

सीपमूलक पाठ्यक्रम  
होटल टेक्निसियन  
(Hotel Technician)

(दक्षतामा आधारित पाठ्यक्रम)  
(कक्षा एस.ई.ई उत्तीर्ण भएका प्रशिक्षार्थीहरूको लागि)



नेपाल सरकार

श्रम, रोजगार तथा सामाजिक सुरक्षा मन्त्रालय

राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान विकास समिति

राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान

भैसेपाटी, ललितपुर

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ईमेलः info@vsdta.gov.np

आ. ब. २०८१।०८२

## कृतज्ञता

पर्यटन तथा आतिथ्यता क्षेत्रको व्यवसायसम्बन्धी होटल टेक्निसियन पेशाको पाठ्यक्रम निर्माण तथा परिमार्जन कार्य होटल एशोसिसन, नेपालको नेतृत्वमा, रोजगारदाताको विषयगत संघको प्रतिनिधित्व सहित, राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान विकास समितिको मिति २०८१।०९।१५ को निर्णय, होटल एशोसिसन, नेपालको मिति २०८१।०९।२६ को सिफारिस पत्र तथा प्रतिष्ठानको मिति २०८१।१०।१० को निर्णयबाट गठन गरिएको पाँच सदस्यीय पाठ्यक्रम मस्यौदा उपसमितिमार्फत सम्पन्न गरिएको हो। उपसमितिमा श्री टेकबहादुर महत (संयोजक), श्री सूर्यकिरण श्रेष्ठ र श्री मनराजा खत्री (विज्ञ सदस्य), श्री नारायण प्रसाद निरौला (सदस्य), र श्री दिनेश लम्साल (श्री कैलाश कुमार चौहान २०८२।०१।२३सम्म) (सदस्यसचिव) को सक्रिय भूमिका रहेको थियो।

पाठ्यक्रम विकास प्रक्रिया अन्तर्गत DACUM गोष्ठी सञ्चालन, कार्य विश्लेषण, प्रारम्भिक मस्यौदा निर्माण, विषय विज्ञद्वारा मूल्यांकन, वैधता परीक्षण तथा सुझावको समावेशसहित अन्तिम मस्यौदा तयार पारिएको हो। यसलाई कार्यस्थलमा आधारित (Apprenticeship) हुने गरी तयार पारिएको छ भने यसमा सामी परियोजना (SAMI Project) मार्फतको आर्थिक सहयोग प्राप्त भएको थियो।

पाठ्यक्रम विकासका सम्पूर्ण प्रक्रियामा सहजीकरण गर्ने पाठ्यक्रम विकास विज्ञ द्वय श्री राजेन्द्र बहादुर श्रेष्ठ, श्री दिपक प्रसाद पौडेल तथा प्रतिष्ठानका पाठ्यक्रम मापदण्ड निर्धारण शाखाका शाखा अधिकृत श्री नारायण प्रसाद निरौला एवम् सामी परियोजनाका सिप विकास विज्ञ श्री सुरेन्द्रमोहन यादव को योगदान उल्लेखनीय रह्यो। DACUM कार्यशालामा World Bank तथा HELVETAS, Nepal को प्राविधिक सहयोगका साथै सहभागी व्यवसायीहरू श्री रामेश्वर अधिकारी, श्री सचिन्द्र कुमार झा, श्री प्रकाश श्रेष्ठ, श्री अकिल सुवाल, श्री अजय नकमी, श्री प्रकाश रन्जन, श्री टिकाजित राई, श्री रविन्द्र महर्जन र श्री बट्टी विश्वकर्माले प्रदान गर्नुभएको जानकारी र अनुभव अत्यन्त महत्वपूर्ण रह्यो।

यसैगरी, मिति २०८२।०३।१७ गते आयोजित पाठ्यक्रम वैधता परीक्षण कार्यक्रममा श्री सुवेश मगर, र श्री ओमन थापाले मूल्यांकनकर्ताको रूपमा पुऱ्याउनुभएको योगदान सराहनीय छ। अन्तिम मस्यौदा समितिमा प्रस्तुत गर्दा अमूल्य सुझाव र सल्लाह प्रदान गर्नु भएका माननीय श्रम, रोजगार तथा सामाजिक सुरक्षा मन्त्री श्री शरदसिंह भण्डारी, राष्ट्रिय योजना आयोगका माननीय सदस्य डा. प्रकाशकुमार श्रेष्ठ, प्रतिष्ठानका अध्यक्ष तथा सचिव डा. कृष्णहरि पुष्कर तथा प्रतिष्ठान विकास समितिका सदस्यहरूको सहयोग प्रति प्रतिष्ठान आभारी छ।

उपरोक्त सम्पूर्ण प्रक्रियामा प्रत्यक्ष तथा अप्रत्यक्ष रूपमा सहयोग पुऱ्याउनु भएका सबै महानुभाव र संस्थाहरू प्रति प्रतिष्ठान हार्दिक कृतज्ञता प्रकट गर्दछ।

राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान,  
भैँसेपाटी, ललितपुर।

**पाठ्यक्रम स्वीकृति गर्ने समिति**

राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान र होटल एशोसिएसन, नेपालको सहकार्यमा निर्माण भएको होटल टेक्निसियन पेशाको ३९० घण्टाको दक्षतामा आधारित पाठ्यक्रम राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान विकास समिति (गठन) आदेश २०८० को दफा ३ बमोजिम गठन भएको समितिले सोही आदेशको दफा ४(ड) बमोजिम यहि २०८२ साल असार २९ गते स्वीकृत गरी लागु गरेकोछ।

राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान विकास समितिमा रहनु भएका पदाधिकारीहरू

क्र सं	पद	नाम	मन्त्रालय वा संस्थाको नाम	समितिमा पदाधिकार
१	सचिव	श्री डा.कृष्णहरि पुष्कर	श्रम, रोजगार तथा सामाजिक सुरक्षा मन्त्रालय	अध्यक्ष
२	सहसचिव	श्री .....	अर्थ मन्त्रालय	सदस्य
३	सहसचिव	श्री बैकुण्ठ अर्याल	शिक्षा, विज्ञान तथा प्रविधि मन्त्रालय	सदस्य
४	सहसचिव	श्री जितेन्द्र बस्नेत	उद्योग, वाणिज्य तथा आपूर्ति मन्त्रालय	सदस्य
५	सहसचिव	श्री कृष्णप्रसाद सापकोटा	श्रम, रोजगार तथा सामाजिक सुरक्षा मन्त्रालय	सदस्य
६	महानिर्देशक	श्री चक्रपाणी पाण्डे	श्रम, तथा व्यवसायजन्य सुरक्षा विभाग	सदस्य
७	कार्यकारी निर्देशक	श्री डा. द्वारिका उप्रेती	वैदेशिक रोजगार बोर्ड	सदस्य
८	विज्ञ	श्री ईन्दिरा शर्मा	श्रम रोजगार तथा तालिम सम्बन्धी विज्ञ	सदस्य
९	विज्ञ	श्री विष्णुगोपाल गड्तौला	श्रम रोजगार तथा तालिम सम्बन्धी विज्ञ	सदस्य
१०	प्रतिनिधि	श्री उपेन्द्र शर्मा घिमिरे	नेपाल उद्योग वाणिज्य महासंघ	सदस्य
११	प्रतिनिधि	श्री बिरेन्द्रराज पाण्डे	नेपाल उद्योग परिसंघ	सदस्य
१२	प्रतिनिधि	श्री बेलीमैया घले	संयुक्त ट्रेड युनियन समन्वय केन्द्र (JTUCC)	सदस्य
१३	कार्यकारी निर्देशक	श्री रमेशकुमार बखती	राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान,भैसेपाटी ललितपुर	सदस्य सचिव

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राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान र होटल एशोसिसन, नेपालको सहकार्य तथा संघको नेतृत्वमा संघको तर्फबाट संयोजक सहित ३ जना र प्रतिष्ठानको तर्फबाट सदस्य सचिव सहित २ जना रहने गरी ५ सदस्यीय पाठ्यक्रम निर्माण उपसमिति गठन गरी होटल टेक्निसियन पेशाको पाठ्यक्रम निर्माण प्रकृया सुरु गरिएको हो। यो पाठ्यक्रम निर्माणको थालनी संघको तर्फबाट छनोट तथा सिफारिस भएका ०९ जना सोही पेशाका दक्ष कामदारहरूको उपस्थितिमा डेकम (DACUM) कार्यशाला संचालन गरी पेशामा गर्नुपर्ने मुख्य काम (Duties) र सहायक काम (Task) पहिचान गरी गरिएको थियो। यसरी पहिचान गरिएका सहायक कामहरूको कार्य विश्लेषण गरी मस्यौदा पाठ्यक्रम तयार गरियो। तयारी मस्यौदा पाठ्यक्रमलाई विज्ञहरू सम्मिलित कार्यशालाको आयोजना गरी प्रमाणिकरण (Validation) गरी अन्तिम रूप दिइएको हो। यो पाठ्यक्रम राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान विकास समितिबाट स्वीकृत भए पछि लागु हुनेछ।

## २. पाठ्यक्रम परिचय

यो पाठ्यक्रम होटल एशोसिसन, नेपालको माग अनुसार संघकै नेतृत्वमा तयार पारिएको दक्षतामा आधारित पाठ्यक्रम (Competency-based Curriculum) हो। यो पाठ्यक्रम होटल टेक्निसियनले सम्पादन गर्ने कार्यमा आधारित छ। यो पाठ्यक्रमले प्रशिक्षकहरूलाई सम्बन्धित पेशाको लागि आवश्यक पर्ने आधारभूत ज्ञान तथा सिपहरू प्रदर्शन तथा प्रशिक्षण गर्न र प्रशिक्षार्थीहरूलाई प्रयोगात्मक अभ्यास मार्फत सिप प्राप्त गर्न र दक्ष हुन मार्ग निर्देशन प्रदान गर्दछ। यो पाठ्यक्रम दक्षतामा आधारित पाठ्यक्रम भएकोले ८० प्रतिशत समय सिप सिकाइमा र २० प्रतिशत समय सैद्धान्तिक ज्ञानको लागि छुट्याइएको छ। यस पाठ्यक्रममा आधारित रहेर सञ्चालित तालीम कार्यक्रमबाट उत्पादित जनशक्ति सम्बन्धित पेशाको लागि आवश्यक पर्ने सिपहरूमा दक्ष भई रोजगारदाताको माग अनुसार दक्ष पेशाकर्मीको रूपमा स्वरोजगार हुन अथवा सम्बन्धित पेशामा रोजगारी प्राप्त गर्न सक्षम हुने विश्वास लिइएको छ। यो पाठ्यक्रम तालिम केन्द्रमा तथा कार्यस्थलमा संचालन गर्न सकिनेछ।

## ३. लक्ष्य:

यस पाठ्यक्रमको लक्ष्य पर्यटन तथा आतिथ्यताको क्षेत्रमा आधारभूत तहका होटल टेक्निसियनका रूपमा दक्ष जनशक्ति उत्पादन गरी रोजगारी तथा स्वरोजगारका अवसरहरू सिर्जना गर्ने रहेको छ।

## ४. उद्देश्यः

यस पाठ्यक्रममा आधारित रहेर सञ्चालित तालिम कार्यक्रमको उद्देश्य निम्नानुसार रहेका छन्:

- To prepare a basic level multi-tasking hotel technician who can perform basic works of maintainance, repairment and troubleshooting of the tools and equipments in the rooms and premises of the hotels and resorts.
- To find the fault/problem, diagnose and refer to the seniors, supervisors or experts for further actions as required.
- To offer efficient, flawless and uninterruptable service delivery to the guests with the availability of on-duty hotel technicians.
- To elevate and enhance the service excellence in the hotels and resorts by troubleshooting immediately after the occurrence of the problem.
- To make strong foundation of the technical department of the hotels and resorts, especially in the standard and lower scale properties.
- To introduce and institutionalize the new occupation in the hotels and resorts.
- This curriculum also includes theoretical knowledge to support practical skills. Upon completion of this trainings, the trainees will be able to learn and fix the following learning outcomes at their workplace.

