Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

Participant Handbook

Sector
Domestic Workers

Sub-Sector
Household Services

Occupation
Housekeeping

Reference ID: **DWC/Q0104, Version 1.0**
NSQF level: 5

Assistant Home Manager (Household & Small Establishment)

Scan/Click this QR Code to access eBook

Published by

Domestic Workers Sector Skill Council (DWSSC)

A-15, 1st Floor, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi–110020

Email: info@dwsscindia.com

Website: www.dwsscindia.com

Phone: 011-42831823

First Edition, December 2022

Domestic Workers Sector Skill Council (DWSSC)

Printed in India by DWSSC

Under Creative Commons License:

Attribution-ShareAlike: CC BY-SA

This license lets others remix, tweak, and build upon your work even for commercial purposes, as long as they credit you and license their new creations under the identical terms. This license is often compared to "copyleft" free and open-source software licenses. All new works based on yours will carry the same license, so any derivatives will also allow commercial use. This is the license used by Wikipedia and is recommended for materials that would benefit from incorporating content from Wikipedia and similarly licensed projects.

Disclaimer

The information contained herein has been obtained from various reliable sources. Domestic Workers Sector Skill Council (DWSSC) disclaims all warranties to the accuracy, completeness or adequacy of such information. Domestic Workers Sector Skill Council shall have no liability for errors, omissions, or inadequacies, in the information contained herein, or for interpretations thereof. Every effort has been made to trace the owners of the copyright material included in the book. The publishers would be grateful for any omissions brought to their notice for acknowledgements in future editions of the book. No entity in Domestic Workers Sector Skill Council shall be responsible for any loss whatsoever, sustained by any person who relies on this material. All pictures shown are for illustration purpose only. The coded boxes in the book called Quick Response Code (QR code) will help to access the e-resources linked to the content. These QR codes are generated from links and YouTube video resources available on Internet for knowledge enhancement on the topic and are not created by DWSSC. Embedding of the link or QR code in the content should not be assumed endorsement of any kind. Domestic Workers Sector Skill Council is not responsible for the views expressed or content or reliability of linked videos. DWSSC cannot guarantee that these links/QR codes will work all the time as we do not have control over availability of the linked pages.

"Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission."

Shri Narendra Modi
Prime Minister of India

Certificate

COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

DOMESTIC WORKERS SECTOR SKILL COUNCIL (DWSSC)

for

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Assistant Home Manager (Household & Small Establishment)'**

QP No. **'DWC/Q0104, NSQF Level 5'**

Date of Issuance: **September 29th, 2022**

Valid up to: **September 29th, 2025**

** Valid up to the next review date of the Qualification Pack*
'Valid up to' date mentioned above (whichever is earlier)

Authorised Signatory
(Domestic Workers Sector Skill Council (DWSSC))

Acknowledgements

Domestic Workers Sector Skill Council would like to express its gratitude to all the experts and institutions who contributed in different ways towards the preparation of this "Participant Handbook". Without their contribution, it could not have been completed. Special thanks are extended to those who collaborated in the preparation of its different modules. Sincere appreciation is also extended to all who provided peer reviews for these modules. The preparation of this manual would not have been possible without the valuable guidance of our Board, Steering Committee, MSDE, Ministry of Labour, NSDC & NCVET and our Industry Partners. Industry feedback has been extremely encouraging from initiation to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to aspiring youth who desire to achieve upskilling & new skills which will be a lifelong asset for employment & entrepreneurship.

About this book

Welcome to the "Assistant Home Manager (Household & Small Establishment)" training programme. This Participant Hand Book will facilitate and train the trainees/participants in the skills necessary to be a "Assistant Home Manager (Household & Small Establishment)", in the Domestic Workers Sector. Thus, this PHB intends to prepare them with the relevant information and knowledge necessary for the job role.

This Participant Hand Book is designed based on the Qualification Pack (QP) under the National Skill Qualification Framework (NSQF), and it comprises of the following National Occupational Standards (NOS)/ topics and additional topics.

1. DWC/N0114: Managing Responsibilities, Rights and Interactions with Others
2. DWC/N0113: Managing Resources and Finances
3. DWC/N0115: Nurturing Good Health and Fitness
4. DWC/N0116: Enabling Personal Development and Growth with the use of Media and Technology
5. DWC/N0117: Caregiving and Managing Related Activities
6. DWC/N0118: Cultivating Traditional Values and Norms in all Aspects of Home and Living
7. DWC/N0119: Handling Medical and Non-Medical Emergencies
8. DWC/N9902: Maintain Service Standards and Communicate Effectively
9. DWC/N9903: Maintain Health, Hygiene and Safety Standards
10. DGT/VSQ/N0102: Employability Skills

Symbols Used

Key Learning Outcomes

Unit Objectives

Exercise

Tips

Notes

Activity

Summary

Practical

Table of Contents

S.No	Modules and Units	Page No
1.	**Role and Responsibilities of Assistant Home Manager (DWC/N0114)**	**1**
	Unit 1.1 - Domestic Workers Sector in India	3
	Unit 1.2 - Roles and Responsibilities of Assistant Home Manager	7
2.	**Managing Responsibilities, Rights and Interactions with Others (DWC/N0114)**	**13**
	Unit 2.1 - Monitoring Work Responsibilities	15
	Unit 2.2 - Importance of Hygiene Practices and Proper Waste Disposal	19
	Unit 2.3 - Procedures for Stocking Essential Supplies	25
	Unit 2.4 - Maintain a Healthy and Professional Relationship	28
3.	**Manage Resources and Finances (DWC/N0113)**	**43**
	Unit 3.1 - Manage Stock of Supplies and Equipment	45
	Unit 3.2 - Staff Management	53
	Unit 3.3 - Financial Management	58
4.	**Nurture Good Health and Fitness (DWC/N0115)**	**67**
	Unit 4.1 - Food and Nutrition	69
	Unit 4.2 - Health and Fitness Plan	81
	Unit 4.3 - Ayurveda and its Implications	86
5.	**Enable Personal Development and Growth (DWC/N0116)**	**93**
	Unit 5.1 - Working with Computers	95
	Unit 5.2 - Operate Various Digital Devices	108
	Unit 5.3 - Develop Professional Skills and Competencies	113
6.	**Provide Care and Manage Related Activities (DWC/N0117)**	**119**
	Unit 6.1 - Achieve Customer Satisfaction via Team Work	121
7.	**Cultivate Traditional Values and Norms (DWC/N0118)**	**131**
	Unit 7.1 - Indian Traditional, Cultural and Family Values	133
	Unit 7.2 - Vastu Shastra	148

S.No	Modules and Units	Page No
8.	**Handling Medical and Non-Medical Emergencies (DWC/N0119)**	**155**
	Unit 8.1 - Safety and Security Measures at Workplace	157
	Unit 8.2 - Waste Management and Cleanliness	163
	Unit 8.3 - Promote Wellbeing	169
9.	**Maintain Service Standards and Communicate Effectively (DWC/N9902)**	**175**
	Unit 9.1 - Maintenance of Behavioural Standards	177
	Unit 9.2 - Maintenance of Hygiene	186
	Unit 9.3 - Professionalism at the Workplace	192
10.	**Maintain Health, Hygiene and Safety Standards (DWC/N9903)**	**197**
	Unit 10.1 - Safety and Security at Workplace	199
	Unit 10.2 - Safety and Security at Workplace	213
11.	**Employability Skills (DGT/VSQ/N0102)**	**223**
12.	**Annexure**	**225**

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

1. Role and Responsibilities of Assistant Home Manager

Domestic Workers Sector Skill Council
DWSSC

Unit 1.1 - Domestic Workers Sector in India

Unit 1.2 - Roles and Responsibilities of Assistant Home Manager

DWC/N0114

Key Learning Outcomes

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

1. Identify the objectives of the program
2. Identify the role of the Domestic Workers Sector in India
3. Categories domestic workers in India
4. Identify the reasons for the growth of the Domestic Workers Sector in India
5. Identify the emerging trends in Domestic Workers' Sectors in India
6. Describe the role and responsibilities of an Assistant Home Manager
7. Explain the scope of work for an Assistant Home Manager

UNIT 1.1: Domestic Workers Sector in India

Unit Objectives

By the end of this unit, the participants will be able to:

1. Outline the objectives of the program
2. Discuss about the domestic workers' sector in India
3. Narrate the size, constitution and significance of the domestic workers' section In India
4. Describe the laws related to domestic workers.
5. Categories domestic workers
6. Identify the growth drivers and emerging trends

1.1.1 Introduction

Domestic workers have always been a crucial part of Indian households for ages. However, their roles and responsibilities were not truly described, and subsequently, this section of workers has not got their due recognition. Nevertheless, with the change in time, the increased earning capacity of Indian households, growing nuclear families and working couples made the domestic workers' role very important in Indian society.

There has been a rapid demand for domestic workers, like housekeepers, cooks, baby caregivers, caretakers/caregivers for the elderly and the differently abled persons, cleaners and laundry persons at various levels.

The new-age Indians, especially the nuclear families, are ready to pay higher remunerations and privileges to the domestic workers. However, they demand trained and certified employees who are aware of their responsibilities thoroughly and can manage the employers' households or provide professional caregiving services without post-employment training and supervision.

1.1.2 Programme Overview

The program will facilitate an overview of the following:

- Domestic worker sector
- Maintain, manage and achieve the welfare, care and well-being of home, households and family
- Manage resources and finances
- Enabling personal development and growth with the use of media and technology
- Adhere to Indian traditional, cultural and family values
- Handling medical and non-medical emergencies
- Maintain health, hygiene and safety standards
- Employability and entrepreneurship

1.1.3 Domestic Workers Sector in India

The sectorial approach of Domestic Workers may be new to India. Still, we have seen the presence and significance of domestic workers in our daily lives as they have been an essential part of our families across the nation. Until a couple of years back, domestic workers had an extremely customary picture, and this work was not viewed as optimistic employment. This stigma made it the last choice as work for the general population.

The Draft National Policy on Domestic Workers, as recommended by the Task Force on Domestic Workers define a domestic worker as a person employed for remuneration, in cash or kind, with any household, through an agency or directly, on a part-time or full-time basis, temporarily or permanently, to do the household work but does not include any member of the employer's family.

Most domestic workers are from the vulnerable sections of society, and a large number of them are migrants.

Size and Significance

While no reliable statistics have helped determine the exact number of workers in the sector, the data analysis conducted by the National Sample Survey Office (NSSO), 61st Round, 2004-5, provides an approximate figure of 4.2 million domestic workers in the country. It has been estimated that the size of the domestic workforce is more than 20 million and is expected to grow at 5%. Below are a few highlights:

- Out of this huge workforce, approximately 80-85% are unskilled, and only 1% have received formal training
- In 2009-2010, more than two-thirds of all domestic workers were employed in urban areas
- The majority of Indian domestic workers are illiterate/minimally educated and low-skilled
- The above segment, however, excludes drivers and security guards, who are considered parts of the Domestic Workers' sector

1.1.4 Classification of the Occupation

The Domestic Workers Sector Skill Council can be divided into two sub-sectors, i.e. **Household Services/ Housekeeping and Services** and **Caregiving (Non-Clinical)**. These are further divided into **seven occupations.**

Housekeeping, Cleaning, Cooking, and Laundry occupations come under **Household Services /**

Housekeeping and Services during the occupations of Child Care (Non - Clinical), Caregiver – Persons with Disabilities (Non – Clinical) and Elderly Care (Non – Clinical) belong to the **Caregiving (Non –**

Clinical) sub-sector.

See the organisation/relationship tree below w.r.t the sub-sectors:

Fig. 1.1.1: Sub-sectors of DWSSC

1.1.5 Growth Drivers and Emerging Trends

Growth Drivers for the Domestic Workers Sector

Domestic work is one of the primogenital occupations and is making fast development globally. It refers to the increasing number of people coming together to make the lives of others simpler and more comfortable.

The past trends reflect the increasing demand for skilled domestic help in India. Domestic Workers Sector Skill Council in India is the only national platform in the country, which, through its activities of mobilisation, training, certification and placement, has become one of the best platforms that are working hard to create a safe and financially stable ground for all domestic workers in India. With labour mobilisation (ease of working within different economies) and public policies playing active roles in improving the situation, this sector is working on further simplifying domestic workers' rights.

Some of the prominent growth drivers are:

- Demand for professionally trained workers is higher, and employers are ready to pay comparatively higher wages as compared to other sectors
- Increased awareness of the dignity of labour and the change in India's socio-economic pattern is encouraging more people (youth) to join the Domestic Workers sector
- The rise in the number of working couples and nuclear families is one of the prominent reasons for obtaining domestic help
- Another important reason for the growth in this sector is the increase in disposable income and improved per capita income

Reasons behind Growth

Below are the reasons that are helping the sector in its growth and motivating the youth population to work in the Domestic Workers sector:

- Improved per capita income and increase in disposable income
- The rise in the number of nuclear families and working couples
- The change in the socio-economic culture of India resulted in increased awareness of the dignity of labour
- The demand for professionally trained and educated workers and the willingness of employers to pay high wages

Emerging Trends

Domestic workers reduce the burden of household chores by carrying them out in exchange for remuneration. Such tasks include caring for children and the elderly, cooking, driving, cleaning, grocery shopping, running errands and taking care of pets, particularly in urban areas. Some of the current trends governing the sector are given below:

- **Change in employer's expectations** – The employer is ready to pay a higher salary if the domestic worker meets their expectations regarding skills, attitude, hygiene, etc.
- **Defined job roles** – Domestic workers' job responsibilities and duties are now well defined, thus encouraging the worker to perform their duties better. Segregation of the sector into subsectors of Household Services and Caregiving has defined the job roles in the sector.
- **The need of the hour** – Employing a domestic worker is no more a luxury, and it has become a necessity even for middle-class families. This has been catalysed by the emergence of splintered families/breaking of the joint families and spouses employed, leaving a vacuum at home regarding gaps in household work and caregiving.

UNIT 1.2: Roles and Responsibilities of Assistant Home Manager

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the roles and responsibilities of the Assistant Home Manager
2. Illustrate the career path for an Assistant Home Manager
3. Adhere to the guidelines and notices of the management for reporting time, working hours, assigned tasks etc., as per protocols of the organisation

1.2.1 Job Description and Responsibilities

Job Description

An Assistant Home Manager is responsible for a home's overall operation. Their duties typically include managing household schedules and calendars, planning and organising events, and overseeing maintenance projects. In addition, they will be tasked to manage household bills, ensure good upkeep and maintenance of the house and ensure care and well-being of the home, households and family

The individual requires skills, knowledge and attributes that not only limit to the home but also open humanitarian pathways in caregiving and household management.

They will also be responsible for nutrition, health, hygiene, economics, rural development, child development, sociology and family relations, community living, art, food, clothing, textiles, and home management to bring everyday life in sync with the changing surroundings.

Personal Attributes

This job requires the individual to be cheerful, patient, punctual, disciplined and responsive. The individual should also be able to remain calm under stressful situations and pressure. The individual should be courteous, affectionate, sensitive, responsible and caring while remaining protective towards the people in the household and outside it.

Responsibilities

- Managing household staff
  - Allocate, monitor and supervise the work of household workers in the house
  - Maintain healthy professional relationships to ensure optimal utilisation of available resources
  - Arrange and manage staffing
  - Educate the staff about individual roles and responsibilities
  - Handle different types of visitors/customers
- Managing resources and finance
  - Coordinate with vendors to ensure that all supplies needed are delivered on time
  - Prepare household budget
  - Maintain daily/periodic records of expenses
  - Maintain the registers/ledgers of the equipment/supplies/materials

- Fostering good health and fitness
  - Identify the components of food and their nutritional values
  - Educate the kitchen staff about food nutritional values and their importance
  - Guide the staff about complying with the food handling, safety and sanitary standards
  - Create a health and fitness chart
  - Guide the staff to use Pancamaha bhutas while preparing food
- Caregiving activities
  - Supervise daily housekeeping and maintenance staff to ensure that the facility is well-kept at all times
  - Build rapport to gain customer confidence
  - Provide training to staff and supervise the use of smart home cleaning equipment
- Maintaining heal & safety practices
  - Follow personal and workplace hygiene
  - Ensure the interior of the house is clean and well-maintained at all times
  - Comply with the measures of safety and security at the workplace
  - Manage waste and ensure cleanliness
  - Adopt practices to promote well-being

Skills Needed

Assistant Home Managers need the following skills to be successful:

- **Communication:** An Assistant home manager must communicate with various people, including the family, other staff members and vendors. They should be able to communicate effectively and professionally in both written and verbal forms. They should also be able to communicate with various people, including those with different backgrounds and experiences.
- **Leadership:** An assistant home manager must supervise other staff members. Leadership skills can help motivate the team and ensure they complete their duties within the timeline. They can also use leadership skills to delegate tasks and motivate their team to complete them.
- **Organisation:** Organisation is another skill that can be useful for an assistant home manager. This is because they often have many responsibilities and tasks to manage. Strong organisational skills can help them keep track of their responsibilities and ensure they complete their duties.
- **Customer service:** Customer service skills can help to interact with clients and guests professionally and courteously. Assistant home managers may be responsible for answering phone calls, e-mails and in-person inquiries from clients. Your customer service skills can help you communicate with clients and answer their questions.
- **Problem-solving:** As Assistant Home Managers, they may handle issues that arise during the day. Problem-solving skills can help to identify the issue and find a solution

1.2.2 Career Progression Chart for Assistant Home Manager

There are certain skills that many Assistant Home Managers have to accomplish their responsibilities. They can choose from multiple career options to pursue in future.

