the **UAE, Greece, Kuwait, UK, and Australia are actively hiring Indian hospitality workers** to meet rising demand in hotels, resorts, and cruise lines (ET, 2025).

Completing this programme equips you with the skills, knowledge, and confidence to take up **jobs in front desk support, housekeeping, guest handling, and food service.** Aligned to national skill standards as well as the England, Wales & Northern Ireland standards, this course prepares you for both local and international hospitality roles, offering a clear path to employment and career growth.

Career Opportunities:

Successful completion of this programme opens doors to job-ready roles in small and mid-sized hospitality setups, both in India and overseas. Indicative job roles and expected salaries are given below:

- **India:** Guest Service Assistant, Housekeeping Attendant, Reception Support — ₹12,000 to ₹25,000 per month
- **Overseas:** Hotel Worker, Housekeeper, Front Desk Attendant — ₹1.2 to ₹2.5 lakh per month (country dependent)





Course Description – Guest Service Skills

This programme is aligned with key Qualification Packs (QPs) from the Tourism & Hospitality Skill Council (THSC), including THC/Q0102, THC/Q0204 and THC/QP5808 **approved under the National Skills Qualification Framework (NSQF) at Level 4.** It is designed to prepare learners for multi-skilled, entry-level roles in the hospitality sector, with responsibilities spanning front desk support, housekeeping, guest interaction, and food service assistance in hotels, guest houses, and homestays.

The programme is also mapped to global employability standards and **aligned with the Level 3 of the Regulated Qualifications Framework (RQF) of England, Wales, and Northern Ireland,** ensuring learners gain skills that are valued both in India and abroad. It includes classroom instruction, hands-on practice, English communication, Professional and Work Skills and a on-job internship to ensure work-readiness for real-world hospitality roles.

What You Will Learn:

- Welcome guests, manage check-ins and check-outs, and handle room allocations using standard operating procedures.
- Assist with guest queries, complaints, and service requests in a calm and professional manner, applying basic problem-solving.
- Coordinate with other departments like housekeeping and food service to ensure a smooth guest experience.
- Maintain clean, safe, and guest-ready rooms following hygiene, housekeeping, and safety protocols.
- Record guest interactions, room status, and service issues using logbooks or digital tools.

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- Communicate clearly in English with guests and colleagues, and write basic workplace documents like notes and reports.
- Demonstrate good grooming, hospitality etiquette, and cultural sensitivity in all guest interactions.
- Follow SOPs for safety, housekeeping, front office, and emergency procedures at the workplace.
- Guide or support junior staff in routine tasks and help maintain service quality.
- Show employability traits such as punctuality, teamwork, initiative, and responsibility in daily work.

Course Highlights:

This programme helps learners get ready for real jobs in the hospitality and guest services sector. It teaches practical skills through hands-on training, role-play activities, and lessons that match the needs of the hospitality industry. The course is ideal for those who want to work in hotels, guest houses, homestays, and other hospitality setups.

Some key highlights of the course is given below:

- **Duration:** 500 hours that includes Domain Knowledge (Theory & Practical), English language, Domain Soft Skills and an 60 hours of Internship.
- **Entry Requirement:** 12th Pass. Minimum 18 years of age. English language at CEFR Level A2.
- **Delivery Mode:** Full time and Part-time
- **Knowledge & Skills:** The programme will provide,
  - Domain Knowledge suitable for an entry level job in the hospitality sector along with practical training
  - Workplace English that will help learner to understand and use simple language for familiar work and tasks, follow clear instructions, complete basic forms and write short messages.
  - Professional & Work Skills that will help develop soft skills such as teamwork & collaboration, grooming & professional etiquette, Time management & punctuality, Problem solving & initiative, Adaptability & stress management and effective communication and others that are essential for providing customer services suitable for the hospitality industry.
- **National & International Standards:**
  - **Adapted from** the National Occupational Standards Qualification Pack (QP) THC/Q0102, THC/Q0204, THC/QP5808 from the **Tourism and Hospitality Skill Council (THSC)**
  - Maps to **Level 4 of National Skills Qualifications Framework (NSQF) of India**
  - Aligned with **Level 3 of the Regulated Qualifications Framework (RQF) of England, Wales and Northern Ireland,** certified by Qualifications and Assessments International, UK
  - **English** for the Hospitality Industry is **mapped at Level B1 of Common European Framework of Reference (CEFR)**
  - Domain Specific Professional & Work Skills are mapped to the Common International Framework of Reference (CIFR) for Future Readiness & Skills



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Developed and Delivered by Experts

The QAI Level 3 Diploma in Guest Services Skills is created by a team of experts from India and the UK. These experts have many years of experience in the hotel, aviation, travel & tourism and customer service sector. This helps make sure the course gives useful knowledge and skills needed to do well in the hospitality industry.

The course is taught by trainers who are trained by QAI, UK and use standard and international learning materials, so learners get the same good quality training at every centre.

Assessment and Certification

The performance and participation of learners is assessed and marked using both Indian and UK standards and the certificate is issued by Qualifications and Assessments International (QAI) UK.

The assessment will include both theory (written knowledge) and practical (hands-on work). The certificate of achievement will be given as shown below:

- Distinction: 75% and above
- Merit: 60% to 74%
- Pass: 41% to 59%
- Fail: Below 40%



About Zamit-QAI

Zamit, UK is a leading SkillTech company focused on helping students, teachers, and job seekers develop the skills needed for today's fast-changing world. Qualifications and Assessments International (QAI), also based in London, UK, is a global organisation that offers and certifies qualifications, training programmes, and assessments.

Together, Zamit and QAI provide a wide range of job-oriented vocational programmes, language training, teacher and trainer development, and 21st-century & employability skills courses. These are suitable for school and university students, teachers, trainers, and job seekers. Their programmes cover key sectors like healthcare, elder care, hospitality, tourism, retail, construction, technology, logistics and others.

Zamit-QAI are Approved Training Partners of India's National Skill Development Corporation (NSDC), which operates under the Ministry of Skill Development and Entrepreneurship. Their English language courses follow CEFR standards, and skills and teacher training align with the Common International Framework of Reference (CIFR). Vocational qualifications are mapped to both the UK's Regulated Qualifications Framework (RQF) and India's NSQF.

As a responsible organisation, Zamit-QAI supports future readiness through scholarships, research, and grants via The Future Foundation.
Guided by innovation and global standards, Zamit-QAI are preparing individuals in India and worldwide for success in education and employment.

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