## ५. सिकाइ उपलब्धी

यो पाठ्यक्रमको मुख्य केन्द्रविन्दु प्रयोगात्मक सिप हुनेछ। यो पाठ्यक्रममा आवश्यकता अनुसार प्रयोगात्मक सिपलाई सहयोगी हुने गरी सैद्धान्तिक ज्ञानहरु समेत समावेश गरिएको छ। यो पाठ्यक्रम अनुसार तालिम प्राप्त प्रशिक्षार्थीहरुले तालिमको अन्त्यमा निम्न सिकाइ उपलब्धी प्राप्त गर्न सक्षम हुनेछन्:

- पेशागत स्वास्थ्य तथा सुरक्षा कायम गर्न ।
- Occupational Health and Safety सम्बन्धी आधारभूत ज्ञान लिइ कार्यान्वयन गर्न ।
- Communication Skills सम्बन्धी दक्षता अभिवृद्धि गरी कार्य गर्न ।
- Electrical Maintain System सम्बन्धी आधारभूत ज्ञान हासिल गर्न ।
- Water Supply/Drainage Maintain System सम्बन्धी आधारभूत कार्य गर्न ।
- Electronics and Audio/Video System सम्बन्धी आधारभूत कार्य गर्न ।
- AC and Refrigeration System सम्बन्धी आधारभूत कार्य गर्न ।
- Kitchen Equipment Maintenance System सम्बन्धी आधारभूत कार्य गर्न ।
- Mechanical Repairing System सम्बन्धी आधारभूत कार्य गर्न ।
- Carpentry and Painting सम्बन्धी आधारभूत कार्य गर्न ।

## ६. प्रशिक्षार्थीको न्यूनतम योग्यता

यो पाठ्यक्रम अनुसार तालिम लिन चाहने प्रशिक्षार्थीहरूको न्यूनतम योग्यता यस प्रकार रहेको छः

- न्यूनतम विद्यालय शिक्षाको आधारभूत तह (८ कक्षा)उत्तीर्ण भएको।
- उमेर १८ बर्ष पुरा भएको।
- नेपाली नागरिक।

नोटः विशिष्ट परिवेशमा सहभागीहरूको योग्यता संस्थाको नियमानुसार हुन सक्ने तर प्रतिष्ठानको पूर्वस्वीकृति अनिवार्य हुने ।

## ७. तालिम अवधि:

यो पाठ्यक्रमको जम्मा तालिम अवधि ३९० घण्टा अर्थात दैनिक ६ घण्टाको दरले ६५ कार्य दिन (३ महिना) को हुनेछ। जसमध्ये ७८ घण्टा (२० प्रतिशत) समय सैद्धान्तिक ज्ञानको लागि र ३१२ घण्टा (८० प्रतिशत) समय प्रयोगात्मक सिपको लागि छुट्टयाइएको छ।

## ८. पाठ्य संरचना

क्र सं	मोड्युल	सैद्धान्तिक घण्टा	प्रयोगात्मक घण्टा	जम्मा समय घण्टा
१	Occupational Health and Safety	६	१५	२१
२	Communication Skills	७	१७	२४
३	Electrical Maintain System	११	३७	४८
४	Water Supply/Drainage Maintain System	१०	४०	५०
५	Electronics and Audio/Video System	१०	४०	५०
६	AC and Refrigeration System	८	४६	५४
७	Kitchen Equipment Maintenance System	८	३६	४४
८	Mechanical Repairing System	१२	४८	६०
९	Carpentry and Painting	६	३३	३९
Total Time		७८	३१२	३९०

## ९. प्रशिक्षकको योग्यता

- मुख्य प्रशिक्षकः
  - सम्बन्धित विषयमा उच्च शिक्षा हाँसिल गरी सम्बन्धित काममा १ वर्षको कार्य अनुभव हाँसिल गरेको र कम्तिमा १ हप्ताको प्रशिक्षक प्रशिक्षण (Training of Trainers) तालिम प्राप्त;

- विद्यालय तह उत्तीर्ण गरी सम्बन्धित पेशामा न्यूनतम सिप तह २ उत्तीर्ण गरी ३ वर्षको कार्य अनुभव हासिल गरेको र कम्तिमा १ हप्ताको प्रशिक्षक प्रशिक्षण (Training of Trainers) तालिम प्राप्त;
- अथवा सम्बन्धित पेशामा कम्तिमा ७ वर्षको कार्य अनुभव हासिल गरेको र कम्तिमा १ हप्ताको प्रशिक्षक प्रशिक्षण (Training of Trainers) तालिम प्राप्त; (कार्य अनुभव संस्थागत दर्ता भएका रोजगारदाताहरूबाट प्रमाणित गरेको हुनु पर्नेछ)
- **सहायक प्रशिक्षक:**
  - कक्षा १० उत्तीर्ण गरी सम्बन्धित पेशामा न्यूनतम सिप तह १ उत्तीर्ण गरी २ वर्षको कार्य अनुभव हासिल गरेको र कम्तिमा १ हप्ताको प्रशिक्षक प्रशिक्षण (Training of Trainers) तालिम प्राप्त;
  - अथवा सम्बन्धित पेशामा कम्तिमा ५ वर्षको कार्य अनुभव हासिल गरेको र कम्तिमा १ हप्ताको प्रशिक्षक प्रशिक्षण (Training of Trainers) तालिम प्राप्त; (कार्य अनुभव संस्थागत दर्ता भएका रोजगारदाताहरूबाट प्रमाणित गरेको हुनु पर्नेछ)

## १०. प्रशिक्षक प्रशिक्षार्थी अनुपात

- प्रयोगात्मक कक्षाको लागि प्रशिक्षक र प्रशिक्षार्थीको अनुपात १:१० हुनेछ।
- सैद्धान्तिक कक्षाको लागि प्रशिक्षक र प्रशिक्षार्थीको अनुपात १:२० हुनेछ।

## ११. प्रशिक्षण विधि:

यस पाठ्यक्रम अनुसार सैद्धान्तिक प्रशिक्षणको लागि व्याख्यान विधि, प्रोजेक्टर मार्फत प्रस्तुति, भिडियो, र अडियो मार्फत प्रशिक्षण गर्ने आदि विधि प्रयोग गरिनेछ भने प्रयोगात्मक प्रशिक्षणको लागि प्रशिक्षकद्वारा कार्य प्रदर्शन गर्ने, प्रशिक्षकको निर्देशन सँगैसँगै अभ्यास गरेर सिक्ने र प्रशिक्षकको अवलोकनमा एकल प्रयोगात्मक अभ्यासबाट सिक्ने विधिहरू प्रयोग गरिने छ। यसका अलावा प्रशिक्षकले प्रशिक्षार्थीहरूलाई समूहमा विभाजन गरी पेशासंग सम्बन्धित विभिन्न भूमिका निर्वाह गर्न लगाउने वा समूह कार्य गर्न लगाउने जस्ता विधि पनि प्रयोग गर्न सकिन्छ।

## १२. प्रशिक्षणको भाषा

प्रशिक्षणको भाषा नेपाली हुनेछ तर प्रशिक्षार्थीहरूलाई ध्यानमा राखेर स्थानीय भाषाको प्रयोग गर्न सकिनेछ। प्राविधिक शब्दावलीहरू (Technical Terminologies) भने अंग्रेजीमा उल्लेख हुन सक्नेछन्।

### १३. प्रशिक्षार्थी उपस्थिति

यसमा प्रशिक्षार्थीहरूले तालिम सञ्चालन भएको जम्मा दिनको न्यूनतम ९० प्रतिशत दिन उपस्थिति भै तोकिएका सक्षमताहरू सिकेको प्रशिक्षकले सुनिश्चित गर्नु पर्नेछ। सो नभएमा तालिम पुरा गरेको मानिने छैन र अन्तिम मूल्यांकनमा सहभागी गराइने छैन साथै तालिम सम्पन्न गरी दक्षता हाँसिल गरेको प्रमाणपत्र उपलब्ध गराइने छैन।

### १४. प्रशिक्षार्थी मूल्याङ्कन

- प्रशिक्षार्थीहरूले सिकेको सम्बन्धित प्राविधिक ज्ञानको (सैद्धान्तिक) मूल्याङ्कन सम्बन्धित प्रशिक्षकले मौखिक वा लिखित परीक्षाद्वारा गर्नुपर्नेछ।
- प्रशिक्षार्थीहरूले प्राप्त गरेको सिपको मूल्याङ्कन सम्बन्धित प्रशिक्षक वा उद्योगको सुपरभाइजरले नियमित रूपमा गर्नुपर्नेछ भने तालिमको अन्त्यमा एक पटक प्रयोगात्मक मूल्याङ्कन गरी सो को अभिलेख राख्नु पर्नेछ।
- प्रशिक्षार्थीहरूले प्रत्येक दक्षता हाँसिल गरेको सुनिश्चितताको लागि आवश्यकता अनुसार सुधारात्मक र अन्त्यमा एक पटक निर्णयात्मक मूल्यांकन गर्ने व्यवस्था रहेको छ । मूल्यांकनको किसिममा परीक्षा लिखित, मौखिक वा परियोजना कार्य समेत उल्लेख गरी अंक निर्धारण गरिने छ । यसको अभिलेख र योजना मुख्य र सहायक प्रशिक्षकको हुने छ ।
- प्रशिक्षार्थी सफल हुन प्रत्येक मोड्युलको सैद्धान्तिक र प्रयोगात्मक दुबै मूल्यांकनमा क्रमशः कम्तीमा ५० र ६० प्रतिशत अंक प्राप्त गर्नुपर्नेछ।
- प्रशिक्षकले मार्कलेजरमा प्रशिक्षार्थीहरूको अभिलेखन गरी प्रमाणित गरेको आधारमा मात्र तालिम सम्पन्नको प्रमाण पत्र प्रदान गर्नु पर्नेछ। सोही प्रमाण पत्रका आधारमा सिप तह निर्धारण परीक्षामा सहभागी हुन सक्नेछन् ।
- प्रशिक्षार्थी छनोटको लागि **प्रतिष्ठानको नियमावली वा तोकेको अवस्था बाहेकमा आवश्यक** प्रवेश परीक्षाको सञ्चालन रोजगारदातासंगको सहकार्यमा सम्बन्धित संस्थाले नै गर्नुपर्नेछ।

### १५. प्रमाण-पत्र प्रदान:

यो पाठ्यक्रमले अपेक्षा गरेको सक्षमता हाँसिल गरेको भनी प्रशिक्षकहरूले प्रमाणित गरेपछि सम्बन्धित संस्थाले **होटल टेक्निसियनको** तालिम सम्पन्न प्रमाणपत्र उपलब्ध गराउने छ । सिप प्रमाणिकरण गर्ने कार्यका लागि यो प्रमाणपत्रलाई आधार मानेर अधिकार प्राप्त संस्थाले सिप परीक्षण गरी सिप तह उल्लेख गरी प्रमाणपत्र उपलब्ध गराउन सक्नेछ ।