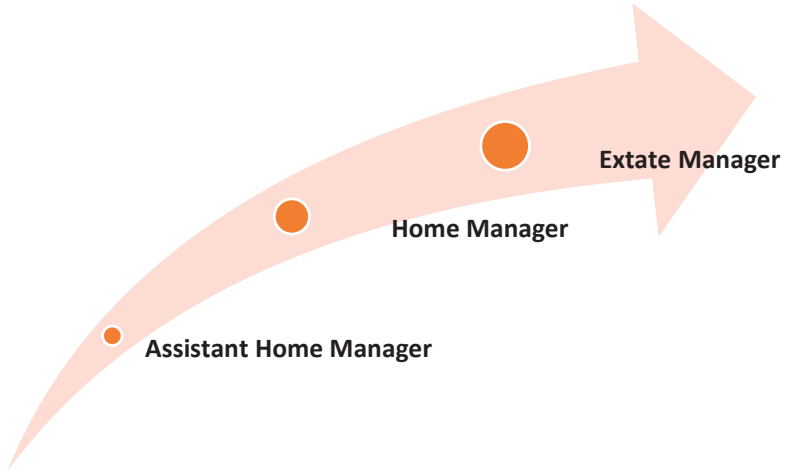

Fig. 1.2.1: Career Progression (i)

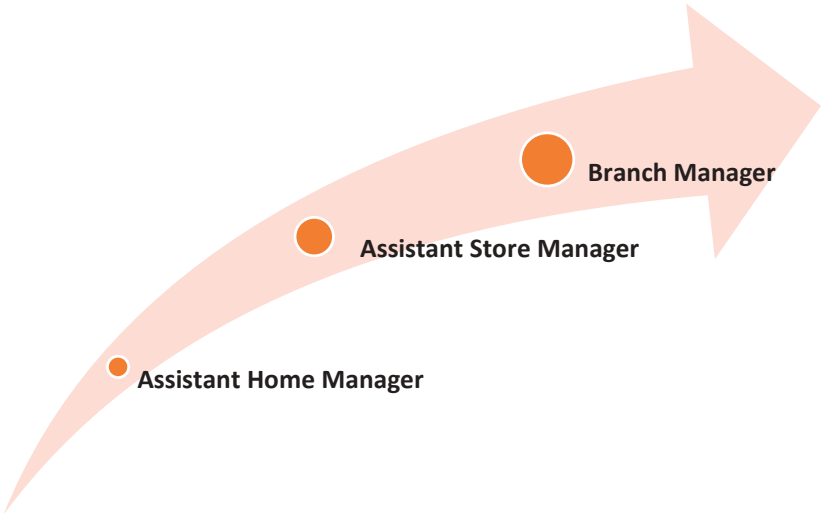

Fig. 1.2.2: Career Progression (ii)

1.2.3 Work Environment

Home Managers are responsible for the day-to-day operations of a residence, such as an apartment building, fraternity or sorority house, or private home. They typically work 8-10 hours a day but may be required to work evenings and weekends to respond to emergencies or to oversee special events.

Home managers may work in an office on the premises but are more likely to be on call 24 hours a day to deal with any problems that may arise. The work can be stressful, as home managers must be able to handle difficult residents, emergencies, and the overall management of the property. However, home managers also find the work rewarding, as they can help people maintain their homes and live in a safe and comfortable environment.

Home managers must stay up-to-date on these developments to keep their skills relevant and maintain a competitive advantage in the workplace.

The housing industry is changing rapidly, and one of the most significant changes is the increasing emphasis on safety. As more and more people are migrating to cities, there is a growing demand for apartments that offer a high level of security.

Home managers can capitalise on this trend by ensuring that their properties have the latest security features. It includes installing locks on doors and windows, installing cameras, and hiring security guards. In addition, house managers can also promote a culture of safety within their apartment community by encouraging tenants to be vigilant about suspicious activity and reporting any potential threats immediately.

Summary

- The size and significance of the domestic workers sector in India.
- Domestic workers have always been a crucial part of Indian households for ages.
- The Draft National Policy on Domestic Workers, as recommended by the Task Force on Domestic Workers define a domestic worker as a person employed for remuneration, in cash or kind, with any household, through an agency or directly, on a part-time or full-time basis, temporarily or permanently, to do the household work but does not include any member of the employer's fami-ly.
- The Domestic Workers Sector Skill Council can be divided into two sub-sectors, i.e. Household Services/Housekeeping and Services and Caregiving (Non-Clinical).
- An Assistant Home Manager is responsible for a home's overall operation. They typically work 8-10 hours a day but may be required to work evenings and weekends to respond to emergencies or to oversee special events.
- This job requires the individual to be cheerful, patient, punctual, disciplined and responsive. The individual should also be able to remain calm under stressful situations and pressure.
- They typically work 8-10 hours a day but may be required to work evenings and weekends to respond to emergencies or to oversee special events.

Exercise

Answer the following questions by choosing the correct option:

1. NSSO stands for _____

   a. National Sample Survey Office b. National Supervision Survey Office

   c. National Sample Supply Officer d. None of the above

2. Housekeeping, Cleaning, Cooking, and Laundry occupations come under _____ sub-sector

   a. Caregiving (Non – Clinical) b. Household Services

   c. Elderly Care (Non – Clinical) d. None of the above

3. DWSSC stands for _____

   a. Domestic Workers Sector Skill Corporation

   b. Domestic Workers Special Skilling Committee

   c. Domestic Workers Sector Skill Council

   d. None of the above

4. Which of the following is the responsibilities of an Assistant Home Manager?

   a. Managing household staff b. Managing household staff

   c. Maintaining heal & safety practices d. All of the above

5. An Assistant Home Managers need which of the following skills to be successful?
   a. Communication b. Leadership
   c. Customer service d. All of the above

Descriptive Question

1. Outline the growth of Domestic Workers Sector in India.
2. Describe the classification of occupation as per the Domestic Workers Sector Skill Council.
3. List the reasons being the growth of the Domestic Workers Sector in India.
4. List the responsibilities of an Assistant Home Manager.
5. What are the skills needed for an Assistant Home Manager.

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/sGDg8bjzWig

Domestic Workers Sector in India

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

2. Managing Responsibilities, Rights and Interactions with Others

Domestic Workers Sector Skill Council
DWSSC

Unit 2.1 - Monitoring Work Responsibilities

Unit 2.2 - Importance of Hygiene Practices and Proper Waste Disposal

Unit 2.3 - Procedures for Stocking Essential Supplies

Unit 2.4 - Maintain a Healthy and Professional Relationship

DWC/N0114

Key Learning Outcomes

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

1. Perform the role and responsibilities with diligence
2. Explain the process of allocating, monitoring and supervising the work of household workers.
3. Explain the significance of following hygiene practices
4. Implement proper techniques to order stock of essentials and ensure availability at all times
5. Emphasise on the importance of time management for the timely completion of work.
6. Outline the key points of the Domestic Workers (Registration, Social Security and Welfare) Act, 2008
7. Discuss the parameters and process of receiving feedback from customers and giving feedback to the staff
8. Explain the importance of recording and documentation
9. Demonstrate how to behave professionally, showing respect to the staff and members of the house
10. Implement proper procedures for recording, reporting and documenting staff performance, equipment, etc.

UNIT 2.1: Monitoring Work Responsibilities

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss the roles and responsibilities of household staff
2. Explain the process of allocating, monitoring and supervising the work of household workers
3. Demonstrate allocating the work, filling the job sheet and briefing the staff about it
4. Demonstrate how to coordinate with the staff to determine their requirements for the completion of tasks

2.1.1 Roles and Responsibilities of Various Employees

Thre may be various employees employed by a client. Let's explore the duties and responsibilities of different employees:

- **Estate manager / Caretaker -** An estate manager typically oversees a large estate with multiple buildings, often on a large property of a hundred acres or more.
- **Household Personal Assistant** - Personal assistants often do a wide range of tasks, depending on the needs of their employer. Duties include maintaining the family calendar, shopping, doing errands, overseeing housekeeping staff, and coordinating activities and events.
- **Butler** - The basic duties of modern-day butlers include greeting guests, answering phone calls, assisting with event planning, overseeing table settings, serving drinks and food, etc.
- **Nanny** - Nanny services can vary significantly, depending on the kids' age and unique needs. A baby nanny is experienced with newborns, young babies, and toddlers; they may aid mom with her breastfeeding schedule and prepare breastmilk or formula for bottle feeding.
- **Housekeeper** - The duties of a housekeeper include light cleaning (e.g., dusting, vacuuming, and mopping), cleaning bathrooms, cleaning the kitchen, laundry, ironing, dishwashing, garbage and recycling removal, restocking household items, running errands, and grocery shopping.
- **Cooking Staff** – They prepare meals based on each family member's preferences. Depending on their employer's needs, they may live in or out. The chef generally oversees food prep staff during parties and other events.
- **Doula** - A doula's duties include breastfeeding support, newborn care (diapering, bathing, bottle feeding, and comforting), and emotional and physical support for the mom.
- **Home Health Aides/Private Nurses** - Home health aides assist people with special needs, including those who are chronically ill, disabled, or cognitively impaired. They also care for older adults who need assistance.
- **Driver** - A chauffeur/personal driver is a person employed to drive a passenger motor vehicle, especially a luxury vehicles such as a large sedan or limousine. Their duties include driving clients daily to their desired destinations, assisting them with loading and unloading their luggage, scheduling regular car service appointments, and reporting any issues.
- **Gardener** - Gardener responsibilities include monitoring the health of all plants and greenscapes, watering and feeding plants, trimming trees and shrubs, fertilising and mowing lawns, weeding gardens and keeping walkways clear of debris and litter.

2.1.2 Allocating and Monitoring Work

One of the major tasks of an Assistant Home Manager is to effectively plan and fairly allocate work to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating work plans in light of developments.

You must be able to do the following:

- Confirm the work required in your area of responsibility with your supervisor/client and seek clarification, where necessary, on any outstanding points and issues
- Plan how the work will be undertaken, making the best use of the available resources
- Ensure that work is allocated to individuals and/or teams on a fair basis taking account of skills, knowledge and understanding, experience and workloads and the opportunity for development
- Ensure that individuals and/or teams are briefed on allocated work
- Recognise and seek to find out about differences in expectations and working methods of any team members from a different background or culture and promote ways of working that take account of their expectations and maximise productivity
- Encourage individuals and/or team members to ask questions, make suggestions and seek clarification in relation to allocated work
- Motivate individuals and/or teams to complete the work they have been allocated within the allowed time

Duty roster

Duty roasters help in the allotment of jobs, hours of duty, and days off for each staff. For equal distribution of duties, the roaster should be rotated periodically. Duty roasters must be in a simple format, easy to interpret, clearly written, and displayed on the staff notice board at least a week in advance.

Fig. 2.1.1: Duty roster

The information required for compiling the duty roster is as follows:

- Number of hours worked by each staff
- Number of shifts per day with the number of hours in each shift with breaks
- Bulk of staff should be on duty at peak periods of week and day
- Personal commitments of staff should be considered as far as possible
- Over-time and compensatory offs should be kept to a minimum
- Allocate adequate relievers to each job

Once the time allowed to provide the required type and standard is calculated to work schedule can be prepared. It's an important stage in the planning process, and its main advantages are that it can assist in establishing and maintaining the standard of service required.

Monitoring task

Managing household staff is one of the most tedious tasks for an Assistant Home Manager. It is a job full of responsibilities and a lot of work pressure. The Assistant Home Manager relies, to a great extent, on their team.

Defining the roles and responsibilities of household workers is the most important role of an Assistant Home Manager. The Assistant Home Manager is responsible for training, supervising and motivating other workers to ensure all schedules are completed.

Ineffective supervision or inadequate monitoring can reduce productivity, increase absenteeism, create or prolong workplace conflict, damage the culture and impact the quality of care delivered.

2.1.3 Staff Briefing and Filling Job Sheet

Staff briefing brings the supervisor and the team members face-to-face so the information can be delivered, questions asked, and feedback collected. The Home Manager must state the briefing's subject, focus and purpose. The entire household staff must be briefed at the start of the day's work regarding the pending and new tasks and the timeline to complete them.

The allocated task must be mentioned in the job sheet. The task required or defined according to the job description provided by the employer. The task description should contain all that needs to be done and the key points that need to be considered. The target date and time of completion for a job.

Daily Job Sheet

DAY:		
Time	Task	Done
7-8		
8-9		
9-10		
10-11		
11-12		
12-13		
13-14		
14-15		
15-16		
16-17		
17-18		
18-19		

Fig. 2.1.2: Job sheet

Assistant Home Managers have a housekeeping team under them, and proper coordination with them can ensure maximum efficiency. The Assistant Home Manager should directly coordinate with the staff to determine their requirements for completing tasks.

Some of the examples of requirements are:

- Grocery and vegetables in the kitchen
- Cleaning agents in housekeeping
- Detergent in laundry
- Medicines, etc.

UNIT 2.2: Importance of Hygiene Practices and Proper Waste Disposal

Unit Objectives

By the end of this unit, the participants will be able to:

1. Elucidate the importance of following hygiene practices
2. Discuss about household waste segregation and disposal technique
3. List the equipment used and the required servicing and maintenance activities, along with their significance

2.2.1 Importance of Following Hygiene Practices

Cleanliness is next to Godliness!

The cleanliness of the workplace is a clear mandate for a professional atmosphere and healthy living. Hence, we should make it a point to adopt hygiene practices that will serve the welfare of self and the employers.

Therefore, it is not surprising that people give cleanliness and hygiene a lot of importance. The government of India has also started a drive called 'Swachata Abhiyan ', which revolves around the idea of cleanliness and hygiene given by Mahatma Gandhi.

Unclean office space is likely to create more room for spreading flu, dengue, and other diseases among the members. The airborne dust might also cause various respiratory diseases.

Good home hygiene helps prevent the spread of germs and infections. Bacteria may hide in different parts of the house, so you should clean high-traffic areas regularly. Be mindful of dealing with bacteria as you cook and clean in the kitchen to reduce the risk of contracting foodborne illnesses.

Some of the reasons why proper home hygiene is essential to include:

- **It keeps you healthy:** Good home hygiene helps prevent the spread of germs and infections. Pathogens may hide in different parts of the house, so you should clean high-traffic areas regularly. Be mindful of dealing with bacteria as you cook and clean in the kitchen to reduce the risk of contracting foodborne illnesses.
- **It creates a more comfortable space:** Poor hygiene in the house may lead to undesirable smells and sights. Cleaning your home allows you to enjoy your living space without unpleasant distractions.
- **It keeps pests out of the house:** Insects and rodents enjoy mouldy, dusty areas of the home where they can hide. When you clean your house often, you can spot and deal with these pests before they cause an infestation.

While at home, one can take care of ownself and other family members by practising personal hygiene. Follow these tips to control any illnesses in the household:

Wash your hands with warm water and soap for at least 20 seconds before touching or eating food, after you use the bathroom and after you take out the trash	
Take a shower or bath daily	
Brush your teeth at twice a day	
Eat a healthy, balanced diet	
If you're sick, stay home and away from others for at least 24 hours after the fever is gone	
Cough and sneeze into your arm or a tissue, turning away from other people	

Avoid touching your eyes, nose and mouth when interacting with a sick person. Avoid sharing cups or dishes with those who are sick.	