## १६. पाठ्यक्रम कार्यान्वयनको लागि सुझाव

- १ यो पाठ्यक्रम सक्षमतामा आधारित दक्षता हाँसिल गर्ने गरी तयार पारिएको छ ।
- २ प्रशिक्षार्थी छनोटको लागि प्रवेश परीक्षाको सञ्चालन रोजगारदातासंगको सहकार्यमा सम्बन्धित संस्थाले नै गर्न सकिनेछ भने यसले राखेको न्यूनतम् शैक्षिक योग्यता हाँसिल गरेको हुनु पर्नेछ ।
- ३ प्रशासनिक प्रयोजनको लागि यो पाठ्यक्रमको लागू गर्ने सामान्य अवस्थामा न्यूनतम् अवधि ३ (तीन) महिना हुनेछ । त्यो अवधिभर प्रशिक्षकहरूलाई पूर्व तयारी, वास्तविक कार्यस्थलको अनुभव दिलाउन समन्वय गर्न, परीक्षा तथा मूल्यांकन र प्रशिक्षार्थीहरूको सिप सिकाइको अभिलेख लेखाकन जस्ता कार्यमा खटाएर पाठ्यक्रम कार्यान्वयनमा पूर्णता प्राप्त गर्नु पर्नेछ ।
- ४ प्रशिक्षार्थीहरूलाई सरलबाट जटिल तर्फ हुने गरि सिकाउनु पर्नेछ ।
- ५ यो पाठ्यक्रममा प्रशिक्षकले पहिला देखाएर त्यसपछि संगै गरेर र अन्तिममा स्वतन्त्र गर्न दिएर सिकाउने विधिलाई अवलम्बन गर्नु पर्नेछ भने प्रशिक्षार्थीहरूको क्षमता अनुसार दोहोर्याएर गर्नुपर्ने भए त्यो पनि गरेर सम्बन्धित सक्षमता हाँसिल भएको सुनिश्चितता गर्नु पर्नेछ ।
- ६ प्रशिक्षकले प्रत्येक प्रशिक्षार्थीहरूले गरेको नमूना कार्यको अभिलेखन गरी अभिलेख राख्नु पर्नेछ । पाठ्यक्रम परिमार्जन गर्न नसकिएको अवस्थामा प्रशिक्षकले नयाँ प्रविधि ज्ञान र सिप दिनुपर्ने अवस्था रहेमा पाठ्यक्रमलाई आधार मानी थप २० प्रतिशत नविन कार्य उपकार्यहरूहरू सिकाउन सकिनेछ ।
- ७ यो पाठ्यक्रममा सामान्य अवस्थामा सैद्धान्तिक कक्षामा २० जना र प्रयोगात्मक कक्षामा १० जना मात्र हुने व्यवस्था गरिएको छ । प्रशिक्षक प्रशिक्षार्थी अनुपात सैद्धान्तिक: १:२० र प्रयोगात्मक १:१० हुनुपर्नेछ ।
- ८ यो पाठ्यक्रम कार्यान्वयनमा ल्याउन तोकिएको योग्यता पुगेको मुख्य प्रशिक्षक र सहायक प्रशिक्षकको व्यवस्था गर्नुपर्नेछ ।
- ९ वास्तविक कार्यस्थल (On-the-Job Training-OJT)को अनुभव दिलाउन प्रशिक्षक तालिम प्रदायक सम्बन्धित संघ प्रतिष्ठानको सहजीकरणमा पाठ्यक्रमले तोकेको कार्यघण्टाको ५ देखि १० प्रतिशत कार्यघण्टाको अनुभव हाँसिल गराउन पनि सकिनेछ ।
- १० यस पाठ्यक्रममा उद्यमशीलताको सामान्य जानकारी मात्र उपलब्ध गराई स्वरोजगारमा संलग्न हुन प्रोत्साहन गरिने छ ।
- ११ सम्बन्धित तालिम प्रदायक संस्था वा रोजगारदाताहरूको छाता संगठनले रोजगारदाता तथा अन्य सरोकारवालाहरूसँग समन्वय तथा सहकार्य गरी प्रशिक्षार्थीहरूको रोजगार तथा स्वरोजगारको लागि सहजिकरण गर्नु पर्नेछ ।
- १२ प्रशिक्षार्थीहरूलाई रोजगार तथा स्व-रोजगार सम्बन्धी परामर्श प्रदान गर्ने, गराउने कार्य गर्नु पर्नेछ ।

- १३ प्रशिक्षार्थीहरूको आवश्यक व्यक्तिगत विवरण, रोजगार/स्वरोजगारको अवस्था आदिको अभिलेख राख्ने र नियमित अद्यावधिक गर्ने कार्य गर्नु पर्नेछ । ।
- १४ सरोकारवालाहरूले पाठ्यक्रम सुधारको लागि प्रतिष्ठानमा औपचारिक रूपमा पृष्ठपोषण प्रदान गर्नु पर्नेछ ।
- १५ यो पाठ्यक्रम कुनैपनि संगठित संस्था वा सरकारी कार्यालयहरूले आफ्नै आर्थिक स्रोत परिचालन गरेर सञ्चालन गर्न सकिनेछ भने पाठ्यक्रम बमोजिम तालिम लिएका व्यक्तिहरूको पूर्व जानकारी प्रतिष्ठानमा दिई अनुमति लिएमा प्रतिष्ठानको तथ्यांक प्रणाली (Data Entry System)मा प्रविष्टी गर्न सकिने छ ।

### १७. आवश्यक भौतिक पूर्वाधार

यो पाठ्यक्रम अनुसार तालिम सञ्चालन गर्न देहायका भौतिक पूर्वाधार भएको सुनिश्चित गरिनु पर्नेछः

क्र सं	विवरण	संख्या	कैफियत
१	अफिस कोठा। आगन्तुक बस्न मिल्ने सोफाहरू भएको	१	न्यूनतम्
२	सैद्धान्तिक तालिम संचालन गर्नका लागि न्यूनतम बीस जना प्रशिक्षार्थीलाई प्रशिक्षण दिन सक्ने गरी कुर्सी टेवल स्मार्टबोर्ड। ह्याइटबोर्ड सहितको कक्षा कोठा	१	
३	एक पटकमा १० जनालाई प्रयोगात्मक अभ्यास गराउनको लागि आवश्यक कार्यशाला (संचालनमा रहेको होटल तथा रेष्टुरेन्टमा प्रयोगात्मक अभ्यास गराउन सकिनेछ)	२	न्यूनतम्
४	प्रशिक्षण तयारी कोठा	१	
५	स्टोर कोठा	१	
६	उपयुक्त शौचालय (महिला, पुरुष तथा अपाङ्ग मैत्री)	२	न्यूनतम
७	पर्याप्त शुद्ध पिउनेपानी तथा सरसफाइयुक्त खाजा खाने स्थान छुट्याइएको	१	

## १८. मेसिन, औजार, उपकरणको विवरण

(२० जनाको लागि दुई समूहमा एकैपटक अभ्यास गर्न पुग्ने गरी)

क्र सं	विवरण	साइज	परिमाण	इकाई	कैफियत
१	Multimeter		2		
२	Tester		10		
३	Pliers		10		
४	Screw Driver		15 (-,+)		
५	Drill Machine		2		
६	Hammer		6		
७	Monkey Wrench		4		
८	Pipe wrench		2		
९	Hacksaw		4		
१०	Pipe Cutter		4		
११	PPR Welding Machine		2		
१२	Pana wrench		2 set		
१३	Wire Cutter		10		
१४	Measuring Tape		6		
१५	Sprit level		4		
१६	File		6		
१७	Chisel		6		
१८	Spanner		4		
१९	Adjustable Wrench		6		
२०	Back Square		4		

## १९. तालिम सामग्री

(२० जनाको लागि दुई समूहमा एकैपटक अभ्यास गर्न पुग्ने गरी)

क्र सं	विवरण	साइज	परिमाण	इकाई	कैफियत
१	Wire (Earthing)	1 sq mm	1	90m	
२	Wire (red, black)	2.5sqmm	2	9*2	
३	Wire (red, black, green)	6.5sqmm	3	3*90	
४	MCB (single and 3 phase)	6a,10a,16,32a	4	4*4	
५	Switch and power socket	2*2, 2*3	10	10*2	
६	Holder and bulb		10		
७	Energy meter	16a	2	2*2	
८	PVC	50,75,110,160 mm	1	40 to 50 meter	
९	CPVC	20,32,40mm	1	40 to 50 meter	
१०	UPVC	25,32,40mm	1	40-50m	
११	PPR	25,32,40mm	1	40-50	
१२	Elbow, Socket T-socket, Union socket	1 1/2,1/2	5	5*5	
१३	Glue		4		
१४	Cello tape		1 roll		
१५	Reducer		10		
१६	cross		4		
१७	Reducer T		6		
१८	Plug		10		
१९	Check Valve		6		
२०	Angle Valve		6		
२१	Clip		50 -60		
२२	Pan (toilet)				
२३	Commode				
२४	Cistern				
२५	Urinal				
२६	Shower				
२७	Sink				
२८	Electric and Gas-Geyser				

## मोड्युलगत कार्य विश्लेषण

### Module1: Occupational Health and Safety

Total Time: 21 Hours

Theory: 06 Hours

Practical: 15 Hours

#### Module Description:

This module is designed to provide participants with the necessary knowledge and skills regarding occupational health and safety protocols specifically for a Hotel Technician environment. It covers personal hygiene standards, hazard identification, workplace safety (including fire safety and electrical awareness), first aid administration, and the proper maintenance and storage of technical tools and equipment.

#### Module Outcome:

At the end of this module, participants will be able to:

- 1. Maintain Personal Hygiene:** Demonstrate professional grooming standards, including daily hygiene, proper uniform usage, and adherence to health protocols to ensure professionalism.
- 2. Ensure Personal Safety:** Identify and mitigate personal risks (slips, burns, injuries) by using appropriate protective gear and following safety protocols.
- 3. Maintain Workplace Safety & Decent Work:** Implement cleaning schedules, manage environmental hazards (lighting, obstacles, chemicals), maintain fire safety systems, and foster a supportive "decent work" culture among staff.
- 4. Manage First Aid Kit:** Organize, label, and stock a first aid kit ensuring readiness for medical emergencies and specific health conditions.
- 5. Provide First Aid:** Assess medical needs and administer immediate first aid treatment for injuries or illnesses according to established health and safety policies.
- 6. Store Tools and Equipment:** Clean, charge, and store power tools and equipment safely in compliance with standard operating guidelines.

#### 3. Tasks:

- |   |                       |
|---|-----------------------|
| 1. Maintain Personal Hygiene:                 | 2 Hours (1 Th + 1 Pr) |
| 2. Maintain Personal Safety:                  | 3 Hours (1 Th + 2 Pr) |
| 3. Maintain Workplace Safety and Decent Work: | 4 Hours (1 Th + 3 Pr) |
| 4. Maintain First Aid Kit Box:                | 4 Hours (1 Th + 3 Pr) |
| 5. Provide First Aid:                         | 5 Hours (1 Th + 4 Pr) |
| 6. Storage of Tools and Equipment:            | 3 Hours (1 Th + 2 Pr) |

## Task Analysis

Module 1. : <b>Occupational Health and Safety</b>		
Task 1 : Maintain Personal Hygiene		
Duration (Theory = 1 hr + Practical = 1 hr) Total = 2 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Take daily bath before reporting on job</li> <li>2. Shave daily</li> <li>3. Keep nail short</li> <li>4. Wear neat and iron dress/uniform.</li> <li>5. Cut hair timely (For ladies, comb the hair and tie it safely).</li> <li>6. Put off ornaments which you are wearing before works</li> <li>7. Wash your hands frequently with hand soap</li> <li>8. Open cuts or wounds should completely protected by water proof gloves or dressings.</li> <li>9. Stay home when you are sick.</li> <li>10. Avoid bad habits while on duty (eg: Tobacco, cigarette, alcohol)</li> </ol>	<p>Will be aware on personal hygiene. Will help achieve professionalism.</p>	<p>Knowledge of daily routine of personal hygiene.</p>

**Tools/equipment:**

Hotel Technician Toolbox

**Safety Precaution:**

Follow Standard Protocols

**Materials:**

Personal Cleaning and Health

## Task Analysis

Module 1. : <b>Occupational Health and Safety</b>		
Task 2 : Maintain Personal Safety		
Duration (Theory = 1 hr + Practical = 2 hr) Total = 3 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Keep the floor clean or place rubber mat to avoid slips and falls 2. Wear proper attire/technician gown and footwear which provide protection from slips, burns and injuries 3. Place electrical appliances in proper place 4. Plan ahead of risk of fire and other issues 5. Learn the safety protocols in the hotel premises.	The person will learn about the hazards and risk, thereby alerting the person for safety.	<input type="checkbox"/> Knowledge of handling tools and resources to keep everyone safe such as fire extinguishers. <input type="checkbox"/> Knowledge of how to troubleshoot the problem safely.

### **Tools/equipment:**

Hotel Technician Toolbox

### **Safety:**

Follow Standard Protocols

### **Materials:**

Fire extinguisher, proper foot wear, gloves,

## Task Analysis

Module 1. : <b>Occupational Health and Safety</b>		
Task 3 : Maintain Work Place Safety and Decent Work		
Duration (Theory = 1 hr + Practical = 3 hr ) Total = 4 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Implement a regular cleaning schedule</li> <li>2. Keep walkways clear of obstacles</li> <li>3. Use caution signs to mark wet or slippery areas</li> <li>4. Maintain proper lighting in all areas</li> <li>5. Store chemicals and flammable materials away from heat sources</li> <li>6. Train to maintain fire extinguishers on their use</li> <li>7. Install smoke detectors and fire alarms throughout the establishment</li> <li>8. Keep fire exits clear and easily accessible</li> <li>9. Instill feeling of decent work culture among staffs for organizational growth.</li> <li>10. Provide support and guidance to staff during crisis and needs.</li> <li>11. Conduct periodic counseling to the staffs for solving problems.</li> </ol>	<p>The work place will have been safe to work.</p>	<ul style="list-style-type: none"> <li>• Knowledge of handling tools and resources to keep everyone safe such as fire extinguishers.</li> <li>• Knowledge of risk zones in the workplace.</li> <li>• Knowledge of operating fire extinguishers.</li> <li>• Knowledge of operating smoke detector and alarm.</li> <li>• Knowledge of using water sprinkler.</li> <li>• Knowledge of power supply and hotel equipment.</li> <li>• Knowledge of emergency rescue, preparedness and crisis handling during emergencies.</li> </ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety Precaution:**

Follow Standard Safety Protocols

**Materials:**

Fire extinguisher, proper foot wear, hotel technician toolbox, First Aid Box, Safety Shoes, Gloves

## Task Analysis

Module 1. : <b>Occupational Health and Safety</b>		
Task 4 : Maintain First Aid Kit Box		
Duration (Theory = 1 hr + Practical = 3 hr) Total = 4 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Check first aid kit box to ensure readiness</li> <li>2. Label and organize the first aid kit for quick and efficient access during emergencies</li> <li>3. Ensure a special plan for specific medical conditions of group such as allergy , chronic medical conditions</li> <li>4. Keep kit cool and dry place with easily accessible to staff.</li> </ol>	<p>The things required for first aid will be found well organized and placed.</p>	<ul style="list-style-type: none"> <li>• knowledge of handling kit</li> <li>• knowledge of how to store kits</li> <li>• Knowledge of basic medicine and treatment.</li> <li>• Knowledge of first aid treatment.</li> <li>• Knowledge of emergency rescue, preparedness/drills and crisis handling during emergencies.</li> </ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety Precaution:**

Knowledge on handling the first aid kit and providing medication.

**Materials:**

First aid kit box, marker pen, sticker, boxes, refrigerator,

## Task Analysis

Module 1. : <b>Occupational Health and Safety</b>		
Task 5 : Provide First Aid		
Duration (Theory = 1 hr + Practical = 4 hr) Total = 5 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Undertake a need assessment</li> <li>2. Provide first aid information and guidance in a visible appropriate manner for employees</li> <li>3. Provide an appropriately stocked first aid kits</li> <li>4. Ensure there is a health and safety-policy documents</li> <li>5. Ensure there is a first aid signs in the premises.</li> </ol>	<p><b>The patient will get first aid treatment immediately after injury or illness.</b></p>	<ul style="list-style-type: none"> <li>• knowledge of handling kit</li> <li>• knowledge of how to store kits</li> <li>• knowledge of basic medication.</li> <li>• Knowledge of medicine and their works.</li> <li>• Knowledge of emergency rescue, preparedness and crisis handling during emergencies.</li> </ul>

**Required tools/equipment:**

**Hotel Technician Toolbox**

**Safety Precaution:**

Knowledge on handling the first aid kit and providing medication.

**Materials:**

First aid kit box

## Task Analysis

Module 1. : <b>Occupational Health and Safety</b>		
Task 6 : Storage of Tools and Equipment		
Duration (Theory = 1 hr + Practical = 2 hr) Total = 3 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Clean the tools after use</li> <li>2. Place them in proper place and order</li> <li>3. Ensure the power of certain power-run tools and equipment.</li> <li>4. Charge/power them for future use</li> <li>5. Follow standard guidelines mentioned for those equipment or materials.</li> </ol>	<p>The tools and equipment will have been stored at the prescribed places with full compliance of the guidelines.</p>	<p>Knowledge on:</p> <ul style="list-style-type: none"> <li>• Equipment guidelines Standard format.</li> <li>• Knowledge of emergency rescue, preparedness and crisis handling during emergencies.</li> </ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety:**

Follow standard protocols for the safety.

**Materials:**

Cleaning brush, clean towels, Sanitizer solution, back flush chemical, casting soda, PMC calendar, Battery, Power Cables

## Module 2: Perform Communication

Total Time: 24 Hours

Theory: 7 Hours

Practical: 17 Hours

### Module Description:

This module focuses on developing professional communication and interpersonal skills essential for effective operation within a hospitality or technical environment. It covers tailored communication strategies for interacting with colleagues, subordinates (juniors), superiors (seniors), and external customers (guests), while also emphasizing inter-departmental coordination, clear documentation, and expert complaint handling.

### Module Outcome:

At the end of this module, participants will be able to:

- 1. Communicate Respectfully & Clearly:** Utilize clear, consistent, and respectful language, along with appropriate non-verbal cues, when interacting with colleagues, seniors, and juniors.
- 2. Manage Subordinate Communication:** Provide clear directions, define expectations, encourage two-way feedback, and boost the morale of junior staff.
- 3. Adhere to Professional Protocol:** Communicate formally with seniors, maintaining decorum, seeking required approvals, and performing necessary follow-ups.
- 4. Provide Guest Service:** Greet guests with appreciation, use concise language, manage seating offers, and professionally address guest needs and suggestions.
- 5. Coordinate & Document:** Communicate critical information (technical issues, lost and found, emergencies) to the correct internal departments (Engineering, Housekeeping, Security) and maintain accurate documentation (logbook, filing) of all incidents and requests.
- 6. Handle Complaints & Feedback:** Actively listen to customer complaints, apologize sincerely, take responsibility for finding a solution, and implement necessary improvements immediately to ensure guest satisfaction.

### Tasks:

- |   |                       |
|---|-----------------------|
| 1. Communication with colleagues                          | 3 Hours (1 Th + 2 Pr) |
| 2. Communicate with Juniors                               | 3 Hours (1 Th + 2 Pr) |
| 3. Communicate with Seniors                               | 3 Hours (1 Th + 2 Pr) |
| 4. Communicate with Guest                                 | 3 Hours (1 Th + 2 Pr) |
| 5. Communicate with related department                    | 4 Hours (1 Th + 3 Pr) |
| 6. Communicate with related department / Receive Feedback | 4 Hours (1Th + 3Pr)   |
| 7. Communicate with related department/(Handle Complaint) | 4 Hours (1Th + 3Pr)   |

## Task Analysis

Module 2 . : <b>Perfom Communication</b>		
Task 1 : Communication with colleagues		
<b>Duration Theoretical: 1 hr + Practical: 2 hr = Total: 3 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Follow the instruction.</li> <li>2. Convey messages clearly and consistently.</li> <li>3. Communicate messages face-to-face whenever possible.</li> <li>4. Exchange messages/communication/dialogue cautiously.</li> <li>5. Provide feedback.</li> <li>6. Express gratitude and appreciation to colleagues through words.</li> <li>7. Practice non-verbal communication.</li> </ol>	Practice a courteous environment, communicate with colleagues, and communication with colleagues will have been executed.	Knowledge on: <ul style="list-style-type: none"> <li>• Delivering communication with clarity.</li> <li>• Knowledge about the importance of non-verbal communication.</li> </ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

**Materials:**

Pen, writing pad, computer, and telephone.

## Task Analysis

Module 2 . : <b>Perfom Communication</b>		
Task 2 : Communicate with Juniors		
Duration <b>Theoretical: 1 hr + Practical: 2 hr = Total: 3 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Clearly define expectations and directions.</li><li>2. Convey messages with preparation.</li><li>3. Encourage communication that includes feedback.</li><li>4. Use effective communication/communication tools.</li><li>5. 7. Encourage morale.</li></ol>	Practice a courteous environment, communication with employees gets executed.	Knowledge on: <ul style="list-style-type: none"><li>• Delivering communication with clarity.</li><li>• Knowledge of effective communication. Information on disseminating classified communication.</li></ul>

### **Required tools/equipment:**

Hotel Technician Toolbox

### **Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

### **Materials:**

Pen, writing pad, computer, and telephone.

## Task Analysis

Module 2 . : <b>Perfom Communication</b>		
Task 3 : Communicate with Seniors		
Duration: <b>Theoretical: 1 hr + Practical: 2 hr = Total: 3 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Greet clearly and respectfully. 3. Convey messages with hospitality and a smile. 4. Get reports approved or permission from senior staff or management. 5. Follow up with the relevant person and department. 6. Maintain decorum. 6. 7. Use effective communication/communication tools.	Courteous environment for communication with seniors, communication with seniors will have been fully executed.	Knowledge on: <ul style="list-style-type: none"><li>• Clear and polite language.</li><li>• Information regarding hospitality.</li></ul>

### **Required tools/equipment:**

Hotel Technician Toolbox

### **Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

### **Materials:**

Pen, writing pad, computer, and telephone.

## Task Analysis

Module 2 : <b>Perfom Communication</b>		
Task 4 : Communicate with Guest		
Duration: <b>Theoretical: 1 hr + Practical: 2 hr = Total: 3 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Listen to them 2. Greet with thanks/appreciation. 3. Offer seating. 4. Convey messages with a smile. 5. Thank the guest and invite them again. 6. Use clear and concise language.	Practice a courteous environment, communication with guests will be executed.	Knowledge on: <ul style="list-style-type: none"><li>• Clear and concise communication.</li><li>• Knowledge of greeting/addressing with appreciation.</li></ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

**Materials:**

Pen, writing pad, computer, and telephone.

## Task Analysis

Module 2 . : <b>Perfom Communication</b>		
Task 5 : Communicate with Related Department		
Duration: <b>Theoretical: 1 hr + Practical: 3 hr = Total: 4 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Follow the instruction</li> <li>2. Maintain all hotel or restaurant information and knowledge.</li> <li>3. Document lost and found items correctly. Submit lost and found items to the department.</li> <li>4. Document any accident or injury incident and inform the company doctor.</li> <li>5. Prepare proper documentation for incidents of violence, fire, or emergency and inform the security office.</li> <li>6. Inform the Engineering department regarding audio-visual, projector, sound, and electrical issues.</li> <li>7. Contact the Housekeeping department regarding cleaning issues.</li> <li>8. Participate in meetings.</li> <li>9. Contact the store regarding material requests and inventory.</li> <li>7. 10. File all documents.</li> </ol>	<p>Communication and feedback were provided on time. Coordination with the relevant authority was done on time as needed.</p> <p>Documents were prepared correctly, mentioning name, time, and department.</p> <p>Tasks will have been completed formally with courtesy.</p>	<p>Knowledge on:</p> <ul style="list-style-type: none"> <li>• Introduction of internal and external departments.</li> <li>• Good communication skills.</li> <li>• Ability to write and manage the logbook. Confidence.</li> <li>• Knowledge and skill in filing documents.</li> </ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

**Materials:**

Pen, writing pad, computer, and telephone.