Table 2.2.1: Hygiene practices

Ensure to clean the house/office is with appropriate materials and procedures. The standard operating procedure for cleaning could be discussed concerning:

- Materials
- Procedure

Materials:

- A clean sponge, cleaning cloths, hand towel, brush, and cleaning supplies are some of the products which could be used for cleaning
- Place a clean washcloth and keep the guest toiletries on it
- Wipe the towel racks and other bathroom fixtures
- Wash the washbasin, ashtrays, and wastebasket
- Scrub inside the washbasin with a nylon scrubber
- Wash the ashtrays and wastebasket with a sponge, rinse them out in the sink and dry them with a clean cloth

Procedure:

- Spray cleaning solutions on the sink and the main sink drain, and scrub
- Use a stiff brush to clean overflow holes, as dirt often collects in sink overflow drains
- Polish with a dry cloth or scrubber to prevent water spots
- Dust below the vanity counter, wooden shelves, and inside the cupboard with a soft duster or wipe cloth regularly
- Sweep and mop below the vanity counter, as it should be clean with no spots or marks

Regular pest control activities

Pest Control is important for effective hygiene maintenance in homes/offices. The pests could contaminate the food, destroy bed covers and ruin linens if not checked properly. The pest control measures which could be employed over here are:

2.2.2 Household Waste Segregation and Disposal

Waste is a material that no longer serves a purpose and is discarded. In some cases, what one person throws away, may be re-used by somebody else. All wastes are particularly hazardous if not carefully disposed of, and these have an adverse impact on the environment.

General waste makes up at least 85% of all waste generated at homes. General waste is no different from a general hotel or office waste and includes paper, plastics, liquids, and other materials that do not fit into the previous three categories. While the wastes are collected from the different areas of the home, they should be classified and collected according to the type of waste. This is called the segregation of waste. The waste is then collected and disposed of according to the segregation method.

There are five types of waste:

1. **Liquid waste:** Liquid waste is commonly found both in households as well as in industries. This waste includes dirty water, organic liquids, wash water, waste detergents, and even rainwater. Another classification of liquid waste can be based on point and non-point source waste. The liquid waste that is obtained from the manufacturing units is classified as point-source waste, whereas non-point-source waste is obtained from natural sources such as rain.
2. **Solid rubbish:** Solid rubbish can include different items found in our homes, industries, and commercial units. Solid rubbish can be further categorised as:
   - **Plastic waste** – All the bags, jars, bottles, containers, and other plastic products we use in our houses and throw form a part of the plastic waste. Though majorly plastic is not biodegradable, there are many types of plastic items that can be recycled. You should not mix plastic with your regular waste. Instead, you should sort it out and try to place it in our recycling bins.
   - **Paper or card waste** – All the newspapers, packaging materials, cardboard, and other products majorly form paper or cardboard waste. You can easily recycle paper either by taking them to your closest recycling depot or placing it in your recycling bin.
   - **Tins and metals** – We can see many products that you may consider waste made up of tins or metals inside our homes since most metal items can be recycled. You can take these items to a scrap yard or your closest Brisbane recycling depot, and they can be disposed of properly over there.
   - **Ceramics and glass** – Items made of glass or ceramic can be recycled easily. They can be disposed of properly in special glass recycling bins and bottle banks.
3. **Organic waste:** Another common waste in our households is Organic waste. All food waste, manure, garden waste, and rotten meat are put into organic waste. Over time, microorganisms turn organic waste into manure. However, these wastes need to be disposed of properly and cannot be thrown anywhere and everywhere. Discarding organic and general garbage in landfills is hazardous, leading to toxic gas production and methane. Instead, it would be best to dispose of it properly by hiring a green skin bag, a garden bag, or a green bin for proper waste disposal.
4. **Recyclable rubbish:** The waste items that can be converted into items that can be used again or are recyclable come under this category. These include solid items such as metals, paper, organic waste, and furniture, and all these items can be recycled. You should not throw these items with your regular waste, where they become a part of the landfills full of garbage. Instead, make it a habit to place such items in your yellow recycling bin or take them to your local recycling depot.
5. **Hazardous waste:** All hazardous or flammable rubbish, corrosive reactive, or toxic comes under this category. It is essential to dispose of such items properly because they harm you and the environment.

Identify the different types of wastes

The trash cans used for the disposal of waste could be colour-coded, helping in the segregation and processing of waste.

Colour Type of waste	Colour Type of waste
Yellow	Human waste, tissues, organs, or bodily fluids. It could also contain chemicals, laboratory waste, soiled bandages, or animal carcasses.
Red	Plastic or recyclable materials such as IV tubes, catheters, syringes (without the needle)
White	Sharp items such as needles, scalpels, and blades are collected in these containers
Blue	It can be used to dispose of beakers, medicine vials, and broken glass equipment

Table: 2.2.2 Type of waste

The waste could be categorised into different types: solid, liquid, food, and non-food. Each category of waste has a different process and method for disposal, which have been represented in a tabular form below:

Waste Category	Examples	Method of handling
Liquid	Wash water from restrooms, liquids used for cleaning in industries, and waste detergents	Wastewater treatment process
Solid	Household waste, Sanitation residue	Landfill incineration
Food	Discarded food or lost uneaten	Landfill incineration
Non-food	Industry waste, construction, demolition waste, etc.	Landfill incineration

Table 2.2.3: Method of waste handling

2.2.3 Equipment Used for Servicing and Maintenance Activities

Different homes/offices have different housekeeping requirements based on several factors. Some of them are common, while some of the requirements are very specific. An Assistant Home Manager should understand the facility and the system correctly to ensure a smooth cleaning workflow with the housekeeping staff's sincere efforts and dedication.

List of the basic equipment required for servicing and maintenance activities are given below:

Fig 2.2.1: Housekeeping Supplies

Fig 2.2.2: Basic Tool Box

UNIT 2.3: Procedures for Stocking Essential Supplies

Unit Objectives

By the end of this unit, the participants will be able to:

1. Implement proper techniques to order stock of essentials and ensure availability at all times
2. Employ appropriate techniques to maintain records of supplies, inventory, etc.

2.3.1 Stocking Essential Supplies

Maintaining the stock of essential supplies is one of the key responsibilities of the Assistant Home Manager. Below are a few points to adhere for effective stock maintenance.

Purchasing

The responsibility for the quality and quantity of the purchase of materials is with Assistant Home Manager. They will do the following:

- Selection of the suppliers
- Negotiating and placing order
- Expediting delivery
- Process payments

Receiving and Checking Essential Supplies

- Pleasant and pleasing presentation to the external and internal delivery staff
- Receive deliveries of essential supplies and check that they are not damaged or expired
- Ensure that all ordered items are delivered and in coherence with the bill produced
- Handle and move the supplies to storage areas safely and without damage or loss

Store and Issue Essential Supplies

- Appropriate storage conditions are a must
- Housekeeping supplies must be issued, ensuring that they are handled in line with manufacturers' instructions
- Track the stock rotation
- Report low levels of housekeeping supplies to the right person
- Ensure cleanliness and hygiene, and report signs of pest infestation immediately
- Secure storage areas against unauthorised access
- Delegate other responsibilities to the appropriate person

Factors to carry out be considered before ordering

Post approval from the employer, the Assistant Home Manager is responsible for deciding about the quality, types, and needs of inventory. Besides, the following points can be used as a checklist when ordering.

Factors to be considered before ordering stationery	
Standard	A different standard is followed for each type of inventory. There is no link of standard with a cost. Only utility is considered while deciding the standard
Suitability	The inventory should be capable of satisfying the needs of the office and well suited for the purpose for which they are purchased
Cost	Everyday operations cannot be carried out in the absence of essentials But the cost of inventory should be within the budget of the client
Durability	Cheaper quality generally has a shorter life
Record Keeping	The carbon copy of the letter is preserved for future reference
Performance	A particular brand of inventory must be used continuously until the availability of satisfaction. If not so, it must be substituted by another brand
Quality	Inventory has a short life if the ordinary quality is purchased. The materials of superior quality will be profitable since it may go for double the time of ordinary quality and incur low expenses

2.3.2 Process for Stock Replenishment

All essential supplies must be procured, stocked and replenished periodically per consumption.

Assistant Home Manager should maintain the inventory of all items/materials/supplies. Generally, they check the balances periodically and have a certain level at which they should order purchases. The factors to be considered are finances, the right source, and the time taken for delivery. As a principle, the material should reach before the earlier supplies are drained off.

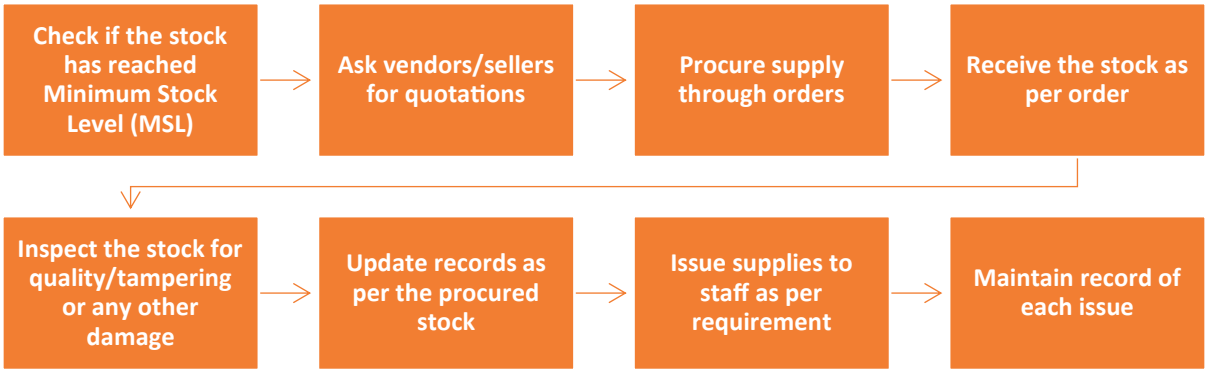

Fig. 2.3.1: Process for stock replenishment

2.3.3 Maintain Records of Supplies

As the stock keeping of the records, also known as maintaining stock inventory, is being done, identical records that exist in several places should be noted. Many times, these records are redundant and should be deleted or destroyed. After the inventory process is completed, the next step is to determine the importance of the record(s) to the ongoing operation of your department.

Determining a record's relative importance can result in the decision to limit its retention period or even eliminate the need for its further retention. The Record Inventory process can be used for this purpose.

The following are the steps for maintaining records of supplies, inventory, etc.

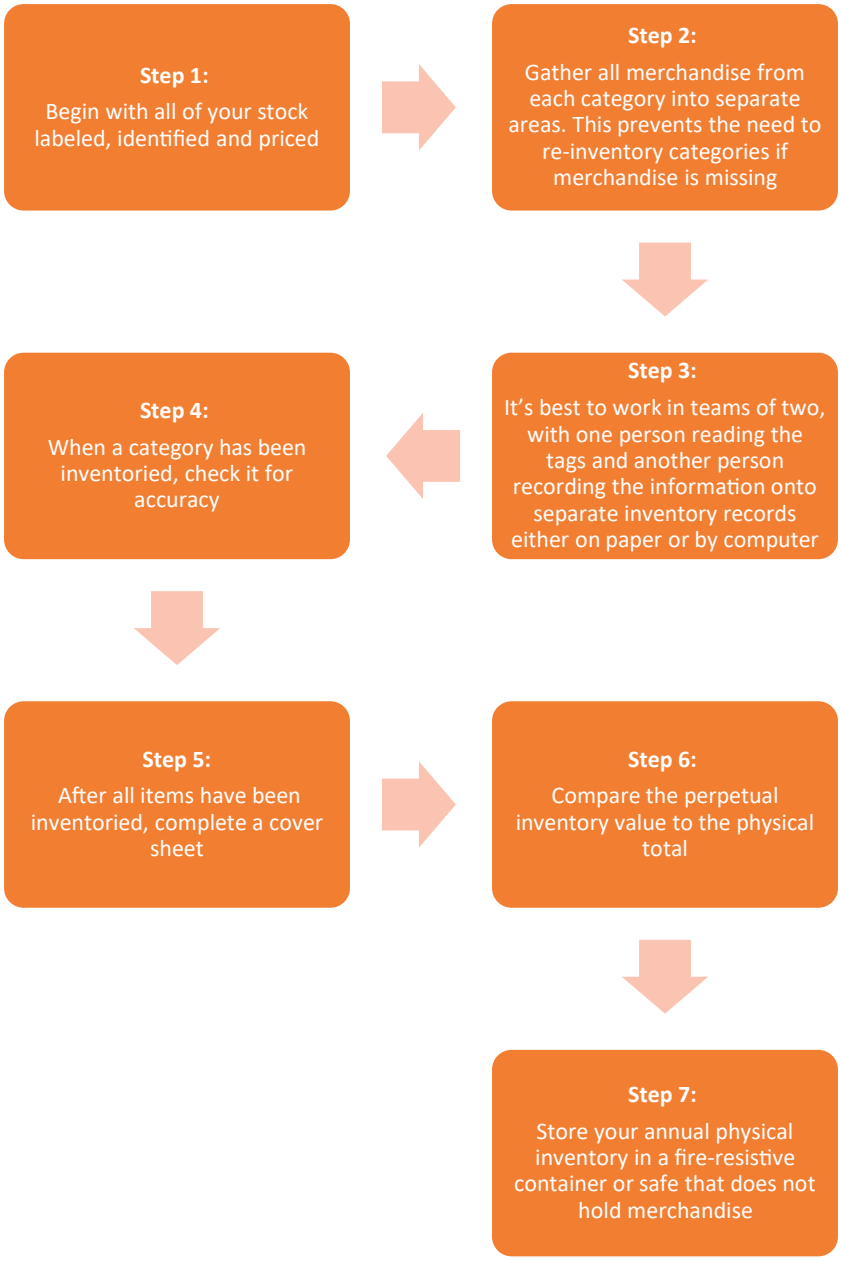

Fig. 2.3.2: Inventory record keeping

UNIT 2.4: Maintain a Healthy and Professional Relationship

Unit Objectives

By the end of this unit, the participants will be able to:

1. Emphasise on the importance of time management for the timely completion of work
2. Demonstrate how to behave professionally, showing respect to the staff and members of the house
3. Explain the importance of developing a good rapport and healthy professional relationships with the staff/colleagues/employer
4. Employ suitable ways to handle different types of customers and address conflicts using conflict management methods.
5. Discuss the maintenance of records and documentation pertaining to staff w.r.t. attendance, performance, etc.
6. Outline the key points of the Domestic Workers (Registration, Social Security and Welfare) Act, 2008.
7. Discuss the parameters and process of receiving feedback from customers and giving feedback to the staff

2.4.1 Time Management

Time Management is organising your time and deciding how to allocate your time between different activities. Good time management is the difference between working smart (getting more done in less time) and working hard (working for more time to get more done).

Effective time management leads to efficient work output, even when faced with tight deadlines and high-pressure situations. On the other hand, not managing your time effectively results in inefficient output and increases stress and anxiety.

Benefits of Time Management

Time management can lead to huge benefits like:

- Greater productivity
- Higher efficiency
- Better professional reputation
- Reduced stress
- Higher chances for career advancement
- Greater opportunities to achieve goals

Not managing time effectively can result in undesirable consequences like:

- Missing deadlines
- Inefficient work output
- Substandard work quality
- Poor professional reputation
- Stalled career
- Increase in stress and anxiety

Traits of effective time managers

- Some traits of effective time managers are:
- They begin projects early and set daily objectives
- They modify plans, if required, to achieve better results
- They are flexible and open-minded
- They inform people in advance if their help is required
- They know how to say no
- They break tasks into steps with specific deadlines
- They continually review long-term goals
- They think of alternate solutions if and when required
- They ask for help when required. They create backup plans

Effective Time Management Techniques

You can manage your time better by practising certain time management techniques. Some helpful tips are:

- **Plan out your day, as well as plan for interruptions.** Give yourself at least 30 minutes to figure out your time plan. In your plan, schedule some time for interruptions.
- **Put up a "Do Not Disturb" sign** when you have to complete a certain amount of work.
- **Close your mind to all distractions.** Train yourself to ignore ringing phones, not reply to chat messages and disconnect from social media sites.
- **Delegate your work.** This will help your work get done faster and show you the unique skills and abilities of those around you.
- **Stop procrastinating.** Remind yourself that procrastination typically arises due to the fear of failure or the belief that you cannot do things as perfectly as you wish.
- **Prioritise.** List each task to be completed in order of urgency or importance level. Then focus on completing each task one by one.
- **Maintain a log of your work activities.** Analyse the log to help you understand how efficient you are and how much time is wasted every day.
- **Create time management goals** to reduce time wastage.

Tips

1. Always complete the most important tasks first.
2. Get at least 7 – 8 hours of sleep every day.
3. Start your day early.
4. Don't waste too much time on small, unimportant details.
5. Set a time limit for every task that you will undertake.
6. Give yourself some time to unwind between tasks

2.4.2 Communicating with Staff and Members of the House

Communication means giving understandable information and receiving and understanding the message. For the Assistant Home Manager, it is very important to have good communication skills. The ability to communicate effectively with staff, subordinates, supervisors and members of the house is essential for career advancement. Communication skills in the form of a written document or a conversation reflecting on the staff and the organisation. Many of these impressions are based solely on the communication which is done.