## Task Analysis

Module 2 . : <b>Perfom Communication</b>		
Task 6 : Communicate with Related Department / Receive Feedback		
Duration: <b>Theoretical: 1 hr + Practical: 3 hr = Total: 4 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Check the Instruction 2. Actively receive feedback. 3. Be obedient. 4. Report complaints to seniors. 5. Suggest solutions. 8. Communicate to implement improvements if needed, according to the guest's needs/suggestions.	Feedback from employees/guests will be received.	Knowledge on: <ul style="list-style-type: none"><li>• Information on taking complaints.</li><li>• Knowledge of solutions. Information on actively receiving feedback.</li></ul>

**Required tools/equipment:**

Hotel Technician Toolbox

**Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

**Materials:**

Pen, writing pad, computer, and telephone.

## Task Analysis

Module 2 . : <b>Perfom Communication</b>		
Task 7 : Communicate with Related Department / (Handle Complaint)		
Duration: <b>Theoretical: 1 hr + Practical: 3 hr = Total: 4 hr</b>		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Listen carefully to the guest's problem.</li> <li>2. Avoid interrupting or making excuses.</li> <li>3. Record the guest's name and contact number.</li> <li>4. Apologize to the guest for your mistakes.</li> <li>5. Express concern and do not blame others.</li> <li>6. Take responsibility for finding a solution and proceed.</li> <li>7. Try to satisfy the guest.</li> <li>8. Follow up with the guest.</li> </ol>	Complaint handling will have been well executed for guest satisfaction.	Knowledge on: <ul style="list-style-type: none"> <li>• Ability to understand the types and forms of complaints.</li> <li>• Knowledge and confidence in grievance management.</li> <li>• Types of customers and complaints types received.</li> </ul>

### **Required tools/equipment:**

Hotel Technician Toolbox

### **Safety:**

Follow standard protocols for the safety. Coordination with the relevant person or department should be done promptly, or as soon as possible.

### **Materials:**

Pen, writing pad, computer, and telephone.

## Module 3: Electrical Maintain System

**Total Time:** 49 Hours

**Theory:** 11 Hours

**Practical:** 37 Hours

### Module Description:

This module provides participants with the essential knowledge and technical skills required to maintain and repair electrical systems within a hotel environment. It covers the monitoring of energy consumption, maintenance of lighting systems and adaptors, repair of switches and sockets, troubleshooting of fans and PCB boards, and the comprehensive handling of both single-phase and three-phase wiring systems to ensure uninterrupted electrical services.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Monitor Energy Consumption:** accurately read TOD meters, calculate tariff differences, and prepare daily energy efficiency reports for supervision.
2. **Maintain Lighting Systems:** troubleshoot and repair lights and adaptors to ensure proper illumination throughout the facility.
3. **Repair Electrical Fixtures:** diagnose faults and fix power sockets and switches to restore functionality to hotel equipment.
4. **Troubleshoot Fans & PCBs:** identify and rectify issues in fan motors and PCB boards to ensure proper operation.
5. **Manage Wiring Systems:** distinguish between and maintain both single-phase and three-phase wiring systems for standard and heavy-duty hotel equipment.

### Tasks:

- |  |                         |
|--|-------------------------|
| 1. Prepare Daily Electricity (Consumption/Energy Efficient) Report | 6 Hours (2 Th + 4 Pr)   |
| 2. Prepare Lights and Adaptors                                     | 8 Hours (2 Th + 6 Pr)   |
| 3. Repair Switch and Sockets                                       | 10 Hours (2 Th + 8 Pr)  |
| 4. Repair Fan and PCB Board  | 11 Hours (2 Th + 9 Pr)  |
| 5. Repair and Maintain Single and 3 Phase Wiring                   | 13 Hours (3 Th + 10 Pr) |

## Task Analysis

Module <b>3: Electrical Maintain System</b>		
Task 1. Prepare Daily Electricity (Consumption/Energy Efficient) Report		
Duration (Theory = 2 hr + Practical = 4 hr) Total = 6 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Read TOD Meter</li> <li>3. Write the difference and mention unit</li> <li>4. Know the result of electricity tariff</li> <li>5. Report it to the supervisor</li> </ol>	<ul style="list-style-type: none"> <li>○ To be ensured the total electricity tariff consumed by hotel.</li> <li>○ To be able to compare the tariff between days.</li> </ul>	<ul style="list-style-type: none"> <li>○ Knowledge of meter reading.</li> <li>○ Knowledge of electricity tariff and amount.</li> <li>○ Knowledge of proper functioning of the meter.</li> </ul>

**Tools and Equipments:**

Hotel Technician Toolbox, Tester

**Safety Protocol:**

Should follow standard Protocols.

**Materials:**

Pen and Notebook

## Task Analysis

Module <b>3: Electrical Maintain System</b>		
Task 2. Prepare Lights and Adaptors		
Duration (Theory = 2 hr + Practical = 6 hr) Total = 8 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Check the supply and switch. 2. Check light and adaptor if there is line. 3. Check the DB box, if no supply 4. Repair the light or adaptor.	To have the maintenance of the lights or adaptor.  To be able to light the lamp or have electric on adopted.	<ul style="list-style-type: none"><li>• Knowledge of single phase wiring.</li><li>• Knowledge of electricity supply.</li><li>• Knowledge of changing light or adaptor.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Tester, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Tape, wire, light, adaptor, Pen and Notebook

## Task Analysis

Module <b>3: Electrical Maintain System</b>		
Task 3. Repair Switch and Sockets		
Duration (Theory = 2 hr + Practical = 8 hr) Total = 10 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Carry Hotel Technician Toolbox. 2. Open the power socket 3. Check the supply 4. Find the fault 5. Solve the problem	<ul style="list-style-type: none"><li>○ The switch will work</li> <li>○ Sockets will flow electricity to function the equipment.</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of single phase wiring</li><li>○ Knowledge of socket connection.</li><li>○ Knowledge of switch connection.</li></ul>

### **Tools and Equipments:**

**Hotel Technician Toolbox, Tester, Pliers,**

### **Safety Protocol:**

**Should follow standard Protocols. Do not touch with naked hands.**

### **Materials:**

**Tape, wire, light, adaptor, socket, switch, Pen and Notebook**

## Task Analysis

Module <b>3: Electrical Maintain System</b>		
Task 4. Repair Fan and PCB Board		
Duration (Theory = 2 hr + Practical = 9 hr) Total = 11 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the power supply.</li><li>3. Check the stich of the fan</li><li>4. Check the PCB Board</li><li>5. Check the motor</li><li>6. Find the fault</li><li>7. Solve the problem</li></ol>	<ul style="list-style-type: none"><li>○ The fan will have been operated and functioned.</li><li>○</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of single phase wiring</li><li>○ Knowledge of socket connection.</li><li>○ Knowledge of switch connection.</li><li>○ Know the connection of PCB Board and Motor.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Tester, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Tape, wire, motor, PCB, socket, switch, Pen and Notebook

## Task Analysis

Module <b>3: Electrical Maintain System</b>		
Task 5: Repair and Maintain Single and 3 Phase Wiring		
Duration (Theory = 3 hr + Practical = 10 hr) Total = 13 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Check the supply line, single phase or 3 phase. (Single phase line is used in socket, switch, light) (3 phase line is used in 3 phase motor and heavy equipment)</li> <li>3. Check the capacitor and PCB Board</li> <li>4. Find the fault and solve the problem</li> </ol>	<ul style="list-style-type: none"> <li>○ The electricity will smoothly flow and the equipment will have been fully operated.</li> <li>○</li> </ul>	<ul style="list-style-type: none"> <li>○ Knowledge of single phase wiring</li> <li>○ Knowledge of socket connection.</li> <li>○ Knowledge of switch connection.</li> <li>○ Know the connection of PCB Board and Motor.</li> <li>○ Knowledge of Single phase and 3 phase wiring.</li> </ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Tester, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Tape, wire, motor, PCB, socket, switch, Pen and Notebook

## Module 4: Water Supply/Drainage Maintain System

**Total Time:** 50 Hours

**Theory:** 10 Hours

**Practical:** 40 Hours

### Module Description:

This module equips Hotel Technicians with comprehensive skills for maintaining a hotel's water infrastructure. It covers critical areas including water quality control, troubleshooting and repairing the hot and cold water supply and drainage networks, identifying and fixing leakages and seepages, repairing common bathroom fixtures, and performing specialized maintenance for the swimming pool system.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Ensure Water Quality:** Test and purify water using appropriate chemicals and pH testing, ensuring it is safe for drinking and kitchen use.
2. **Maintain Supply/Drainage:** Inspect hot/cold pipelines and drainage systems, diagnose problems like blockages or overflows, and perform basic plumbing repairs (cutting and joining pipes).
3. **Repair Seepage & Leakage:** Locate the source of and repair complex water leakage and seepage issues using necessary tools and materials (cements, putties).
4. **Fix Bathroom Fixtures:** Troubleshoot and repair common bathroom components, including taps, showerheads, flushes, and WC sprays, to ensure they are fully functional.
5. **Manage Swimming Pool:** Perform routine maintenance tasks, including filtration, backwashing, vacuuming, and accurate chemical dosing, to maintain a safe and usable swimming pool.

### Tasks:

- |   |                         |
|---|-------------------------|
| 1. Check the Water Purification Process with PH                 | 8 Hours (2 Th + 6 Pr)   |
| 2. Check the Water Supply System                                | 10 Hours (2 Th + 8 Pr)  |
| 3. Maintain Leakage and Seepage                                 | 12 Hours (2 Th + 10 Pr) |
| 4. Repair the Bathroom Tools and Equipment (tap, shower, flush) | 12 Hours (2 Th + 10 Pr) |
| 5. Maintain Swimming Pool (Filter, Vacuum, Chemical)            | 8 Hours (2 Th + 6 Pr)   |

## Task Analysis

Module 4: Water Supply/Drainage Maintain System		
Task 1. Check the Water Purification Process with PH		
Duration (Theory = 2 hr + Practical = 6 hr) Total = 8 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Carry Hotel Technician Toolbox. 2. Carry PH toolbox 3. Test the water 4. Purify with chemical, if found unclean 5. Report it to the supervisor	<ul style="list-style-type: none"><li>○ The water will be purified enough for drinking, kitchen use.</li> <li>○</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of water.</li> <li>○</li><li>○ Knowledge of chemical.</li> <li>○ Know the process of purification.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, PH Toolbox, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Chemicals, Pen and Notebook

## Task Analysis

Module <b>4: Water Supply/Drainage Maintain System</b>		
Task 2: Check the Water Supply System		
Duration (Theory = 2 hr + Practical = 8 hr) Total = 10 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Know the water supply (pipelines hot and cold water)</li><li>3. Check the drainage</li><li>4. Find the problem (overflow, blockage)</li><li>5. Repair the pipes</li></ol>	<ul style="list-style-type: none"><li>○ The water will be supplied without any problem.</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of water.</li><li>○ Knowledge of pipes</li><li>○ Know the process of cutting and joining pipes.</li><li>○ Know the basics of plumbing.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Glue, Tapes, Cellotapes,

## Task Analysis

Module 4: Water Supply/Drainage Maintain System		
Task 3: Maintain Leakage and Seepage		
Duration (Theory = 2 hr + Practical = 10 hr) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Know the water supply (pipelines hot and cold water)</li><li>3. Check the seepage and leakage</li><li>4. Find the leakage and seepage source.</li><li>5. Solve the problem</li></ol>	<ul style="list-style-type: none"><li>○ The seepage and leakage will have been maintained.</li><li>○ There will be no problem of seepage and leakage.</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of water.</li><li>○ Knowledge of pipes</li><li>○ Know the process of cutting and joining pipes.</li><li>○ Know the basics of plumbing.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, Hammer,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Glue, Tapes, Cellotapes, puttying, cements,

## Task Analysis

Module <b>4: Water Supply/Drainage Maintain System</b>		
Task 4: Repair the Bathroom Tools and Equipment (tap, shower, flush)		
Duration (Theory = 2 hr + Practical = 10 hr) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Know the water supply (pipelines hot and cold water)</li> <li>3. Check the flush, shower head, tap, spray, WC</li> <li>4. Find the problem</li> <li>5. Solve the problem</li> </ol>	<p>The tools of the bathroom will have been fully functional.</p> <ul style="list-style-type: none"> <li>○</li> </ul>	<ul style="list-style-type: none"> <li>○ Knowledge of water.</li> <li>○ Knowledge of pipes</li> <li>○ Know the process of cleaning shower head, tap jar, spray jar, flush valve etc.</li> </ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Glue, Tapes, Cellotapes, puttying, washer, vulve, spray, shower head, taps

## Task Analysis

Module <b>4: Water Supply/Drainage Maintain System</b>		
Task 5. Maintain Swimming Pool (Filter, Vacuum, Chemical)		
Duration (Theory = 2 hr + Practical = 6 hr) Total = 8 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Carry Hotel Technician Toolbox. 2. Perform filtration, backwash, vacuum, 3. Put the right amount of chemical 4. Check the swimming pool	The swimming pool will be ready for use. ○	○ Knowledge of water. ○ Knowledge of filtration, vacuum, chemical and amount to be used.