Communication is sending information or ideas using spoken words, visuals, writing, or other methods. The Communication model uses two entities - the sender, who is sending the message and the receiver, who is receiving the message.

This model also assumes that the speech or ideas sent by the sender need to be simple enough to be decoded and understood by the receiver. If the ideas are not presented simply and clearly, then decoding is improper, and the receiver does not understand.

Communication Process

The different categories of communication are:

Verbal Communication: Also known as Oral communication, Verbal Communication is anything that is spoken and passed between the sender and the receiver. Such communications aim to ensure that people understand whatever you want to convey. Verbal communications are quicker, easier to understand, and more precise than written communication.

Despite having technology-enabled communication and mobile phones in abundance where sending text messages is easy and quick, people still prefer personal meetings or face-to-face video calls. These are effective and much more convenient in conveying the message.

All successful individuals need to have verbal communication is an important aspect and is looked at as a key strength in an individual.

Non-verbal / Interpersonal communication: How do you make people feel when you enter the room? Is your body language strong, standing straight and erect, or slouched and tired?

Do you look well-groomed and you're best for a team meeting, or do you wear casual and crumpled clothes?

When you shake hands, do you do so professionally and enthusiastically, or do you just hold the other person's hand with no energy?

The above were some examples of Non-verbal communication or interpersonal communication. Employees in any organisation should have good interpersonal skills. So, in addition to verbal skills, the employees should brush up on their non-verbal skills and should professionally present themselves.

Let us now imagine a scenario. You were in a sales meeting and have not achieved your target. How is your presentation going to go? How will you react? Will you be calm, or will you become nervous and stutter? Will your body posture and fidgeting show that you are nervous? These are important non-verbal skills, and your work and growth in an organisation might depend on them.

A manager who panics and is not good at non-verbal communication will generally not be a favourite with his team members. It is difficult for the team members to admire and respect such a team manager.

However, people with good personalities go a long way in motivating their team members and invoking a sense of confidence. Often a few kind words of advice and help will boost the morale of a demotivated employee. Small gestures such as a pat on the back or a hug after failing despite best efforts go a long way. Thus, non-verbal skills play a vital role in the workplace.

As employees grow into managers and as managers into leaders, they become better at the non-verbal type of communication. They know that their calm and accepting behaviour at times of panic is what will keep the team motivated and focused on goals.

Written Communication: Many ways written communications can be used. The number of ways is ever-increasing with the penetration of smartphones and the internet. E-mail is one of the most common forms of written communication. But slowly, written type of communication is becoming more informal with various online messaging apps being used regularly.

All different forms of written communication can be formal or informal. If we visit a court of law today, you will find that even WhatsApp messages are legal. There have been many cases of celebrities being brought under the scanner because of wrong written communications on their social media accounts.

Thus, the above example proves that written communication needs to be used safely and effectively.

Written communication between friends can be informal, but this communication between working professionals should always be formal so that any misquoted words are not misused with ill intent.

The advantage of written communication is that it acts as the final word once a decision has been taken. Written communication is used almost everywhere; for example, when you quote your prices to the customer, rank a dealer on top, promote an employee, or launch a new product.

A problem with written communication is that it becomes too formal and might incite an ego or various political problems when used. Newspapers are perfect examples of written words that create controversy.

7 C's of Communication

The 7 C's of Communication is a checklist that helps improve professional communication skills and increases the chance that the message will be understood in the same way it was intended. To have effective communication, one should keep the following 7 C's of communication in mind:

1. **Clear:** The message should be easily understandable when sent. The message should emphasise a single goal at a time and shall not cover several ideas in a single sentence.
2. **Correct:** The message should be correct, i.e., the correct language should be used, and the sender must ensure that there are no grammatical or spelling mistakes. Also, the message should be exact and well-timed.
3. **Complete:** The message should be complete, i.e., it must include all the information needed by the recipients. The complete information answers all the questions of the receivers and helps in better decision-making by the recipient.
4. **Concrete:** The communication should be concrete, which means the message should be clear and particularly such that no room for misinterpretation is left. All the data should be mentioned in a message to substantiate whatever the sender is saying.
5. **Concise:** The message should be to the point and not cluttered by irrelevant information. Some simple mistake to avoid is the use of lengthy sentences, and a short and brief message is more comprehensive and helps to retain the receiver's attention.
6. **Consideration:** Understanding the profile of the intended users is important. To communicate effectively, the sender must consider knowledge, age, thinking patterns, background, etc. The sender must relate to the target recipient and be involved in communicating.
7. **Courteous:** It implies that the sender must consider both the feelings and viewpoints of the receiver so that the message is positive and focused. Be careful not to word the message such that it becomes biased and shows a respectful attitude towards the recipient.

An Assistant Home Manager can communicate in several ways, including the following:

- **Written communication** – (i.e., letters, memos, reports, e-mails, faxes, etc.)
- **Oral communications** – (i.e., one-on-one meetings, phone conversations, speeches, video conferencing, group meetings, etc.)
- **Non-verbal communication** (i.e., eye contact, facial expressions, body language, and physical appearance, etc.)
- **Active listening** – (i.e., listening with a high level of concentration; and listening for information)

Barriers to Effective Communication

Regardless of the types of communication: verbal, nonverbal, written, listening or visual, if we do not communicate effectively, we put others and ourselves at risk. Any restriction that limits the purpose or channel of communication between the transmitter and the receiver is a barrier to effective communication.

A communication barrier may limit or reduce the ease at which we communicate and hence the name barrier. Although the barriers to effective communication may be different for different situations, the following are some of the main barriers:

- Linguistic Barriers
- Psychological Barriers
- Emotional Barriers
- Physical Barriers to Communication
- Cultural Barriers of Communication
- Organisational Structure Barriers
- Attitude Barriers
- Perception Barriers
- Physiological Barriers
- Technological Barriers & Socio-religious Barriers

Communicating with Members of the Family

It is important to maintain etiquette, use polite language, and demonstrate responsible and disciplined behaviours to clients.

Several basic norms and etiquettes need to be maintained at the workplace, such as:

- Use friendly body language while greeting the members of the client's family
- Greet everyone with a smile
- Practice patient Listening
- Display supportive behaviour and an approachable attitude
- Prohibit misbehaving at the workplace since this can harm the work culture
- Listen actively in a two-way communication

2.4.3 Record and Report Work Output, Exceptions and Delays

No matter what kind of work you allocate, it is important to record and measure work output or productivity and to measure it as accurately as possible.

Distracted by smartphones, social media and the demands of their personal lives, most employees find it hard to focus consistently and produce the best work they can. This lack of interest and involvement often leads to low or mediocre productivity and unforeseen delays in getting the work done.

2.4.4 Strategies for Effective Communication with Customers

First Impressions

The first thing you can do to make clients and visitors feel welcome is smile. Even if you are strained, abstracted or upset, put a smile on your face when visitors and clients come in. Putting the client's needs ahead of your personal concerns is the hallmark of a true professional.

Acknowledge clients as soon as they walk in the door if you can address them by name. Make eye contact and smile if you are on the phone or busy with another client. As soon as you are able, greet them verbally with a high-energy handshake and a smile.

To create a good first impression, you should:

- Keep all work areas neat
- Greet guests as soon as they enter
- Make eye contact and smile at guests when in the dining room
- Ensure that dress is formal or business casual, clean and tidy
- Maintain an erect posture and alert manner

Non-verbal communication is an important component of effective communication. Non-verbal communication includes tone, voice quality, eye contact with the person you are talking to, paying attention when somebody else talks, body position, distance from the person, and body movement.

If you do not respect the person you are speaking with, your linguistic and non-verbal communication will communicate that. Showing disrespect will reduce their respect for you. Whatever personal feelings you have about the visitor or client, you need to communicate effectively with them to do your job professionally and safely.

A good communicator talks about important things to you and says them in a way you can understand. When good speakers tell you important information, they often ask whether you have understood. A good communicator always practices active listening.

When you speak with people with a lower level of English than you do, imagine trying to speak in their language if you were just learning it. Speak as if you would want them to speak to you. Speak slowly. Choose simple words and articulate them carefully. Watch the person's non-verbal clues for signs of understanding. Our communication greatly depends on our culture. Language is a big part of our culture, and so is non-verbal communication. When speaking to people from different cultures, remember that their communication norms may differ from yours.

2.4.5 Conflict Resolution

Conflict management refers to the way that you handle disagreements. You may have to deal with a dispute between you and another individual, family members, or fellow employees. The key to successfully handling a conflict is choosing the right style for each situation.

For instance, it might make sense to use avoidance or accommodation to deal with minor issues. Critical disputes may require a more assertive approach, like a competitive conflict management style.

Conflict Management Methods

1. **Accommodation**

   This is a lose/win situation. The accommodation approach is generally used when one party is willing to forfeit their position. It is best used in situations where:

   - One party wishes to indicate a degree of fairness.
   - People wish to encourage others to express their own opinion.
   - The issue or problem is more important to the other party concerned.
   - It is more important to safeguard the relationship rather than argue.

2. **Compromise**

   This is a win/lose – win/lose situation, i.e. everyone involved gains and loses through negotiation and flexibility. Each will win some of what they desire while at the same time giving something up. The main goal of this approach is to find common ground and maintain the relationship.

   Compromise is best used:

   - To achieve an agreement when all parties have equal power.
   - To reach a temporary resolution in more complicated matters.
   - To achieve a settlement when time or other circumstances are constrained.

3. **Avoidance**

   This is a lose/lose situation. Neither party takes action to address the issues involved in the conflict, meaning that it will remain unresolved. This approach is best used:

   - If all concerned feel the issue is minor and will be resolved in time without fuss.
   - When the parties need a chance to cool down and spend time apart.
   - If other people are able to resolve the conflict more effectively than the parties concerned.
   - When more time is needed before thinking about dealing with the issues.
   - If the impact of dealing with the situation may be damaging to all parties involved.

4. **Competition**

   This is a win/lose situation. One party attempts to win the conflict through dominance and power. This approach is best used:

   - When all other methods have been tried (and failed).
   - In emergencies when quick, immediate and decisive action is called for.
   - In situations where unpopular changes need to be applied and discussion is inappropriate.

5. **Collaboration**

   This is a win/win situation. It is the most effective but most difficult way of managing differences. It requires trust and commitment to resolve by getting to the heart of the problem. All parties need to be willing to empathise and try to understand each other's situation. Collaboration is most appropriate:

   - When all parties are willing to investigate alternative solutions together that they may not necessarily have thought of on their own.
   - When trying to get to the source of problems that have continued for a long time.
   - When upholding objectives that cannot be compromised on any side while still preserving the relationship.
   - When parties from different backgrounds and experiences are involved.

Here are a few communication concepts that you can use to communicate effectively with a dissatisfied customer, appreciating them, and increasing customer satisfaction and loyalty.

Patience: A customer reaches out to you when they are unsure, confused, or have a grievance. He may, sometimes, be angry because of miscommunication or because he feels that he has been treated dishonestly. At times, endurance is required just to understand the problem, let alone offer a solution. But, in the end, being patient will make you a winner. Be patient and capture the finer details; remember that great service is better than fast service.

Accuracy of information: The turnaround time for any service or waiting communicated to the customer must be the same across all levels and departments. You must ensure that visitors communicate accurate turnaround times, which can set expectations. Any disparity in this will lead to an unhappy customer.

Proactive approach: When a customer has called you to get an issue resolved, the resolution may take more time than required. When you have a customer waiting for your response, be proactive and keep the customer informed of the progress rather than have the customer repeatedly get in touch with you for an update.

Attentiveness: While attending to a customer grievance, if you happen to miss any important details, it will just aggravate the situation. So, block out the noise and focus entirely on the query; have a pen and paper handy to help you make notes.

Avoid interruption: When customers complain or tell you the events that led to their disappointment, do not interrupt. You might have heard the same lines before and thought offering a quick solution would improve customer service. However, interrupting customers upsets them and makes them feel less valued.

Know your product/service offered inside out: Customer queries can be anything under the sun, but they are mostly related to the product/service your brand offers. There is no excuse for an employee not to be aware or well versed with the products/services that his organisation offers.

Honesty works every time: If you are not aware of any aspect of the business's details, tell the customer you will get the exact information for them. Don't wing it by saying, 'I think…' or 'it could be…' This sort of communication will create doubts about your organisation and your brand. Also, if waiting is going to take longer than usual, communicate that to your customers. Most often, customers are angered because their expectations are not set right. Also, it is a great idea to communicate the process you will follow. This awareness will make the customer more confident and less irate.

Active Listening: Body language speaks louder than words. When customers are communicating with you, they should not feel uncared. Ensure you actively listen, ensuring that the customer does not have to repeat himself. Also, acknowledge the customers' messages by using positive words. Give them the sureness that you are around to help them and that you will find the best possible solution.

Acknowledgement: Get into the habit of acknowledging individuals. Say thank you when they do something for you or bring something to your attention. Acknowledging people encourages them to do more of the same and makes them feel good about talking with you. Not acknowledging people when they deserve it will have the opposite effect.

2.4.5 Tracking Staff Attendance and Other Performance Parameters

The most effective metrics for measuring staff performance will depend on your role and different staff members' roles. Here are five possible metrics for measuring staff performance.

Metric 1: Attendance

It is important to determine whether a team member shows up at work, and automating time tracking is one of the best ways to keep an eye on attendance. If a staff consistently shows up late, leaves early, or avails multiple sick leaves, they're likely not showing their full potential. Several things, including a lack of motivation, health issues, or burnout, can cause poor attendance. There are several indirect costs of absenteeism, such as extra burden put on other team members, which can lead to poor quality and safety.

Metric 2: Efficiency

Staff need to be able to complete their work on time. They should have a good handle on the limitations of the time and resources available and be able to prioritise getting things done as efficiently as possible. Look for missed work that suffers from tight deadlines for clues on how efficiently a team member works.

Metric 3: Quality

Your employees' quality of work is perhaps the most important metric, but it can also be the most difficult and subjective to define. Staff who care about what they do and are engaged at work will likely perform better, and recognising their achievements is a good idea.

Metric 4: Helpfulness

Helpfulness is important for nurturing a culture of teamwork, allowing your team to perform well when tackling difficult tasks together.

Why should you document staff performance?

Documentation provides evidence that performance issues were discussed with the staff promptly and concisely, and it also offers a history of the staff's improvement or failure over time. In the event of a lawsuit, complete and thorough documentation protects an employer's interests, and the documentation can support management's actions in terminating an unsuccessful employee.

You need to document staff performance, both positive contributions and performance failures. You need to document exactly what the employee did and said and what you did and said in response during the meeting or conversation.

Documentation should be written during or immediately following the meeting or conversation with the staff. You should never miss writing down the employee's discussion on the day it happened.

2.4.5 Tracking Staff Attendance and Other Performance Parameters

The most effective metrics for measuring staff performance will depend on your role and different staff members' roles. Here are five possible metrics for measuring staff performance.

Metric 1: Attendance

It is important to determine whether a team member shows up at work, and automating time tracking is one of the best ways to keep an eye on attendance. If a staff consistently shows up late, leaves early, or avails multiple sick leaves, they're likely not showing their full potential. Several things, including a lack of motivation, health issues, or burnout, can cause poor attendance. There are several indirect costs of absenteeism, such as extra burden put on other team members, which can lead to poor quality and safety.

Metric 2: Efficiency

Staff need to be able to complete their work on time. They should have a good handle on the limitations of the time and resources available and be able to prioritise getting things done as efficiently as possible. Look for missed work that suffers from tight deadlines for clues on how efficiently a team member works.

Metric 3: Quality

Your employees' quality of work is perhaps the most important metric, but it can also be the most difficult and subjective to define. Staff who care about what they do and are engaged at work will likely perform better, and recognising their achievements is a good idea.

Metric 4: Helpfulness

Helpfulness is important for nurturing a culture of teamwork, allowing your team to perform well when tackling difficult tasks together.

Why should you document staff performance?

Documentation provides evidence that performance issues were discussed with the staff promptly and concisely, and it also offers a history of the staff's improvement or failure over time. In the event of a lawsuit, complete and thorough documentation protects an employer's interests, and the documentation can support management's actions in terminating an unsuccessful employee.

You need to document staff performance, both positive contributions and performance failures. You need to document exactly what the employee did and said and what you did and said in response during the meeting or conversation.

Documentation should be written during or immediately following the meeting or conversation with the staff. You should never miss writing down the employee's discussion on the day it happened.