### **Tools and Equipments:**

Hotel Technician Toolbox,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Chemicals, vacuum, net,

## Module 5: Electronics and Audio/Video System

Total Time: 50 Hours

Theory: 10 Hours

Practical: 40 Hours

### Module Description:

This module trains Hotel Technicians in the maintenance and repair of the hotel's specialized electronic and multimedia infrastructure. It focuses on diagnosing and repairing electronic components (PCB boards), managing Public Address (PA) and Audio/Visual systems (mixers, projectors), and ensuring connectivity for guest services through the maintenance of internet, Wi-Fi, and television systems.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Repair Basic Electronics:** Troubleshoot and repair low-level electronic circuitry by identifying faults in components like **resistors, diodes, capacitors, and transistors** on basic PCB boards (e.g., biometric systems, adaptors).
2. **Maintain PA Systems:** Setup, troubleshoot, and perform minor repairs on Public Address systems, including **mixers and microphones**, focusing on wiring and connectivity.
3. **Manage A/V Displays:** Install, connect, and troubleshoot **projectors and screen displays** to ensure seamless audio and visual presentations.
4. **Arrange Network Connectivity:** Configure and maintain the hotel's **internet and Wi-Fi system**, including checking routers, power supply, and connecting devices with proper credentials.
5. **Set Up Guest Entertainment:** Troubleshoot and adjust **TVs and Set-Up Boxes**, managing signal loss, remote functionality, and external connections to ensure guest entertainment is operational.

### Tasks:

- |  |                         |
|--|-------------------------|
| 1. Repair basic PCB Board (Biometric, adaptor) | 12 Hours (2 Th + 10 Pr) |
| 2. Maintain PA System (Mixer and Microphone)   | 12 Hours (2 Th + 10 Pr) |
| 3. Arrange Projector and Screen Displays       | 10 Hours (2 Th + 8 Pr)  |
| 4. Arrange Internet and Wi-Fi System           | 8 Hours (2 Th + 6 Pr)   |
| 5. Arrange TV and Set Up Box                   | 8 Hours (2 Th + 6 Pr)   |

## Task Analysis

Module <b>5: Electronics and Audio/Video System</b>		
Task 1. Repair basic PCB Board (Biometric, adaptor)		
Duration (Theory = 2 hr + Practical = 10 hr ) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Perform wiring works</li><li>3. Check the register, diode, capacitor, transistor</li><li>4. Find the fault</li><li>5. Repair the PCB Board (Biometric, adaptor)</li></ol>	<p>The PCB board will have been fully operational and the tools will be functional.</p> <p>○</p>	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of PCB Board,</li><li>○ Knowledge of register, diode, capacitor, transistor etc.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Tape, Register, Transister, capacitor, diode etc.

## Task Analysis

Module <b>5: Electronics and Audio/Video System</b>		
Task 2: Maintain PA System (Mixer and Microphone)		
Duration (Theory = 2 hr + Practical = 10 hr) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Perform wiring works</li><li>3. Connect Multiplug, XLR, Audio-Video Jack, HDMI, Microphone, Mixer etc.</li><li>4. Find the fault</li><li>5. Change the battery/wire/multi-plug etc.</li></ol> <p>Solve the problem.</p>	<p>The audio or visual work will have been functioned.</p> <ul style="list-style-type: none"><li>○</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of audio and visual system</li><li>○ Knowledge of mixer, connection, microphone,</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Screw Driver, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Masking Tape, Battery, Wires

## Task Analysis

Module <b>5: Electronics and Audio/Video System</b>		
Task 3: Arrange Projector and Screen Displays		
Duration (Theory = 2 hr + Practical = 8hr) Total = 10 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Perform wiring works</li> <li>3. Connect Multiplug, XLR, Audio-Video Jack, HDMI, Mixer, Projector with screen</li> <li>4. Find the connection</li> <li>5. Check the sound system and visual system</li> <li>6. Identify the problem</li> <li>7. Solve the problem</li> </ol>	<p>The projector will be displayed with audio and visuals.</p> <ul style="list-style-type: none"> <li>○</li> </ul>	<ul style="list-style-type: none"> <li>○ Knowledge of wiring.</li> <li>○ Knowledge of audio and visual system</li> <li>○ Knowledge of mixer, HDMI, Projector and screens.</li> </ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Masking Tape, Battery, Wires, laptop,

## Task Analysis

Module <b>5: Electronics and Audio/Video System</b>		
Task 4: Arrange Internet and Wi-Fi System		
Duration (Theory = 2 hr + Practical = 6 hr) Total = 8 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check internet Connection wires / devices</li><li>3. Check the supply in the routers</li><li>4. Check the electricity supply (router)</li><li>5. Connect with user ID and Passwords</li><li>6. Check the internet</li></ol>	<p>The internet will be connected.</p> <ul style="list-style-type: none"><li>○</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of internet.</li><li>○ Know the user ID and passwords.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Masking Tape, Battery, internet wires, laptop, punching machine,

## Task Analysis

Module 5: Electronics and Audio/Video System		
Task 5: Arrange TV and Set Up Box		
Duration (Theory = 2 hr + Practical = 6 hr) Total = 8 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the TV signals</li><li>3. Check the remote (TV, Set Up box/internet)</li><li>4. Find the Problem</li><li>5. Replace Battery</li><li>6. Adjust the signal loss</li><li>7. Connect the wires/internet/supply</li></ol>	<p>The TV will be screened after maintenance.</p> <ul style="list-style-type: none"><li>○</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of internet.</li><li>○ Know the user Set Up Box</li><li>○ Know the function of TV</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, Screw Driver,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Masking Tape, Battery, internet wires

## Module 6: AC and Refrigeration System

Total Time: 54 Hours

Theory: 8 Hours

Practical: 46 Hours

### Module Description:

This module focuses on the specialized skills required for the inspection, servicing, maintenance, and repair of hotel Air Conditioning (AC) units and refrigeration systems. It covers essential tasks such as cleaning key components (filters, blowers), checking the compressor condition, filling refrigerant gas, and ensuring the overall effective and energy-efficient operation of all cooling equipment.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Perform Comprehensive AC Servicing:** Clean all AC components (filters, blowers, barrings), check supply, replace batteries in remote controls, and **fill refrigerant gas** to restore the AC to effective working quality.
2. **Troubleshoot AC Malfunctions:** Diagnose and rectify faults in damaged AC systems, specifically addressing issues with heating, cooling, supply, and **compressor function** to ensure functional effectiveness.
3. **Perform Refrigerator Servicing:** Inspect and service refrigeration units, including checking heating/cooling, cleaning filters and blowers, and **adjusting the cooling system** to optimize performance.
4. **Maintain Refrigerator Systems:** Troubleshoot and perform maintenance on damaged refrigerators, focusing on **power supply, compressor health, and sensor adjustments** to return the unit to effective operation.

### Tasks:

1.	Perform Servicing of AC	14 Hours (2 Th + 12 Pr)
2.	Perform Maintenance of AC	14 Hours (2 Th + 12 Pr)
3.	Perform Servicing of Refrigerator	12 Hours (2 Th + 10 Pr)
4.	Perform Maintenance of Refrigerator	14 Hours (2 Th + 12 Pr)

## Task Analysis

Module <b>6: AC and Refrigeration System</b>		
Task 1: Perform Servicing of AC		
Duration (Theory = 2 hr + Practical = 12 hr) Total = 14 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the heating or cooling</li><li>3. Check the supply and maintain, if any</li><li>4. Check the filter and clean up.</li><li>5. See the condition of compressor.</li><li>6. Clean the blower, barring,</li><li>7. Check the remote control and replace battery.</li><li>8. Fill the gas</li><li>9. Adjust the equipments.</li><li>10. Check the quality of AC.</li></ol>	The AC will have been functional effectively after the maintenance.	<ul style="list-style-type: none"><li>○ Knowledge of handling tools of the AC</li><li>○ Knowledge of filling gas and proper amount.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screw, nails, wires, AC gas, tools

## Task Analysis

Module <b>6: AC and Refrigeration System</b>		
Task 2: Perform Maintenance of AC		
Duration (Theory = 2 hr + Practical = 12 hr) Total = 14 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Check the heating or cooling (indoor and outdoor)</li> <li>3. Check the supply and maintain.</li> <li>4. Check the filter and clean up.</li> <li>5. Check the compressor</li> <li>6. Clean the blower, barring/ Replace the barring</li> <li>7. Check the remote and change battery, if required.</li> <li>8. Fill the gas</li> </ol> <p>Adjust the tools and equipment.</p>	<p>The damaged system of AC will have been functional effectively after the maintenance.</p>	<ul style="list-style-type: none"> <li>○ Knowledge of handling tools of the AC</li> <li>○ Knowledge of filling gas and proper amount.</li> </ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screw, nails, wires, AC gas, tools

## Task Analysis

Module <b>6: AC and Refrigeration System</b>		
Task 3: Perform Servicing of Refrigerator		
Duration (Theory = 2 hr + Practical = 10 hr) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the heating or cooling</li><li>3. Check the supply and maintain, if any</li><li>4. Check the filter and clean up.</li><li>5. See the condition of compressor.</li><li>6. Clean the blower, barring,</li><li>7. Adjust the cooling system.</li></ol> Check the quality of AC.	The damaged refrigerator will have performed better after the servicing.	<ul style="list-style-type: none"><li>○ Knowledge of handling tools of the refrigerator.</li><li>○ Knowledge of parts of refrigerator and its system.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screw, nails, wires, tools

## Task Analysis

Module <b>6: AC and Refrigeration System</b>		
Task 4: Perform Maintenance of Refrigerator		
Duration (Theory = 2 hr + Practical = 12 hr) Total = 14 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the heating or cooling (indoor and outdoor)</li><li>3. Check the power supply and maintain where needed.</li><li>4. Check the filter and clean up.</li><li>5. Check the compressor</li><li>6. Clean the blower, barring</li><li>7. Adjust the sensor.</li><li>8. Recommend the rest option</li></ol>	The damaged refrigerator will perform its task effectively.	<ul style="list-style-type: none"><li>○ Knowledge of handling tools of the refrigerator.</li><li>○ Knowledge of parts of refrigerator and its system.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screw, nails, wires, tools, compressor, blower

## Module7: Kitchen Equipment Maintenance System

Total Time: 44 Hours

Theory: 8 Hours

Practical: 36 Hours

### Module Description:

This module trains the Hotel Technician in the specialized maintenance and repair of essential commercial kitchen equipment. It covers the troubleshooting and fixing of gas cooking appliances, maintaining proper kitchen ventilation (fans), repairing common electrical cooking and prep machinery (toasters, mixers, steamers), and ensuring the structural and mechanical integrity of supporting equipment like food trolleys.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Repair Gas Burners:** Clean, troubleshoot, and repair gas burners and their related components (valves, nozzles) to restore them to full operational capacity.
2. **Maintain Ventilation Systems:** Diagnose faults in and repair kitchen ventilation fans (Adjust and Fresh Air fans), addressing issues with **power supply, motors, barring, and control systems (MCB, fuse)**.
3. **Repair Electrical Appliances:** Troubleshoot and fix common faults (wiring, heating elements, motors) in various commercial kitchen equipment, including **Grillers, Toasters, Mixers, Steamers, and Salamanders**.
4. **Maintain Food Trolleys:** Inspect, repair, and replace mechanical components such as **wheels, brakes, and nuts**, and perform **welding** on the trolley body to ensure flawless operation and transport.