2.4.6 Domestic Workers (Registration, Social Security and Welfare) Act, 2008

Domestic Workers (Registration, Social Security and Welfare) Act, 2008 was introduced to regulate payment and working conditions and check the exploitation and trafficking of women and other young household workers.

Applicability of the Act:

1. This Act applies to the whole of India except the state of Jammu and Kashmir.
2. It does not apply to such domestic workers who have immigrated for employment to any other country.
3. Employment of a child is prohibited under any law for the time being in force as a domestic worker or for any such incidental or ancillary work.
4. Implementing Authority under the Act will be Central Advisory Committee, State Advisory Committee and District Board.

Registration as Beneficiary

The Act provides that every domestic worker who has completed 18 years of age but has not completed 60 years of age, and is engaged in any domestic work for not less than 90 days in the preceding 12 months, can be registered as a domestic worker.

Hours of Work and Annual Leave with Wages

Any domestic worker (male or female) registered under the Act who lives in the premises where the workplace is situated is entitled to a daily rest period of at least ten consecutive hours between ending and recommencing work. Also, the domestic workers living in the house are entitled to annual leave with wages for at least 15 days. (Section 22)

Minimum Wages

All registered domestic workers should be paid minimum wages as per the Minimum Wages Act 1948.

Safety & Penalty Provisions

The Act specifically makes provisions for a penalty in cases where any person knowingly sends, directs or takes any girl or woman domestic worker to any place for immoral purposes or where she is likely to be morally corrupted or sexually exploited. Such a person shall be subjected to imprisonment for a minimum period of 6 months which may extend up to seven years, and a fine up to Rs. 50000 or both.

Offences and penalties:

1. Any service provider who contravenes the provision of the Act shall be punishable with imprisonment of a term which may extend to 3 months and with a fine which may extend to rupees two thousand, or with both. In case of continuation of infringement, an additional fine, which may extend to rupees one hundred every day, shall be imposed.
2. If an employer fails to comply with the Act's provisions, they shall be punished with a fine which may extend to rupees two thousand.

3. Any person who willingly obstructs any officer authorised by the District Board to conduct an inspection or refuses to cooperate in the inspection shall be punishable with imprisonment for a term which may extend to 3 months and a fine which may extend to rupees two thousand or both.
4. If any person knowingly sends or directs or takes any girl or woman to any place for immoral purposes or where she is likely to be morally corrupted, or sexually exploits such woman of a child shall be punished with imprisonment for not less than three years and which may extend upto seven years and fine upto rupees two thousand or both.

2.4.7 Importance of Feedback

Constructive feedback is a robust tool for creating a healthy environment, boosting productivity and engagement, and achieving better results. It positively influences communication, team members' interaction, and teamwork in different fields. Feedback is a vital part of any staff's skillset, and they develop this skill throughout their careers. Not just giving feedback and receiving it is essential for efficiently sharing information within teams and groups. Let us take a closer look at its value and learn how to improve at providing it.

Here is how it works for different processes:

- The importance of feedback in the workplace is hard to overestimate sharing information on what can and needs to be improved helps optimise the work process and get things done in less time.
- Feedback is of great help in leadership and communication, and it creates a clear picture and increases transparency.
- Feedback plays a crucial role in education and learning by helping adopt new knowledge sooner and avoid repetitive mistakes.

So, what exactly is so great about feedback? Let us see how team leaders can use it to influence communication, work quality and work inside their team or group.

1. **Feedback keeps everyone on track:** That is beneficial for everyone involved in any activity, like working on a project, preparing for an event, studying, etc.
2. **Feedback helps your team avoid major mistakes:** By creating a clear and honest communication flow during any teamwork, saves you the time of correcting someone's work, reduces errors caused by miscommunication to a minimum, and prevents regrets of those who feel like they failed.
3. **You form better relationships:** Feedback promotes honesty and trust. It often involves criticism, which most people are not comfortable with. But when given in the right way, it can help them evolve.
4. **Constructive feedback motivates people:** A friendly approach works well here. You can help others see what they might be doing wrong and allow them to use this as advice, not judgment. Make them feel like you believe in them and want to help them reach the project's goal sooner. That will make them even more motivated to do a good job.
5. **Feedback promotes personal and professional growth:** It is about listening actively, taking the time to analyse, and then thinking of the best possible solution to perform better. It provides positive criticism and allows us to see what everyone can change to improve their focus and results.
6. **Feedback helps to create a friendly work environment:** Openness to criticism and an urge to seek feedback are the other positive effects that save you big time. It's not uncommon that the best ideas come from someone on the team who mentions a solution to a problem or points out an issue that others haven't noticed yet.

7. **Feedback produces business-related, direct benefits:** Business growth, saving money, making more sales, completing projects on time, and other positive changes in finance, relationships with customers, and the company's market positions.

All these factors make team members more engaged in the work process. You might notice they show more involvement and loyalty once giving feedback becomes a regular practice.

Summary

- Roles and responsibilities of various household staff
- Allocating and monitoring work
- Creating duty roster
- Staff briefing and filling job sheet
- Importance of following hygiene practices
- Household waste segregation and disposal
- Equipment used for servicing and maintenance activities
- Proper techniques to order stock of essentials and ensure availability at all times
- Importance of time management for the timely completion of work
- Strategies for effective communication

Exercise

Answer the following questions by choosing the correct option:

1. A _____typically oversees a large estate with multiple buildings, often on a large property of a hundred acres or more.

   a. Estate Manager b. Housekeeper

   c. Doula d. None of the above

2. The basic duties of _____ include greeting guests, answering phone calls, assisting with event planning, overseeing table settings, serving drinks and food, etc.

   a. Housekeeper b. Doula

   c. Butlers d. Caretaker

3. _____helps in the allotment of jobs, hours of duty, and days off for each staff.

   a. Time table b. Duty roaster

   c. Job sheet d. None of the above

4. Hands should be washed with soap and water for at least _____ before touching or eating food.

   a. 10 seconds b. 20 seconds

   c. 5 minutes d. 10 minutes

5. Which of the following is a barrier to effective communication?

   a. Linguistic Barriers b. Cultural Barriers

   c. Psychological Barriers d. All of the above

Descriptive Question

1. What is the importance of feedback?
2. Why should you document staff performance?
3. Explain the 7C's of communication.
4. Discuss the benefits of time management.
5. Illustrate the process of stock replenishment.

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/oWh6daGaq6c

Importance of Following Hygiene Practices

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

3. Manage Resources and Finances

Unit 3.1 - Manage Stock of Supplies and Equipment

Unit 3.2 - Staff Management

Unit 3.3 - Financial Management

DWC/N0113

Key Learning Outcomes

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

1. Implement various techniques for optimally managing resources
2. Develop strategies to arrange and manage manpower
3. Employ various prescribed methods for managing finances

UNIT 3.1: Manage Stock of Supplies and Equipment

Unit Objectives

By the end of this unit, the participants will be able to:

1. Elaborate the process to procure required material/equipment/supplies
2. Elaborate on the process of calculating supplies requirements, placing orders, and payment to suppliers
3. Prepare a list of equipment, home equipment and other supplies needed for household services
4. Explain the methods of storage of supplies
5. Discuss the escalation process in case of equipment breakdown
6. Employ appropriate techniques to store and use equipment as per the Original Equipment Manufacturer (OEM) instruction manual

3.1.1 Procurement Process

Procurement includes preparing and processing demand, end receipt, and payment confirmation. This process involves planning for purchase, quality of product and specifications, searching for a supplier, getting quotations, price negotiation, and inventory control.

The Assistant Home Manager must be aware of the multiple steps in the procurement process.

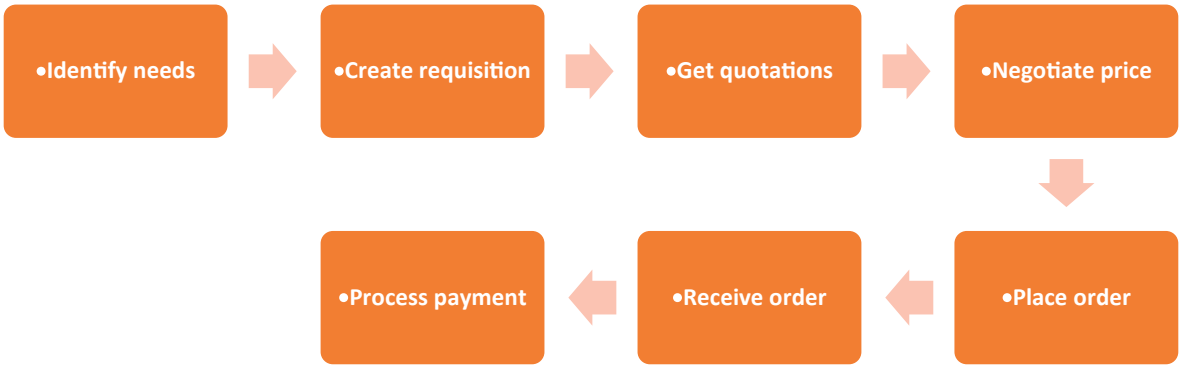

Fig. 3.1.1: Procurement process

Step 1: Identify needs

The first step is to determine and define the need for the product/service. Once a valid need is identified, the procurement process is initiated. As an Assistant Home Manager, you must validate the staff's requirements.

Step 2: Create requisition

Get purchase requests from the concerned staff/department to create the requisition. Submit the requisition to the employer for approval.

Step 3: Get quotations

Contact multiple suppliers/vendors to get quotations. Compare different quotes to select the best fit.

Step 4: Negotiate the price

Negotiate the price with different suppliers/vendors and close the deal.

Step 5: Place the order

Place the order with the selected suppliers/vendors.

Step 6: Receive the order

Once the supplier/vendor delivers the promised goods/services, inspect the delivered products/services to ensure that it is as per the order. Payment schedules determine your relationship with suppliers. Payment terms should be agreed upon starting with the supplier, and committed payment practices should be followed to develop a good relationship with suppliers.

Step 7: Process payment

If you are satisfied with the delivery, initiate the payment process. Payments can be made using any mutually agreed modes.

3.1.2 Home Equipment and Other Supplies Needed for Household Services

Household equipment means any machine, tool or similar item used in a dwelling, including but not restricted to cooking utensils, appliances, and furniture.

Household Cleaning Equipment

Scrub brushes	Toilet brush
Multi-purpose duster	Sponges

 Vacuum	 Spray bottle
 Microfiber cleaning cloths	 Broom and dustpan
 Mop	 Bucket
  Cleaning solutions / Disinfectants / Toilet Cleaner	 Gloves

Table 3.1.1: Household Cleaning Equipment

Home Furniture

Beds	Sofa set
Coffee Table	Bookcase / Bookrack
Shelves / Shelving Units	Dining Table with chairs

 Study Table	 Cupboard
 TV Unit	

Table 3.1.2: Home furniture

Electronic Appliances

 Television	 Air Conditioner

 Music System	 Fan
 Refrigerator	 Water Purifier
 Dish Washer	

Table 3.1.3: Basic electronic appliances at home

General household supplies include:

 Fig. 3.1.2: Edibles	 *Fig. 3.1.3: Stationaries*

Fig. 3.1.4: Cleaning agents

Fig. 3.1.5: Toiletries

3.1.3 Storing Household Supplies

There are several steps to take before storing supplies. The first of these steps is choosing the right type of storage.

Traditional storage will do fine in most cases, but certain supplies, especially perishable goods, need a climate-controlled storage unit. Sort and clean (if needed) the items before storing them.

Space is the most important factor to consider when storing any item. Many storage units offer different sizes, so you can choose which will be most suitable for the number of items you're looking to store.

Another factor to consider is you will require frequent access to your items. This is important because some storage units won't be suitable if you need frequent access. Generally speaking, self-storage is good if you want to come and go as you wish, whereas container storage is good if you don't need much access.

Fig. 3.1.6: Proper storage of household supplies

3.1.4 Handling Equipment Breakdown

Equipment breakdown means physical damage or internal faults resulting in failure of the equipment.

Household equipment, from a television to a toilet flush, can break down or malfunction in time. As an Assistant Home Manager, you need to identify the problem and severity of the issue to contact the relevant technician/repairman.

For example, an electrician can repair electrical faults, a technician can repair electronic equipment, a carpenter can fix damaged furniture, and a plumber can repair malfunctioning bathroom fittings.

Periodic Maintenance of Household Equipment and Appliances

Here are a few maintenance tips for some common home appliances that we use every day to ensure an extended life for them:

Refrigerator:

- Clean under and behind your refrigerator regularly
- Wash the door seals
- Don't forget to clean the ice dispenser

Dishwashers:

- Clean the filter regularly
- Rinse out mineral deposits

Washing Machines:

- Leave the door open for some time after use
- Don't overload the machine

Dryers

- Keep the exhaust vent clean
- Make sure the dryer is levelled

Microwave Oven

- Never put any metal utensil or container inside in convention mode
- Never heat any flammable food and beverage inside the microwave
- Clean the food spills and stains inside

Equipment must be stored and used as per the Original Equipment Manufacturer (OEM) instruction manual. OEM Manual means the manuals of each original equipment manufacturer as applicable to their respective components.

Always remember that improper use of equipment violating the OEM guidelines may cause a breakdown, and such issues are generally not covered under warranty/insurance.

UNIT 3.2: Staff Management

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe HR management activities to be performed, including staff acquisition, maintenance of attendance register, arranging for replacement as and when required
2. Prepare a work allocation sheet to outline the activities to be performed by the staff daily
3. Perform steps to monitor and maintain records of the daily activities of the staff
4. Demonstrate the use of personal protective equipment as per the task

3.2.1 HR Management Activities

Acquisition of staff

Staff acquisition means getting the needed workforce assigned and working on the job. The major part of the staff acquisition process is setting up the team with all the skills and knowledge required to complete the allotted task.

The chef may be the client's most important hire or the nanny if there are children at home. The client may like no staff in his/her home in the morning or only have housekeepers clean on specific days. The client's schedule and salary ranges will dictate what staff you can hire.

For example, if the client wants the housekeepers to finish by 3 pm, they will need to start around 7 am. As an Assistant Home Manager, you should advise the client on the schedules that encourage the highest quality staff to work in the home.

You should know all the legalities concerning contracts and hiring domestic staff. You need to structure the payroll and schedules correctly to avoid any legal issues moving forward. You have to ensure that the staff is honest, trustworthy and above all who they say they are.

The staff acquisition process must include the following:

1. **Multiple Interviews** - These will give you a clear feel of the candidate and allow you to see them on different occasions.
2. **Trial** – It is always recommended to test a candidate before hiring them. It will give you a clear insight into how they act and behave, which may differ from how they have conducted themselves in the interview. Also, make sure that the candidate is monitored during the trial. For example, if you are hiring for a Nanny position, you can allow the candidate to spend some time with the children getting to know them, but do this in a safe space.
3. **References** - One of the most important steps in domestic staff recruitment is to check the candidate's references. Ideally, you should call them, verify the dates they worked for the person, and get a general outline of their duties. Ask them why they left (if that is appropriate) and if they would recommend them. You will have a good idea of the candidate's working history by checking these references. Sometimes, it can be difficult for the candidates to obtain references, particularly if they have worked for a VIP family. However, you can accept the letter headed references sent in this instance.
4. **Additional Background Check** - Thorough background verification of domestic helpers has become imperative today, as crime rates are spiralling out. The important areas to be covered under the background check of domestic workers include identity verification, address verification, criminal

record verification, police verification, and reference verification. Several background screening companies are ready to offer their services for choosing the right person to help you with domestic chores. With their efficient team of experts, you can steer clear of all the risk factors regarding the appointment of a domestic helper.

5. **Trust your Gut** - Even if you've followed all the steps, the most important thing to do is trust your gut during the domestic staff hiring process. If something doesn't feel right, don't ignore it.

Staff Attendance

Regular and on-time attendance are vital attributes for all staff. The staff must attend work regularly and arrive on time because failure to do so detrimentally affects their morale and productivity.

Attendance and leave management processes are essential for all the staff, ensuring they are paid correctly and on time. Manual processes mean that tracking working hours is crucial as it is required not just for salaries but also to analyse productivity.

Why keep track of staff attendance?

There are several reasons to keep track of attendance; let us look at some of them.

- Identify any attendance-related issues
- Reduce absenteeism
- Improve staff productivity and morale through accurate and timely time-off requests and approvals
- Embrace working remotely
- Ensure staff are paid on time
- Scrutinise staff productivity to make better scheduling decisions
- Analyse staff performance to make better hiring decisions

Some of the common attendance monitoring methods include:

- Software-based attendance systems
- Apps and mobile phone-based attendance systems
- Manually recording employee hours in a spreadsheet
- Swiping an employee ID card, key card, or badge
- Physical punch cards
- Biometric trackings such as fingerprints, retina scans, etc.

Fig. 3.2.1: Staff attendance register

You should use a staff attendance register to track your staff attendance. By maintaining this data, you would be able to mark, track, and view the following things:

- Staff's time in and time out for the day
- Attendance per day, week, month, or year
- Break time
- Personal leaves and Sick leaves
- If any of your staff is not showing up to work and offering no timely explanation as to why

Replacement

If the performance of any of the staff is not satisfactory or the client raises a concern, you must replace the staff with immediate effect. However, you must be aware of the contract terms, the staff's legal rights and the state's labour laws before initiating the replacement process.

Generally, you can terminate the employment contract by giving the notice period stated in the employment contract. If the notice period cannot be given, the party terminating the employment should pay salary instead of notice. The notice period can be waived by mutual consent.

3.2.2 Work Allocation

A work allocation sheet helps to visualise and plan to staff. You can track and monitor the team's bandwidth and manage your resource more effectively. You can create a work allocation sheet using MS-Excel.

There are a few key steps to planning and allocating work, and they are as follows:

Set Direction - The first step in the process is to set the direction for the team

Plan and Prioritise - A useful way to prioritise activities is to assess the impact these have on weighted strategy objectives and the resources required to deliver

Allocate Work - When allocating work to the staff, think about their competency, knowledge and experience. Once you have planned the allocation of work packages, brief them on the assigned tasks and the expected level of performance

Monitor and Support - Check the progress and quality of the work regularly against expected performance and provide constructive feedback.

3.2.3 Monitoring Staff Performance

Measuring staff performance helps to calibrate the targets by providing insight into where someone is doing well and could be stretched and areas that are not a strength yet. Based on performance feedback, you can set goals for individual staff. As you can measure how the staff spend their time, it will help you to improve their productivity.

There are several ways to monitor staff performance. Some of them are:

- **Watch staff work** - One of the most effective ways to monitor a staff's performance is with your own eyes.
- **Ask for an account** - In every one-on-one conversation with every staff, ask for an understanding of what that person has done in the allotted time

- **Help staff use self-monitoring tools** - You can also ask employees to help you keep track of their actions using tools like planners, checklists, and activity logs
- **Review work in progress regularly** - Check your staff's work carefully along the way. If any staff is not responsible for producing a tangible end product, then watching that employee work is the same as reviewing work in progress
- **Ask around a little** - Gather intelligence. Ask other staff about their interactions with specific staff. Always ask questions about the staff's work, never about the person

3.2.4 Use of Personal Protective Equipment (PPE)

Personal Protective Equipment is used to reduce or minimise exposure or contact with harmful physical, chemical or biological agents. PPE cannot eliminate a hazard, but the risk of injury can be eliminated or greatly reduced.

Examples of PPE include the following:

Masks and face shields	Respirators
Gloves	Safety Googles

 Full body suits	 Fall protection and harnesses
 Safety helmets	 Safety Boots

Table 3.2.1: PersonalProtective Equipment

UNIT 3.3: Financial Management

Unit Objectives

By the end of this unit, the participants will be able to:

1. Define the basics of accounting, budgeting, taxation, and working knowledge of financial concepts
2. Prepare the budget category-wise and get it approved
3. Explain the need for documenting all the expenses along with invoices/bill
4. Emphasise the importance of validating and securing receipt voucher
5. Perform steps to record details in the registers/ledgers regarding equipment/supplies/materialsusing record-keeping software

3.3.1 Basic Accounting

As briefed by the proprietor, an Assistant Home Manager might also be expected to pitch in and do bookkeeping or records for transactions occurring in the home/office. Therefore, it's imperative to ensure that an Assistant Home Manage knows various books, records etc., to be maintained.

Basic accounting concepts in finance cover assets, liabilities, revenues and expenses. These elements are tracked and recorded in documents, including balance sheets, income statements, and cash flow statements.

Accounting is the process of assessing, recording and communicating financial transactions. Organisations and individuals do accounting to develop a detailed understanding of their financial situation.

Golden rules and types of accounts

The rules of debit and credit, which guides the system of accounts, are known as the Golden Rules of Accounting. These rules are applicable in the case of bookkeeping as well. These are:

- In personal accounts -Debit the Receiver, Credit the Giver
- In Real Accounts related to properties and possessions – What comes in debit, and what goes out is credit
- In nominal accounts like salary and rent - All expenses and losses – Debit, All incomes and gains – Credit

Some common accounting terms are:

Account

An account records each type of transaction, including cash, bank, customer, supplier, stock, etc. Separate accounts/heads are created for each entity/item.

Entry

It is the record of a business transaction and a basic element of record keeping

Journal

It is a place to record transactions in chronological order

Records

You need to identify a clear approach to record-keeping before beginning the accounting process. You need to set up some basic accounts in which to store information. Accounts fall into the following classifications:

- **Assets** - These refer to resources or items that an individual or company owns
- **Liabilities** - These refer to the legal and financial obligations or debts that companies or individuals incur during business operations.
- **Equity** - Equity, also known as shareholder's equity, refers to the amount of money a company must return to its shareholders after all of its assets are liquidated, and all of its debt is paid off.
- **Expenses** - Expenses refer to the costs of operations businesses incur to generate revenue.
- **Revenue** - Revenue is the income generated from normal business operations.

Transactions

Some crucial business transactions include:

- **Sales** - These are transactions in which products/services are transferred from buyers to sellers for cash or credit.
- **Purchases** - These are transactions that businesses require to obtain materials and services necessary to accomplish their goals.
- **Receipts** - These transactions refer to a company getting paid for providing services or goods to customers.

Financial statements

These statements include:

- Income statement
- Balance sheet
- Statement of cash flows

Budgeting

Budgeting is the process of creating a plan for spending money. This spending plan is called a budget. Creating this budget allows you to determine in advance whether you will have enough money to do what you need. Budgeting is simply balancing expenses with income.

Below are the steps to create a budget:

- Step 1: Set Realistic Goals.
- Step 2: Identify your Income and Expenses.
- Step 3: Separate Needs and Wants.
- Step 4: Design Your Budget.
- Step 5: Put Your Plan Into Action.

- Step 6: Seasonal Expenses.
- Step 7: Look Ahead

Different categories to be considered while budgeting:

- Housing
- Transportation
- Food
- Utilities
- Insurance
- Medical & Healthcare
- Saving, Investing, & Debt Payments
- Personal Spending
- Recreation & Entertainment
- Miscellaneous

Fig. 3.3.1: Category-wise budget

Taxation

Taxation is the imposition of compulsory levies on individuals or entities by governments. It is used primarily to raise revenue for government expenditures, though it can also serve other purposes.

Taxes can be direct, like Income Tax, Corporate Tax, and Wealth Tax or indirect, like GST.

3.3.2 Documenting Expenses

Documents provide a financial record of each event or activity, ensuring the accuracy and completeness of transactions. This includes expenses, revenues, inventories, personnel, and other transactions. The following guidelines and documentation requirements must be met for expenses incurred.

- All expenses incurred must be necessary, reasonable, and allowable
- All expenses must be supported by dated original documentation identifying the fund charged and approval of the client
- Documentation, electronic or other, must be available and accessible at all times for audit purposes. If approval is obtained via e-mail hard copy must be retained with the expense record

Receipts

A typical receipt voucher includes the date, time, amount, type of good sold, and the signature of the person selling the product or service. This information can be handwritten or pre-filled into a voucher receipt. It is important to ensure all required information is completed, or the receipt will be invalid.

Receipts are the best document to support a business expense and should contain the following:

- Name of the vendor (person or company paid)
- Transaction date
- Descriptions of the goods or services purchased
- Amount paid
- Form of payment

Invoice

An invoice is a document issued by a vendor/seller indicating the products, quantities, and prices for goods or services provided. An invoice is not considered sufficient documentation for reimbursement unless it includes a receipt or other proof of payment.

Additional proof of payment

Additional proof of payment is required if a receipt is unavailable, an online confirmation lacks the key details available on a receipt, or the expense cannot be validated in any other way. Examples of additional proof of payment are:

- Cancelled/cleared check
- Credit card statement or bank statement

3.3.3 Managing Transaction Records

An Assistant Home Manager would often receive bills, challans, invoices and other payment proofs against deliveries, purchases and sales.

Maintaining records includes recording all financial transactions like purchases, sales, and payments. For example, a purchase invoice is considered transaction evidence, and a straightforward purchasing of grocery items or office supplies needs to be supported by a receipt that should be properly recorded.

Some common format for receipts and invoices is shown in the following figure:

Fig. 3.3.2: Receipt and Invoice

Challan

It is an official document by which money is credited to one's account through a form. E-Challan is the electric format of challan. It is used as a receipt for payment or delivery.

Fig. 3.3.3: Challan

Cash Memo

Cash memo is another way to support transactions, however, when the same is made in cash. It is also a commercial document that records any cash sales or purchases. It also consists of all the details such as quantity purchased or sold, price, discount received or allowed, tax deposited or collected, etc. Below is the specimen of the cash memo.

FA **CASH MEMO**

Sr. No.	Description	Amount
	TOTAL	

Fig. 3.3.4: Cash memo

Petty Cash Management

Petty cash is the amount kept available in any business to meet the day-to-day, small expenses. A small amount of cash is kept on the office premises to pay for minor transactions like office supplies, snacks, beverages, etc. An Assistant Home Manager handles such transactions and keeps details in the account books.

This management is a record-keeping system to track the use of petty cash funds. One simple way of doing this was as per the single-entry system explained earlier in this unit. Here is another way, where the types of supplies are under different columns. See below the chronological manner you have carried out the expenditure. The table after that shows how the same can be tabulated neatly to clearly understand the expenses and the heads under which they have been carried out.

Rs		
December 1	Balance in hand	78
1	Cash received	622
2	Postage	120
3	Stationery	75
4	Pantry	35
5	Travelling expenses	41
6	Misc. expenses	26
7	Pantry	19
8	Repairs	31
9	Postage stamps	18
10	Pantry	10
11	Pantry	8
12	Stationery	51
13	Postage stamps	12
14	Repairs	10
15	Cash received	456

Table 3.3.1: Petty cash book details

Summary

- Procurement includes preparing and processing demand, end receipt, and payment confirmation.
- Household equipment means any machine, tool or similar item used in a dwelling, including but not restricted to cooking utensils, appliances, and furniture.
- Equipment breakdown means physical damage or internal faults resulting in failure of the equipment.
- Staff acquisition means getting the needed workforce assigned and working on the job.
- Regular and on-time attendance are vital attributes for all staff. Attendance and leave manage-ment processes are essential for all the staff, ensuring they are paid correctly and on time.
- A work allocation sheet helps to visualise and plan to staff.
- Measuring staff performance helps to calibrate the targets by providing insight into where someone is doing well and could be stretched and areas that are not a strength yet.
- Basic accounting concepts in finance cover assets, liabilities, revenues and expenses.
- Budgeting is the process of creating a plan for spending money.
- Petty cash is the amount kept available in any business to meet the day-to-day, small expenses.

Exercise

Answer the following questions by choosing the correct option:

1. _____ is an official document by which money is credited to one's account through a form.

   a. Cash Memo b. Challan

   c. Purchase Order d. None of the above

2. _____ is the amount kept available in any business to meet the day-to-day, small expenses.

   a. Petty cash b. Asset

   c. Revenue d. None of the above

3. Receipts are the best document to support a business expense and should contain which of the following?

   a. Name of the vendor (person or company paid) b. Transaction date

   c. Amount paid d. All of the above

4. _____is the process of creating a plan for spending money.

   a. Budgeting b. Accounting

   c. Rounding off d. None of the above

5. Which of the following is a maintenance tip for Microwave Oven?
   a. Clean the filter regularly
   b. Rinse out mineral deposits
   c. Never put any metal utensil or container inside in convention mode
   d. Wash the door seals

Descriptive Question

1. Discuss how to handle equipment breakdown.
2. Elaborate the staff acquisition process.
3. Discuss the importance of monitoring staff performance.
4. Describe the use of PPE.
5. What are the steps to create a budget?

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/TOmXfwFuB2I

Home Equipment and Other Supplies Needed for Household Services

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

4. Nurture Good Health and Fitness

Unit 4.1 - Food and Nutrition

Unit 4.2 - Health and Fitness Plan

Unit 4.3 - Ayurveda and its Implications

DWC/N0115

Key Learning Outcomes

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

1. Identify the various components of food
2. Identify the importance of food and nutrition in the human body
3. Evaluate the adherence health and fitness chart
4. Enlist healthy cooking tips for food preparation
5. Carry out tasks that nurture good health
6. Identify the principles of ayurveda with respect to promoting health

UNIT 4.1: Food and Nutrition

Unit Objectives

By the end of this unit, the participants will be able to:

1. Characterise the components of food and their nutritional values
2. Define essential nutrients and their significance
3. Describe the human physiological system and the role of food
4. Implement appropriate techniques to determine nutritional requirements
5. Display proper packaging and storage procedures to retain the nutritional values
6. List healthy cooking tips for food preparation

4.1.1 Components of Food and Nutritional Values

There is considerable truth in the saying, "You are what you eat". The state of your body and how well it works depends, to a large extent, on how appropriately it is nourished.

Nutrition is the process by which an animal or plant takes in and utilises food. Essential nutrients include protein, carbohydrates, fat, vitamins, minerals and electrolytes. Normally, 85% of the daily energy requirements are met from fat and carbohydrates and 15% from protein. In humans, nutrition is mainly achieved by putting food items into our mouths and chewing and swallowing them. The required amounts of the essential nutrients differ by age and the state of the body, for example, physical activity, existing diseases (e.g. prostate cancer, breast cancer or weakened bones, known as osteoporosis), medications, pregnancy and lactation.

Nutrition also focuses on how diseases, conditions, and problems can be prevented or reduced with the help of a healthy diet. Similarly, nutrition involves identifying how certain diseases and conditions may be caused by dietary factors, such as poor diet (malnutrition), food allergies, and food intolerances.

The major nutrients in our food are carbohydrates, proteins, fats, vitamins and minerals. In addition, food also contains dietary fibres and water. Carbohydrates and fats mainly provide energy to our bodies, and proteins and minerals are needed for the growth and maintenance of our bodies.

Seven essential factors for a balanced diet are carbohydrates, protein, fat, fibre, vitamins, minerals and water.

Need for Nutrition

Good nutrition can help to:

- Reduce the risk of some diseases, like heart disease, diabetes, stroke, some variants of cancers, and osteoporosis
- Reduce high blood pressure
- Lower high cholesterol
- Improves well-being
- Improves ability to fight illness
- Improves ability to recover from illness/injury
- Boost energy level

Good Nutrition

Good nutrition means the body gets all the necessary nutrients, vitamins, and minerals to work best. Plan the meals and snacks to include nutrient-rich and low-calorie food items.

4.1.2 Types of Nutrition

Nutrients are those substances in food that maintain the body and make it work. Most of what one eats comprises carbohydrates, proteins, and fats. Nutrients are vitamins and minerals, which are needed in smaller amounts yet vital for the body.

Other important nutrients on the list are fibre and water. Our diet should comprise a mix of food items that supply all necessary nutrients correctly, and such a diet is called a balanced diet.

Let us now discuss the basic nutrients required by human beings.

1. **Carbohydrates**

   Complex carbohydrates, particularly starch, are found in food items such as pasta, bread, rice, potatoes, and cereals. During digestion, starch is broken down into glucose which is the body's main energy source.

Fig. 4.1.1: Source of carbohydrates

2. **Vitamins and Minerals**

   Required in tiny amounts, vitamins and minerals are essential for the body's overall growth and good health. Most vitamins come from fresh vegetables and fruits, while a few are also found in fish, meat, dairy, and eggs. Minerals, such as iron and calcium, also help the body perform optimally. The best sources are vegetables, dairy, meat, and some fish.

Fig. 4.1.2: Source of vitamins and minerals

3. Fats

Dairy items, meat, seeds, and nuts supply fats. Vegetable oils are also important sources of fats. Fat is digested and broken into fatty acids, used as energy sources and to build cell membranes. Fatty acids are also converted into the fat under the skin, which insulates the body and helps us stay warm.

Fig. 4.1.3: Source of fats

4. Proteins

Fish, lean meat, poultry, and beans are rich protein sources. After digestion, proteins supply the body with amino acids. These building blocks are reassembled, by cells, into different proteins used for construction, such as enzymes and numerous other roles.