### Tasks:

- |  |                         |
|--|-------------------------|
| 1. Repair Gas Burner   | 10 Hours (2 Th + 8 Pr)  |
| 2. Maintain Adjust Fan and Fresh Air Fan                                     | 11 Hours (2 Th + 9 Pr)  |
| 3. Check and Repair Equipment (Griller, Toaster, Mixer, Steamer, Salamander) | 14 Hours (2 Th + 12 Pr) |
| 4. Repair Food Trolley   | 9 Hours (2 Th + 7 Pr)   |

## Task Analysis

Module 7: Kitchen Equipment Maintenance System		
Task 1: Repair Gas Burner		
Duration (Theory = 2 hr + Practical = 8 hr ) Total = 10 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Carry Hotel Technician Toolbox. 2. Clean the gas burner 3. Check the gas 4. Check the burner 5. Check the valve 6. Change the burner 7. Check the gas	The Gas Burner will have been worked to full capacity.	<ul style="list-style-type: none"><li>○ Knowledge of gas.</li><li>○ Knowledge of parts of the stove and burner.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screws, nuts, lighter, gas, oven

## Task Analysis

Module 7: Kitchen Equipment Maintenance System		
Task 2: Maintain Adjust Fan and Fresh Air Fan		
Duration (Theory = 2 hr + Practical = 9 hr) Total = 11 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the power supply</li><li>3. Check the motor</li><li>4. Change the barring</li><li>5. Check the DB Box/ Control System</li><li>6. Check the MCB, fuse and wiring</li><li>7. Find the Fault</li><li>8. Repair the Fan</li></ol>	The Fan will have been fully functional.	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of parts of the fan.</li><li>○ Knowledge of MCB, fuse and barring</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screws, nuts, wire, tester, tape,

## Task Analysis

Module 7: Kitchen Equipment Maintenance System		
Task 3: Check and Repair Equipment (Griller, Toaster, Mixer, Steamer, Salamander)		
Duration (Theory = 2 hr + Practical = 12 hr) Total = 14 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the power supply</li><li>3. Check the heater (griller, steamer, toaster)</li><li>4. Check the motor</li><li>5. Find the fault</li><li>6. Repair wire, heater, motor</li><li>7. Recommend and refer to senior technician in case of serious issues.</li></ol>	The Kitchen equipment will have been performed well.	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of parts of the Griller, Toaster, Mixer, Steamer, Salamander.</li><li>○ Knowledge of MCB, fuse and barring etc.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screws, nuts, wire, tester, tape,

## Task Analysis

Module 7: Kitchen Equipment Maintenance System		
Task 4: Repair Food Trolley		
Duration (Theory = 2 hr + Practical = 7 hr) Total = 9 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the condition</li><li>3. Check the wheel, nuts, brakes</li><li>4. Weld the body</li><li>5. Perform repairment/ screw the body parts/repair the brakes</li><li>6. Replace the wheel</li><li>7. Grease the wheel</li></ol>	The Trolley will have worked flawlessly.	<ul style="list-style-type: none"><li>○ Knowledge of welding.</li><li>○ Knowledge of replacing the wheel.</li><li>○ Know how to grease the wheel.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screws, nuts, grease, wheels,

## Module 8: Mechanical Repairing System

Total Time: 60Hours

Theory: 12 Hours

Practical: 48 Hours

### Module Description:

This module provides the Hotel Technician with essential skills for diagnosing, maintaining, and repairing the hotel's mechanical and power infrastructure. It focuses on the fundamental repair of single and three-phase motors, maintenance of laundry equipment, safe handling of elevators and lifts (including rescue procedures), servicing main circuit breakers, and ensuring the reliability of the emergency generator system.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Repair Motors:** Troubleshoot and repair both **single-phase and three-phase motors** by checking power supply, fuse, capacitor, and coil to restore equipment functionality.
2. **Maintain Laundry Equipment:** Check and repair complex **laundry machinery** (steamers, dryers, washing machines, presses) by focusing on power, control systems, and replacing parts.
3. **Manage Vertical Transport:** Perform minor maintenance on **elevators and lifts** (sensors, lighting), execute safe **rescue works** using the elevator key, and manually adjust door levels.
4. **Perform Breaker Maintenance:** Inspect and maintain high-capacity circuit breakers (OCB, VCB), checking the condition of **arcing contacts** and the proper functioning of the **reset/tripping mechanism**.
5. **Maintain Generator System:** Inspect and maintain the emergency generator by checking the **cooling system, battery, filters, and fuel levels** to ensure it remains operational during power outages.

### Tasks:

- |  |                         |
|--|-------------------------|
| 1. Repair Motor (Single and 3 Phase Motor)                                     | 13 Hours (3 Th + 10 Pr) |
| 2. Check and Repair Laundry Equipment (Steamer, dryer, washing machine, press) | 15 Hours (3 Th + 12 Pr) |
| 3. Maintain Elevator and Lift  | 10 Hours (2 Th + 8 Pr)  |
| 4. Perform Breaker (OCB, VCB)  | 10 Hours (2 Th + 8 Pr)  |
| 5. Maintain Generator System (Filter, Cooling, Battery)                        | 12 Hours (2 Th + 10 Pr) |

## Task Analysis

Module 8: <b>Mechanical Repairing System</b>		
Task 1: Repair Motor (Single and 3 Phase Motor)		
Duration (Theory = 3 hr + Practical = 10 hr) Total = 13 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the power supply</li><li>3. Identify single phase or 3 phase</li><li>4. Check the fuse</li><li>5. Check the capacitor</li><li>6. Check the coil</li><li>7. Find the problem</li><li>8. Solve the problem</li><li>9. Report</li></ol>	The equipment will have performed well.	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of coil</li><li>○ Know of PCB Board/Control System.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, screw driver, pliers, wrench, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screws, nuts, wires, tape,

## Task Analysis

Module 8: <b>Mechanical Repairing System</b>		
Task 2: Check and Repair Laundry Equipment (Steamer, dryer, washing machine, press)		
Duration (Theory = 3 hr + Practical = 12 hr) Total = 15 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the power supply</li><li>3. Check the machine</li><li>4. Check the control system</li><li>5. Find the fault</li><li>6. Repair or replace the parts</li><li>7. Report to supervisors</li></ol>	The equipment will have performed well.	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of coil</li><li>○ Know of PCB Board/Control System.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Screws, nuts, lighter, gas, wires, tape,

## Task Analysis

Module 8: <b>Mechanical Repairing System</b>		
Task 3: Maintain Elevator and Lift		
Duration (Theory = 2 hr + Practical = 8 hr) Total = 10 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the power supply</li><li>3. Check the door sensor</li><li>4. Check the door-side cover</li><li>5. Repair the light works</li><li>6. Reset the elevator</li><li>7. Perform rescue works with elevator key</li><li>8. Adjust the door level manually using control system.</li><li>9. Refer to the vendors for serious problems</li></ol>	<p>The lift will have been operated for minor issues.</p> <p>The vendor will have delivered service once reported, in case of serious issue.</p>	<ul style="list-style-type: none"><li>○ Knowledge of elevator system.</li><li>○ Knowledge elevator key</li><li>○ Know of control system.</li><li>○ Know how to adjust door when locked/power off.</li><li>○ Know to how rescue the passenger.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

wires, lights, keys, grease, ropes

## Task Analysis

Module 8: <b>Mechanical Repairing System</b>		
Task 4: Perform Breaker (OCB, VCB)		
Duration (Theory = 2 hr + Practical = 8 hr ) Total = 10 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Check the power supply</li> <li>3. Clean the breaker</li> <li>4. Check the condition of arcing contract and gap between the fix and moving arching contract</li> <li>5. Check the reset mechanism tripping of breaker thus push button.</li> <li>6. Check the proper closing of all poles together.</li> </ol>	<p>The breaker will have performed its function without interruption.</p>	<ul style="list-style-type: none"> <li>○ Knowledge of wiring.</li> <li>○ Know electrical and mechanical knowledge.</li> </ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, screw driver, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

tape, sand paper, chemicals crc

## Task Analysis

Module 8: <b>Mechanical Repairing System</b>		
Task 5: Maintain Generator System (Filter, Cooling, Battery)		
Duration (Theory = 2hr + Practical = 10 hr) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Carry Hotel Technician Toolbox. 2. Check the power supply 3. Check the filter 4. Inspect the battery condition 5. Check the fuel 6. Inspect cooling 7. Find the problem 8. Repair/replace/recommend	The generator will have been functional after the intervention.	<ul style="list-style-type: none"><li>○ Knowledge about operation system.</li><li>○ Know battery system.</li><li>○ Knowledge about cooling system.</li><li>○ Knowledge about filter and fuel.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, screw driver, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Fuel, battery, wires, funnel, nuts, screw

## Module 9: Carpentry and Painting

Total Time: 39 Hours

Theory: 6 Hours

Practical: 33 Hours

### Module Description:

This module trains the Hotel Technician in essential aesthetic maintenance and repair services, focusing on carpentry and finishing work. It covers foundational skills like accurate spatial measurement and cost estimation for renovations, practical repair of wooden and composite furniture, fixing wall/ceiling/floor defects through patching and painting, and maintaining room accessories like curtains and hangers.

### Module Outcome:

At the end of this module, participants will be able to:

1. **Measure and Cost:** Accurately measure designated hotel areas (floors, rooms, garden) and use the calculation to **estimate the material requirements and cost** of a maintenance job.
2. **Perform Carpentry Repairs:** Troubleshoot and repair common carpentry issues in **doors, cupboards, chairs, and tables**, including replacing hardware (handles, hinges) and addressing digital lock systems.
3. **Perform Aesthetic Repairs:** Locate and repair scratches or damage on **walls, ceilings, and floors** using **puttying and cement work**, and apply matching paint to finish the area seamlessly.
4. **Maintain Soft Fixtures:** Check, repair, and replace **curtains and hangers**, understanding different curtain types (including electric connections) to ensure guest room functionality and presentation.