Fig. 4.1.4: Source of protein

5. Fibre

Fibre regulates blood sugar levels, bowel function and bowel health. The major source of fibre are peas, beans, vegetables, fruit, oats, whole grains, brown rice, nuts, seeds

Fig. 4.1.5: Source of fibre

6. **Water**

   Around 50-70 % of our body is made of water. Therefore, water, in the required volume, should always be maintained in the body.

Fig. 4.1.6: Glass of water

4.1.3 Human Physiology System and Role of Food

Physiology is generally divided into ten organ systems that perform different functions in the body. Each body system works with the others to keep us alive.

Cardiovascular System

The cardiovascular system's job is to pump blood around the body, bringing oxygen and other nutrients to the cells and removing waste products. The heart and blood vessels constitute the cardiovascular system.

Fig. 4.1.7: Cardiovascular System

Digestive System

The digestive system consists of multiple organs like the stomach, small and large intestines, liver, etc. The digestive system breaks down the food into useful nutrients which the body can use.

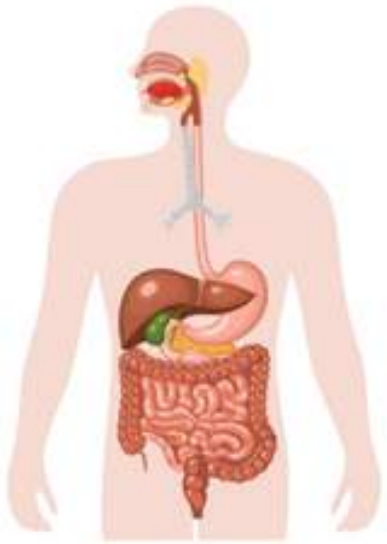

Fig. 4.1.8: Digestive system

Endocrine System

Glands located throughout the body make up the endocrine system which secretes chemicals called hormones. The endocrine system regulates the body's internal functioning, including growth, metabolism, etc.

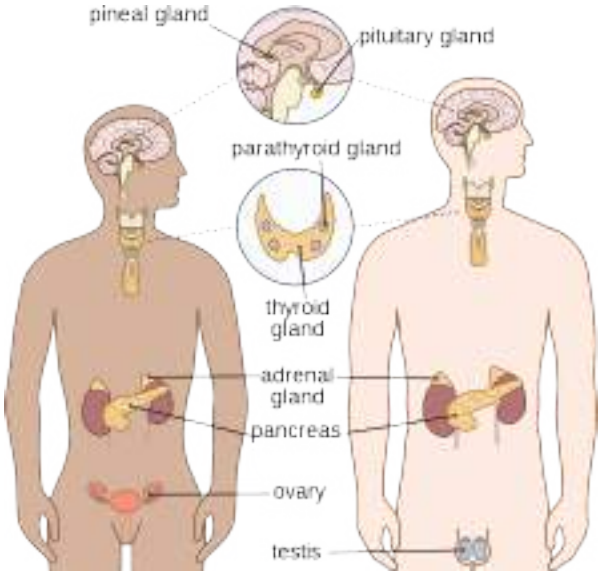

Fig. 4.1.9: Endocrine System

Immune System

A series of defence mechanisms that protect the body from outside invaders and diseases make up the human immune system.

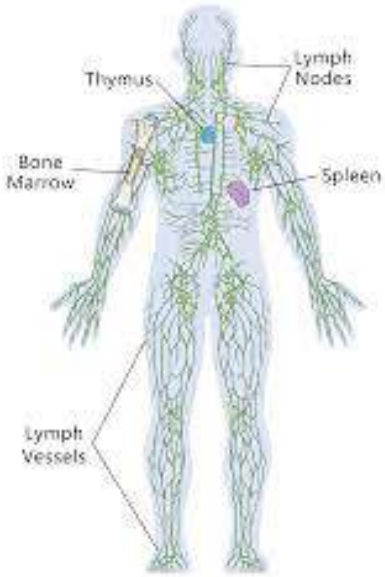

Fig. 4.1.10: Immune system

Muscular System

The muscles make up the muscular system, which allows the body to move, stand upright and breathe.

Fig. 4.1.11: Muscular system

Nervous System

The brain, spinal cord and nerves that extend throughout your body make up the nervous system. It's a control centre for all the other physiological systems and allows other body systems to communicate.

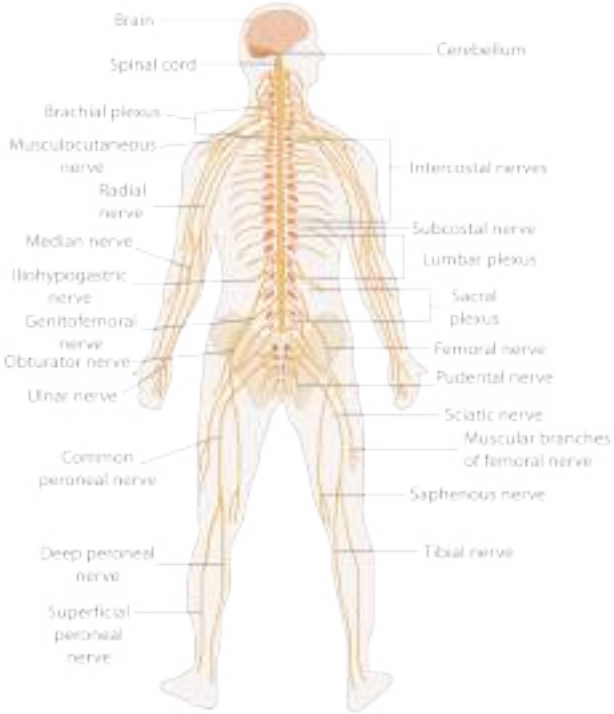

Fig. 4.1.12: Nervous system

Renal System

The kidneys are the main constituent of the renal system. The renal system regulates bodily fluids, filters toxins from the blood and excretes waste.

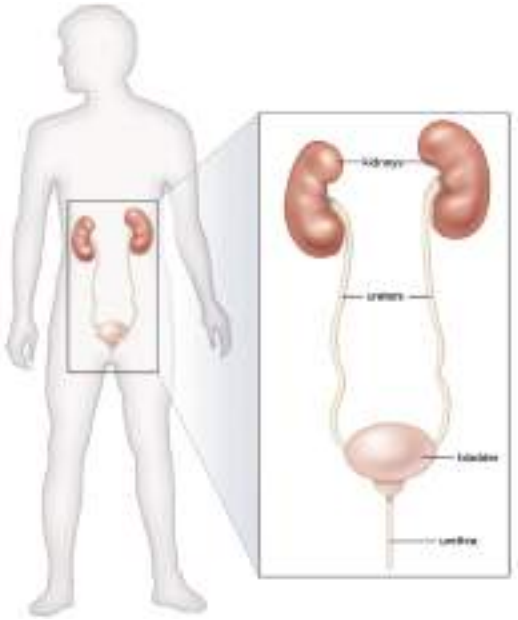

Fig. 4.1.13: Renal system

Reproductive System

Sex organs called gonads and other supporting organs constitute the reproductive system. The objective of the reproductive system is to produce offspring.

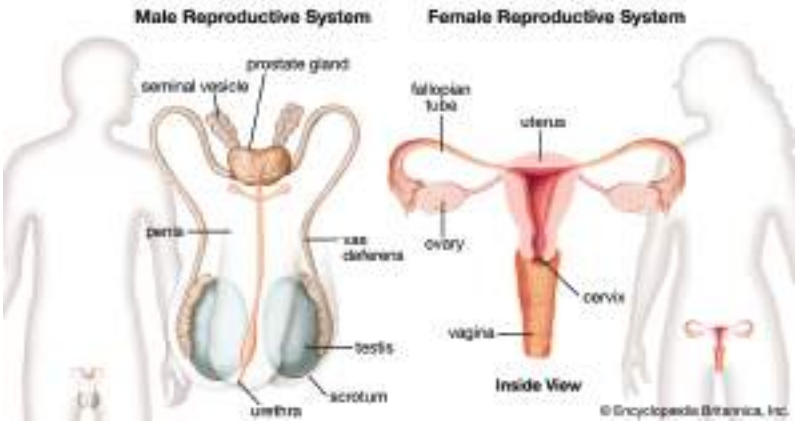

Fig. 4.1.14: Male and female reproductive system

Respiratory System

The respiratory system consists of the lungs and airways connecting the lungs to the outside of the body. Its job is to bring oxygen into the body and remove carbon dioxide.

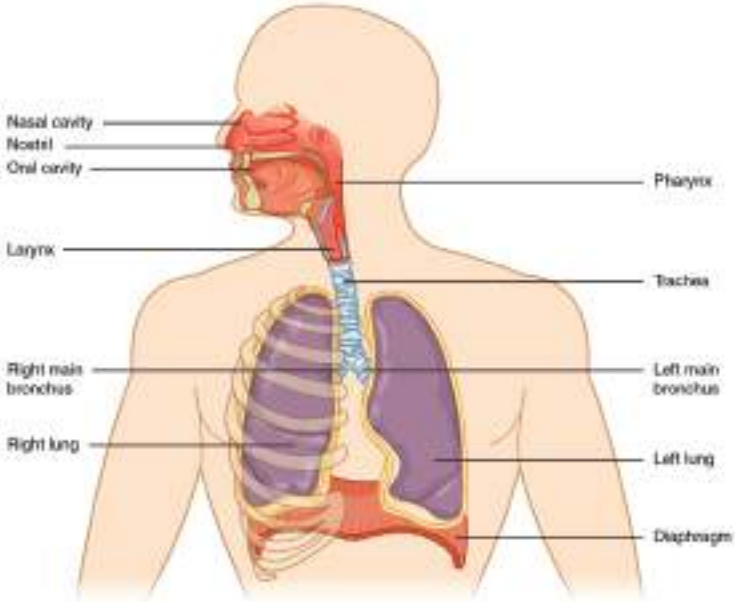

Fig. 4.1.15: Respiratory system

Skeleton System

The skeletal system comprises bones, joints, cartilage and connective tissues, and this framework gives structure to the rest of the body.

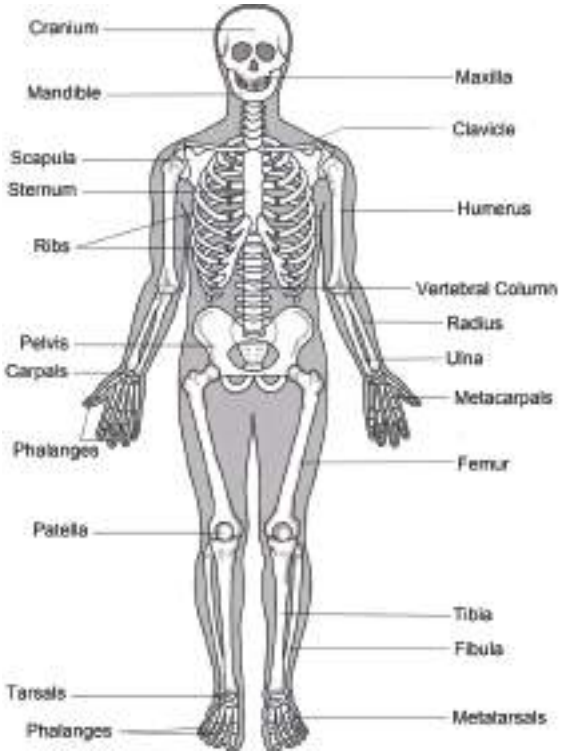

Fig. 4.1.16: Skeleton system

Role of Food

Food is important for life. To be healthy and active, we should have enough food. However, the foods we eat should be safe and rich in all the nutrients our body requires.

We choose from various foods and eat them regularly throughout our life.

Remember, we should enjoy the food we eat; it should look, smell and taste good. Children and young people cannot fully develop their potential without good nutrition, and adults will have difficulty doing their daily chores.

Food provides our bodies with what they need to:

- Stay alive, be active, move and work
- Build new cells and tissues for growth
- Stay healthy and heal themselves
- Prevent and fight infections

4.1.4 Fulfill Nutritional Requirements

The amount of nutrients needed in the human body is called the nutritional requirement, and these are different for each nutrient and vary between individuals and life stages.

Each nutrient has a particular function in the body. Individual requirements of each nutrient are related to a person's characteristics such as gender, age, level of physical activity and state of health. Also, some people absorb nutrients less efficiently than others and may have higher-than-average nutritional requirements.

There are two types of dietary adequacy. One is related to physiological requirements, which consist of the recommended daily intake of nutrients. The second approach uses the nutrient density concept (e.g. X g of fibre / 1000 kcal) applied to the total diet.

Meal Planning

Meal planning is preparing meals with adequate nutrition for every family member within the available resources. The term "available resources" means whatever the family has, in terms of time, energy and money.

Importance of meal planning

Meal planning is important for meeting the nutritional requirements of family members. It helps one decide what to eat each day and in each meal. One can call it a "daily food guide".

Benefits of meal planning

Meal planning helps in:

- Fulfilling the nutritional requirements of family members
- Making the food cost-effective
- Catering to the food preferences of individual members
- Saving energy, time and money
- Utilizing leftover food

4.1.5 Storing Food to Retain Nutritional Values

If food is not eaten within several days, freezing is the best method to retain nutrients. The fridge temperature should be at 5 °C or below, and the freezer temperature should be below -15 °C. Don't put very hot food into the refrigerator; wait until steam has stopped rising from the food before putting it in the fridge.

Frozen vegetables are nutritious, too, if they are bought fresh, immediately blanched, and frozen right after. Nutrient loss occurs when the food is processed before freezing it.

Tips for storing food in the fridge:

- Keep high-risk food at 5 °C or below or above 60 °C to evade the temperature danger zone and food poisoning
- Store raw foods below cooked foods
- Store food in food-grade, covered containers
- Avoid refreezing defrosted foods again
- Check the use-by/expiry dates on food products
- Take special care with high-risk food

4.1.6 Shelf Life of Food

The shelf life of food is the period during which the food retains an acceptable quality from a safety and organoleptic point of view. It depends on several factors like formulation, processing, packaging and storage conditions.

Most shelf-stable foods are safe indefinitely. Canned goods will last for years as long as the can is in good condition. Packaged foods like cereal, pasta, and cookies, will be safe past the 'best by' date, although they may eventually become stale or develop an off flavour.

Shelf life is normally indicated on a food label by either a best-before date or a use-by-date.

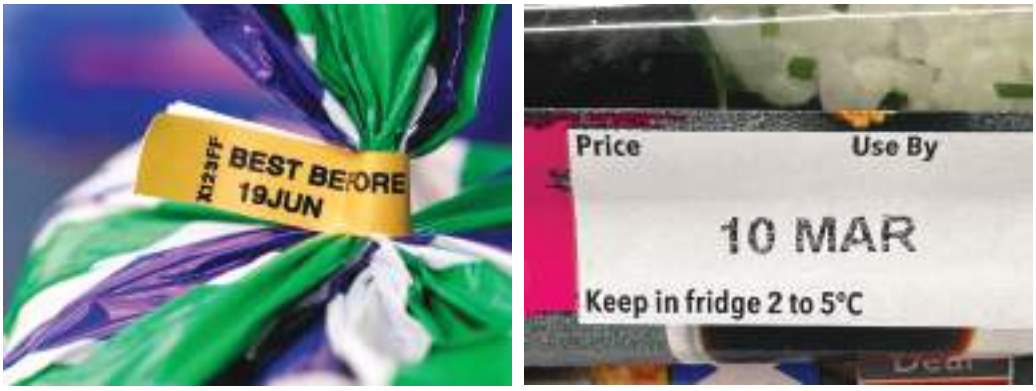

Fig. 4.1.17: Best before date and use by date

The aim of shelf-life is to help consumers make safe and informed use of foods. The shelf-life of foods should only be considered valid if the product is purchased intact and undamaged. Consumers should always follow manufacturers' instructions on storage, particularly temperature and product use after opening.

Consumers should also consider shelf-life information when purchasing foods to avoid unnecessary food waste.

4.1.7 Healthy Cooking Tips for Food Preparation

- **Cook at home** - If you cook at home, you can ensure that your meal is healthy. You can also save money in this way
- **Cook with basic ingredients** - This means starting with whole foods like raw vegetables and fruits, proteins, and whole grains and making food from scratch
- **Avoid cooking at high temperatures**
- **Avoid deep frying**
- **Use low-fat cooking methods like boiling or steaming**
- **Measure your ingredients accurately**
- **Avoid cooking meat or fish well-done or browned**
- **Minimize added sugars and sweeteners** - Sugar adds empty calories, which means it can increase your weight without giving you any useful nutrients
- **Minimize animal fats**
- **Use olive or canola oil**
- **Reduce salt** - Eating too much salt is linked to heart disease and stomach cancer.