### Tasks:

- |   |                         |
|---|-------------------------|
| 1. Measure the area of the place<br>(floor, guest room, lobby area, bar, garden etc.) | 5 Hours (1 Th + 4 Pr)   |
| 2. Repair Maintenance Works (Door, Cupboard, Chairs, Table)                           | 14 Hours (2 Th + 12 Pr) |
| 3. Maintain Scratch and Repairs (Wall, Ceiling, Floor, Steps)                         | 12 Hours (2 Th + 10 Pr) |
| 4. Repair Curtains and Hangers  | 8 Hours (1 Th + 7 Pr)   |

## Task Analysis

<b>Module 9: Carpentry and Painting</b>		
<b>Task 1. Measure the area of the place (floor, guest room, lobby area, bar, garden etc.)</b>		
<b>Duration (Theory = 1 hr + Practical = 4 hr) Total = 5 hr</b>		
<b>कार्य चरणहरू (Performance Steps)</b>	<b>कार्यसम्पादन मापदण्ड (Performance Standard)</b>	<b>सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)</b>
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Measure the designated area</li><li>3. Calculate the area</li><li>4. Find the estimated cost</li><li>5. Find the</li><li>6. Connect the wires/internet/supply</li></ol>	<p>The TV will be screened after maintenance.</p> <ul style="list-style-type: none"><li>○</li></ul>	<ul style="list-style-type: none"><li>○ Knowledge of wiring.</li><li>○ Knowledge of internet.</li><li>○ Know the user Set Up Box</li><li>○ Know the function of TV</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, screw driver, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Measuring Tape

## Task Analysis

Module <b>9: Carpentry and Painting</b>		
Task 2: Repair Maintenance Works (Door, Cupboard, Chairs, Table)		
Duration (Theory = 2 hr + Practical = 12 hr) Total = 14 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"> <li>1. Carry Hotel Technician Toolbox.</li> <li>2. Detect the problem of the door</li> <li>3. Repair the door</li> <li>4. Change the material/door handle/doorknob/</li> <li>5. Replace the door sensor card)</li> <li>6. Replace the hanger</li> <li>7. Color the ply of the cupboard</li> <li>8. Screw the chair/table legs</li> <li>9. Replace the wheels</li> </ol>	<p>The furniture will have been maintained.</p> <ul style="list-style-type: none"> <li>○</li> </ul>	<ul style="list-style-type: none"> <li>○ Knowledge of door system.</li> <li>○ Knowledge of digital door card.</li> <li>○ Knowledge of painting.</li> <li>○ Know the wheel works and maintenance.</li> </ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, screw driver, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Measuring Tape, screws, nails, brush and paint, cards, handles, hinges

## Task Analysis

Module <b>9: Carpentry and Painting</b>		
Task 3: Maintain Scratch and Repairs (Wall, Ceiling, Floor, Steps)		
Duration (Theory = 2 hr + Practical = 10 hr) Total = 12 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
1. Carry Hotel Technician Toolbox. 2. Find the affected area 3. Apply puttying at the scratch area 4. Find the estimated cost 5. Select the same color like before 6. Color the area	The affected scratch area will have been renovated. ○	○ Knowledge of coloring ○ Knowledge of costing ○ Know basic cement work/masonry

### **Tools and Equipments:**

Hotel Technician Toolbox, hammer, shovel, spade,

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Measuring Tape, putty (cement), colour, brush

## Task Analysis

Module <b>9: Carpentry and Painting</b>		
Task 4: Repair Curtains and Hangers		
Duration (Theory = 1 hr + Practical = 7 hr) Total = 8 hr		
कार्य चरणहरू (Performance Steps)	कार्यसम्पादन मापदण्ड (Performance Standard)	सम्बन्धित प्राविधिक ज्ञान (Related Technical Knowledge)
<ol style="list-style-type: none"><li>1. Carry Hotel Technician Toolbox.</li><li>2. Check the curtain condition and type</li><li>3. Repair/maintain the curtain</li><li>4. Replace the curtain, if not resolved</li><li>5. Screw the hangers</li><li>6. Change the hangers, in case.</li></ol>	<p>The curtain will have been operational.</p> <p>The damaged hangers will have been maintained or changed.</p>	<ul style="list-style-type: none"><li>○ Knowledge of curtain types.</li><li>○ Knowledge of electric connection with electric curtains.</li><li>○ Know the quality and type of hangers.</li></ul>

### **Tools and Equipments:**

Hotel Technician Toolbox, Haxsaw, Wrentch, Pliers, screw driver, tester

### **Safety Protocol:**

Should follow standard Protocols. Do not touch with naked hands.

### **Materials:**

Measuring Tape, screw, nails, ropes, curtain

ल्याव तथा अन्य आवश्यक सामग्रीहरूको लेआउट वा नमुना फोटो वा स्केच वा चित्रहरू



## पर्यटन तथा आतिथ्यता क्षेत्रका विषयहरूको पाठ्यक्रम मस्यौदा उपसमिति

राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठानको तत्वाधानमा होटल टेक्निसियन पेशाको आधारभूत तहको सिपमूलक तालिम पाठ्यक्रम निर्माण तथा परिमार्जन गर्न राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठान विकास समितिको मिति २०८१।०९।१५ को निर्णयानुसार रोजगारदाताहरूकै संघको नेतृत्वमा देहायको पाठ्यक्रम मस्यौदा उपसमिति गठन गर्ने व्यवस्था बमोजिम श्री होटल संघ, नेपालको सिफारिस अनुसार प्रतिष्ठानबाट मिति २०८१।१०।१० गते गठन भएको होटल टेक्निसियन विषय क्षेत्रको पाठ्यक्रम निर्माण उपसमितिमा रहनु भएको व्यक्तिहरूको नामावली यस प्रकार रहेको छ ।

क	रोजगारदाताहरूको केन्द्रीय वैधानिक संघ/महासंघले सिफारिस गरेको विज्ञ सदस्य वा कम्तिमा ५ वर्ष सोही क्षेत्रमा काम गरेको विज्ञ मध्येबाट प्रतिष्ठानले तोकिएको विषय विज्ञ १ जना	संयोजक	टेकबहादुर महत ९८५१०३१४९५	
ख	मान्यता प्राप्त संस्थाबाट सम्बन्धित ट्रेड(विषय) सिप तह ३ वा सोसरह उत्तीर्ण भएको वा सोही विषयमा छोटो अवधिको तालिममा संलग्न भई कम्तिमा ३ वर्षको प्रशिक्षण गरी सो विषयको ज्ञान भएको वा वैदेशिक रोजगारीमा गएर सोही ट्रेड(विषय)मा २ वर्ष काम गरी फर्केका व्यक्तिहरू मध्येबाट संयोजकसँगको समन्वयमा प्रतिष्ठानले तोकेको विषय विज्ञ २ जना	सदस्य १	सूर्यकिरण श्रेष्ठ ९८४१३३७४६७	
		सदस्य २	मनराजा खत्री ९८५१०६७७१६	
ग	राष्ट्रिय व्यावसायिक प्रशिक्षण प्रतिष्ठानमा पाठ्यक्रम हेर्ने शाखा अधिकृत	सदस्य	नारायण प्रसाद निरौला ९८५२०७०८१७	
घ	कार्यकारी निर्देशकले तोकेको प्रतिष्ठानको शाखा अधिकृत वा सोसरहको कर्मचारी १ जना	सदस्य	कैलाश कुमार चौहान	२०८२।०९।२३ सम्म
		सचिव	दिनेश लम्साल ९८५८०२३८४७	२०८२।०९।२४ देखि

## डेकम कार्यशालामा संलग्न विज्ञहरू

यस पाठ्यक्रम विकास गर्न रोजगारदाताहरूको विषयगत छाता संगठनलाई संलग्न गराइ उनीहरूको अगुवाइमा उनीहरूले नै सिफारिस गर्नुभएको विज्ञहरू र कार्यस्थलमा काम गर्दै गर्नुभएका सम्बन्धित विषयका ज्ञाताहरूलाई आमन्त्रण गरी सक्षमतामा आधारित परिमार्जित डेकम (Development A Curriculum, DACUM) प्रक्रिया अपनाइएको छ । यस प्रक्रियाले प्रशिक्षार्थी कार्य सम्बन्धमा आवश्यक शिक्षण विधि प्रदान गर्नेछ । उपसमितिको अथक प्रयास र परिश्रमको राम्रो परिणाम स्वरूप यसको निर्माण भएको छ ।

सम्बन्धित रोजगारदाता संघ तथा पाठ्यक्रम मस्यौदा उपसमितिबाट सिफारिस भई मिति २०८१।११।२२ मा सञ्चालन भएको डेकम प्रथम कार्यशालामा सहभागी हुनुभएकाहरूले पाठ्यक्रम निर्माण परिमार्जनमा पुर्याउनु भएको योगदानलाई कदर स्वरूप यहाँ उल्लेख गरिएको छ ।

क) डेकम कार्यशालामा सहभागी

स्थान: गण्डकी हल, NAVT

क्र सं	सहभागीहरूको नाम	काम गरेको पेशा	ठेगाना	कैफियत
१	रामेश्वर अधिकारी	टेक्निसियन	एयरपोर्ट होटल, काठमाडौं	
२	सचिन्द्र कुमार झा	चिफ इन्जिनियर	होटल लेमन टि, बुढानिलकण्ठ	
३	प्रकाश श्रेष्ठ	हेड इन्जिनियर	होटल कवन इन्पेरियल, रविभवन	
४	अकिल सुवाल	टेक्निसियन	होटल एम्बेसडर, लाजिम्पाट	
५	अजय नकर्मि	टेक्निसियन	होटल मरक्योर, सुकेधारा	
६	प्रकाश रन्जन	टेक्निसियन	होटल म्यारियट, नक्साल	
७	रविन्द्र महर्जन	टेक्निसियन	होटल भिभान्ता, ललितपुर	
८	टिकाजित राई	सुपरभाजइजर	नाथम	
९	बद्री विश्वकर्मा	टेक्निसियन	होटल ल्यान्डमार्क	

सहजकर्ताको नाम: श्री राजेन्द्र बहादुर श्रेष्ठ पाठ्यक्रम सहजकर्ता

अभिलेखकर्ताको नाम: श्री टेकबहादुर महत, HAN

संयोजक: श्री नारायणप्रसाद निरौला, NAVT

## होटल टेक्सिनसियनको पेशागत विश्लेषण चार्ट ( DACUM CHART)

(DACUM कार्याशालाबाट पहिचान गरिएका काम, कर्तव्य र कार्यहरू)

क्र सं	काम र कर्तव्य	कार्य १	कार्य २	कार्य ३	कार्य ४	कार्य ५	कार्य ६	कार्य ७	कार्य ८
१	Occupational Health and Safety	Maintain Personal Hygiene	Maintain Personal Safety	Maintain Work Place Safety and Decent Work	Maintain First Aid Kit Box	Provide First Aid	Storage of Tools and Equipment		
२	Perform Communication	Communication with colleagues	Communicate with Juniors	Communicate with Seniors	Communicate with Guest	Communicate with related department	Communicate with related department / Receive Feedback	Communicate with related department/(Handle Complaint)	
३	Electrical Maintain System	Prepare Daily Electricity (Consumption/Energy Efficient) Report	Prepare Lights and Adaptors	Repair Switch and Sockets	Repair Fan and PCB Board	Repair and Maintain Single and 3 Phase Wiring			
४	Water Supply/Drainage Maintain System	Check the Water Purification Process with PH	Check the Water Supply System	Maintain Leakage and Seepage	Repair the Bathroom Tools and Equipment (tap, shower, flush)	Maintain Swimming Pool (Filter, Vacuum, Chemical)			
५	Electronics and Audio/Video System	Repair basic PCB Board (Biometric, adaptor)	Maintain PA System (Mixer and Microphone)	Arrange Projector and Screen Displays	Arrange Internet and Wi-Fi System	Arrange TV and Set Up Box			
६	AC and Refrigeration System	Perform Servicing of AC	Perform Maintenance of AC	Perform Servicing of Refrigerator	Perform Maintenance of Refrigerator				
७	Kitchen Equipment Maintenance System	Repair Gas Burner	Maintain Adjust Fan and Fresh Air Fan	Check and Repair Equipment (Griller, Toaster, Mixer, Steamer, Salamander)	Repair Food Trolley				

८	Mechanical Repairing System	Repair Motor (Single and 3 Phase Motor)	Check and Repair Laundry Equipment (Steamer, dryer, washing machine, press)	Maintain Elevator and Lift	Perform Breaker (OCB, VCB)	Maintain Generator System (Filter, Cooling, Battery)			
९	Carpentry and Painting	Measure the area of the place (floor, guest room, lobby area, bar, garden etc.)	Repair Maintenance Works (Door, Cupboard, Chairs, Table)	Maintain Scratch and Repairs (Wall, Ceiling, Floor, Steps)	Repair Curtains and Hangers				