- **Avoid margarine or cream-based sauces on vegetables** - Fat and cream-based spices will ramp up the calorie count of your food and likely cause you to gain weight.
- **When in doubt, throw it out** - If you are not sure that food has been prepared, served, or stored properly, throw it out.

UNIT 4.2: Health and Fitness Plan

Unit Objectives

By the end of this unit, the participants will be able to:

1. Prepare a health and fitness chart in line with the nutritional requirements
2. Explain the significance of preparing food as per the health and fitness chart
3. List the precautionary health measures to be taken while preparing food

4.2.1 Health and Fitness Plan

Factors

1. **Target Groups**

   Energy requirements of people vary according to gender, age and activity level.

   - **Sex:** The calorific requirement is generally higher in men than in women because men have a larger body size, are more physically active, and have a higher lean muscle mass.
   - **Age groups**
     - **Infants:** Babies under the age of 1 year are referred to as infants. Growth during the first year of life is more rapid than in any other life cycle. Energy and nutrients are required to support rapid growth and development and prevent nutritional inadequacies. Babies' birth weight get doubled by six months and tripled within the first year of life. The energy, vitamin, mineral, protein and water requirements are higher per unit of body weight than at any other age. Infants need all vitamins and minerals that other humans need but in different amounts.
     - **Children:** Children grow slower than infants. However, their nutrient needs do not diminish, and they need energy from food for daily physical activities and nutrients to boost growth and health. The appetite of children at this age is small and varied, and three meals with nutritious snacks are needed in between to supply enough energy to meet their high activity level but small appetite.
     - **Adolescents:** Adolescence is a period of rapid growth with significant physical changes. Bones grow and gain in density, muscle and fat tissues develop, and blood volume increases. Sexual maturity occurs when boys' voices change and girls experience the onset of menstruation. They have an enormous appetite in comparison with children. Calorific requirements increase because of rapid growth.
     - **Adults:** Growth is usually completed by the age of 25. The nutrition objectives during the adult years are to obtain adequate energy and nutrients to maintain healthy body weight and prevent chronic diseases through appropriate food choices.
     - **Elderly:** Physiological, psycho-social and economic changes of the elderly affect their nutrition status. The body's function changes with age. The metabolic rate slows, bones become less dense and lean, and muscle mass is reduced. Eyesight, hearing, taste and smell are less acute and poor dentition is common. The secretion of digestive enzymes and hydrochloric acid is diminished, which, in turn, impairs digestion and absorption of nutrients such as vitamin B12. The reduced muscle tone of the intestine may result in constipation in the elderly. The need for iron decreases after menopause. Some nutrient requirements, such as vitamin D and calcium, increase in the elderly.

- **Occupation:** Occupational activity of an adult affects energy and nutrient requirements, which should be noted while planning meals.
- **Health concerns and special dietary needs:** Some people have special dietary needs, and precautions must be taken during meal planning regarding the types of food to be eaten or avoided.

2. Climate Factors

We need the energy to maintain our body temperature. Climate affects our energy output; in winter, we need more energy to stay warm than in summer. Food intake increases the metabolic rate, which helps generate heat and store fat, which, in turn, provides insulation to reduce heat loss. In hot weather, increasing fluid intake is important to compensate for the loss of water and electrolyte through sweating. Light meals like sushi, salad, sandwich and juice can be served in hot weather, while hot dishes and drinks should be served in cold weather to keep the body warm. The time of the year is another factor to be considered during meal planning.

Some Food items are only available in particular seasons, e.g. Mango, Watermelon and Durian are summer fruits, while green sprouts, sweet yam, watercress, etc., are winter vegetables. Seasonal food items are fresh, cheap, readily available, and at their best in taste and nutritional value.

To create a customised health and fitness chart, remember:

- Determine the daily caloric needs with a calorie calculator and adjust your diet, as needed, to meet set goals
- Create a balanced diet to get the required nutrition. Incorporate a healthy mix of protein, grains, dairy, carbs, fruits and vegetables into the diet
- Track progress by weighing and measuring weekly. Make dietary adjustments accordingly

Step 1: Calculate Dietary Needs

- Determine the calorie need
- Set a reasonable goal and time frame to achieve it
- Set a calorie intake plan

Step 2: Choosing Healthy Foods

- Eat a balanced diet to get the required nutrients
- Increase protein intake to lose fat
- Incorporate low-calorie complex carbs into the diet
- Reach for healthy fats over trans and saturated fats
- Limit your intake of salt and sugar

Step 3: Creating Healthy Meals

- Make protein-rich breakfast
- Have light lunch
- Make a balanced dinner with a mix of carbohydrates, protein, and vegetables
- Control your portions by measuring food
- Choose wisely when eating out
- Pre-pack your meals to help you keep on track

Step 4: Tracking Your Progress

- Weigh yourself weekly to track your progress
- Take your measurements every six week
- Review your goals every month to make changes as per needed

HEALTH & FITNESS PROGRESS REPORT ***NAME*****_____**

Please record the time you spend each day doing any intentional fitness activities that serve to develop strength, flexbility, and/or endurance including warm-up cool-down. ***Be sure to include health.*** Total your time at the end of each week.

Week#k	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Time
Week 1 Date _____	Activity/Time	Activity/Time	Activity/Time	Activity/ Time	Activity/ Time	Activity/ Time	Activity/ Time	
Week 2 Date _____	Activity/Time	Activity/Time	Activity/Time	Activity/ Time	Activity/ Time	Activity/ Time	Activity/ Time	
Week 3 Date _____	Activity/Time	Activity/Time	Activity/Time	Activity/ Time	Activity/ Time	Activity/ Time	Activity/ Time	
Week 4 Date _____	Activity/Time	Activity/Time	Activity/Time	Activity/ Time	Activity/ Time	Activity/ Time	Activity/ Time	
Week 5 Date _____	Activity/Time	Activity/Time	Activity/Time	Activity/ Time	Activity/ Time	Activity/ Time	Activity/ Time	

Table 4.2.1: Health and fitness chart

4.2.2 Significance of Preparing Food as per the Health and Fitness Chart

Numerous studies have shown that home cooking helps people meet their nutritional needs daily. Those who consume home-cooked food have better control over their food choices. It allows them to focus on healthier foods and include different food groups into daily cooking to get proper nutrition per the health and fitness chart or as directed by the nutritionist.

Cooking food as per the health and fitness chart lets you keep the recipes healthy by using the ingredients in their natural form. You can ensure that the diet contains a maximum of whole foods to avoid losing their nutrients. Prescribed cooking methods also preserve the nutrition in the foods, as processed foods are avoided.

Healthy cooking regularly can help prevent chronic illnesses. An improper diet deprives the body of essential nutrients, and such effects automatically increase the risk of health problems, including type 2 diabetes, stroke, heart disease, etc. The immune system remains strong and protects the body against infections. Consuming healthy cooked food improves the mood and keeps you active, ultimately boosting your health and reducing the chances of chronic illnesses.

4.2.3 Precautionary Health Measures to be Taken while Preparing Food

- When cooking, wash your hands before making, while making and after the food is prepared.
- If you are a caregiver or have an elderly at home who has diarrhoea and vomiting, wash hands before you go to them and once you are done taking care of them.
- Wash hands after blowing the nose, coughing, etc., and also after touching the garbage and the garbage bin.

Fig. 4.2.1: wash hands before handling food items

- Wash the vegetable or lentils thoroughly in luke warm water before preparing them.

Fig. 4.2.2: Wash fruits and vegetables before consumption

- Chop vegetables just before cooking to ensure that the vegetables used are fresh and not oxidised.
- The utensils used while cutting and cooking should be thoroughly cleaned. If you use a chopping board, clean it too.

Fig. 4.2.3: Clean and disinfect chopping board

- Before making the non-veg dish, wash the meat thoroughly in warm water as it destroys the viruses and bacteria present in them. Also, pressure cooks the meat before making it in an open pan.
- Do not use items kept in the refrigerator for a long time. It reduces the nutritional value of the food.
- After cooking, clean the entire kitchen thoroughly with baking soda. Wash the kitchen cloth in warm water. According to many experts, most bacteria are in the kitchen cleaning clothes as they are not washed properly.

Fig. 4.2.4: Clean the kitchen after use

UNIT 4.3: Ayurveda and its Implications

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain the methods and basic principles of Ayurveda regarding food preparation
2. Identify the five basic elements defined by Ayurveda (Pancha Mahabhutas) for preparing food
3. List the healthy eating habits during different seasons of the year as per Ayurveda

4.3.1 Introduction to Ayurveda

Ayurveda is considered one of the oldest traditional systems of medicine (TSMs) accepted worldwide. Ayurveda has an ancient history since the 2nd Century BC. Ayurveda has its foundations laid by the ancient schools of Hindu Philosophical teachings named Vaisheshika and the school of logic named Nyaya.

It is also related to the manifestation framework, well-known as Samkhya, and it was established in the same period when schools of Nyaya and Vaisheshika flourished.

Ayurveda believes that the entire universe is composed of five elements, namely:

1. Vayu (Air)
2. Jala (Water)
3. Aakash (Space or ether)
4. Prithvi (Earth)
5. Teja (Fire)

These five elements are referred to as Pancha Mahabhoota in Ayurveda and are believed to form the basic humors of the human body in varying combinations.

Fig. 4.3.1: Pancha Mahabhoota in Ayurveda

According to the Ayurvedic system, the human body and its functions are governed by a unique blend of three doshas, or mind-body principles: Vata dosha, Pitta dosha and Kapha dosha. These are collectively called "Tridoshas" and control the body's basic physiological functions along with five sub-doshas for each principal dosha.

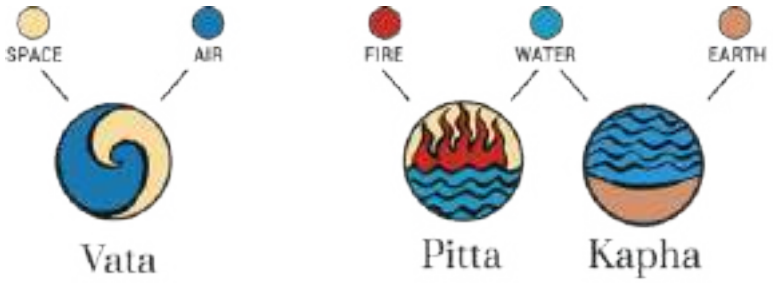

Fig. 4.3.2: Tridosha in Ayurveda

Ayurveda believes that the human body consists of Sapta Dhatus (seven tissues):

- Rasa (tissue fluids)
- Meda (fat and connective tissue)
- Rakta (blood), Asthi (bones)
- Majja (marrow), Mamsa (muscle)
- Shukra (semen)

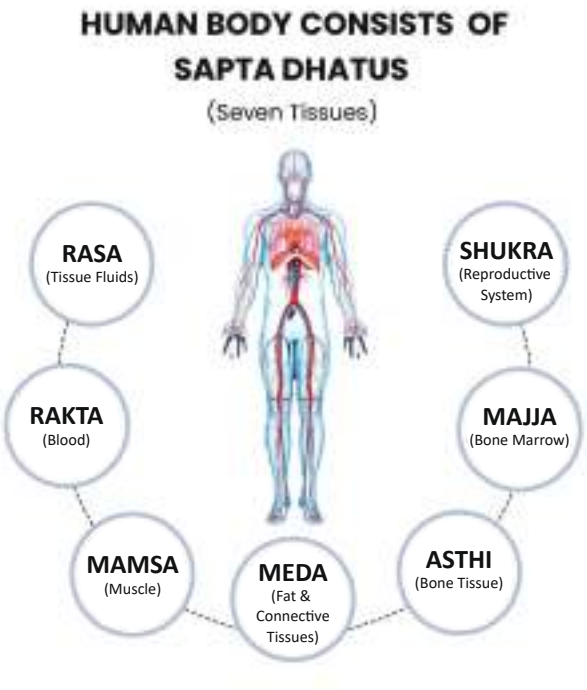

Fig. 4.3.3: Human body consists of Sapta Dhatus

The three Malas (waste products) of the body are:

- Purisha (faeces)
- Mutra (urine)
- Sweda (sweat)

4.3.2 Application of Ayurvedic Principles in Food Preparation

Vata dosha maintains cellular transport, electrolyte balance, and elimination of waste products and its effect is increased by dryness.

Vata is balanced by a diet combining freshly cooked, whole foods that are soft or mushy in texture, rich in protein and fat, seasoned with various spices, and served either warm or hot. These foods calm Vata dosha by lubricating and nourishing the tissues, preserving moisture, and maintaining warmth without compromising digestion and elimination.

Fig. 4.3.4: Vata balancing foods

Pitta dosha regulates the body temperature, optic nerve coordination and hunger and thirst management. Heat conditions of the body aggravate Pitta.

Pitta is balanced by a diet containing fresh, whole foods, both cooked and raw, that are cooling, hearty, energizing, comparatively dry, and high in carbohydrates. These foods calm pitta by decreasing internal body heat, balancing the digestive fire, grounding the body, and absorbing excess liquid and oil. Because pitta is relatively substantive, an appropriate diet is a very effective way to support a return to balance.

Fig. 4.3.5: Pitta balancing food

Kapha dosha is increased due to sweet and fatty food and lubricates joints for proper functioning. The catabolism of the body is believed to be governed by Vata, metabolism by Pitta and anabolism by Kapha.

Kapha is balanced by a diet of freshly cooked, whole foods that are light, dry, warming, well-spiced, and relatively easy to digest—ideally served warm or hot. These foods calm Kapha by balancing mucous production, regulating moisture levels, maintaining adequate heat, and supporting proper digestion and elimination. Because Kapha is so substantive, an appropriate diet is one of the most effective ways to reel it. Kapha thrives on a fairly minimalistic diet with smaller meals, little to no snacking, fewer sweets, an abundance of fresh fruits and vegetables, a variety of legumes, minimal alcohol, and lighter fare.

Fig. 4.3.6: Kapha balancing food

4.3.3 Ayurvedic Seasonal Food List

The Ritucharya diet, or seasonal eating, is one of the foundations of healthy living. Eating seasonally appropriate foods helps to keep your digestive fire strong and support your immunity through seasonal changes.

According to Ayurveda, a year is divided into two periods, i.e., Uttarayana (northern solstice) and Dakshinayana (southern solstice), each formed of three 'ritus' or seasons. As the human body is a combination of vata, pitta and kapha, each of the seasons pacifies or ignites these energies, so it is important to ensure that the body maintains its balance by eating healthily.

- **Shishira (Mid-January to Mid-March):** Foods like amla (sour), cereal, pulses, and wheat, gram flour products are recommended. The diet should also include ginger, garlic, haritaki, pippali (fruits of piper lonhum), sugarcane products, milk and milk products. Mainly astringent (kashaya), bitter (tikta) and pungent foods (katu) are to be avoided. Shita or cold foods should also be avoided.
- **Vasanta (mid-March to mid-May):** Foods like cereals, old barley, wheat and rice are advised. As for pulses, lentils and mugda should be eaten. Foods tasting pungent, bitter and astringent should also be part of the diet, besides honey. Foods that are hard to digest should be avoided during this season. Foods that are shita (cold) guru (heavy), amla (sour) and madhura (sweet) are not preferred.
- **Grishma (mid-May to mid-July):** Foods that are light to digest are recommended, including sweet, buttery, cold and fluid. Lentils and rice are to be eaten, and one should also have plenty of water and other liquids like buttermilk and fruit juices. Foods that are pungent, sour and warm are to be avoided.

- **Varsha (mid-July to mid-September):** Sour Foods, lavana (salty) and sneha (unctuous) are to be eaten. Yusha (soup) is to be included in the diet. One should also take medicated or boiled water. Drinking river water, excessive liquid and wine, and foods that are difficult to digest are to be avoided.
- **Sharat (mid-September to mid-November):** It is recomended to have sweet, bitter, and light to digest foods. Wheat, green gram, sugar candy, honey, patola (Trichosanthes diocia), flesh of animals of dry land (Jangala Mamsa) are to be included in the diet. One should avoid having fats, oil, meat of aquatic animals and curd.
- **Hemanta (mid-November to mid-January):** Foods that are buttery, sweet, sour, and salty are recommended. The diet should include flour preparations, new rice and green gram preparations. Among other foods that Ayurveda recommends are meats, fats, milk and milk products, sugarcane products, sesame and fermented preparations.

Summary

- Nutrition is the process by which an animal or plant takes in and utilises food.
- Good nutrition means the body gets all the necessary nutrients, vitamins, and minerals to work best.
- Human physiology system and role of food
- The amount of nutrients needed in the human body is called the nutritional requirement, and these are different for each nutrient and vary between individuals and life stages.
- Process of storing food to retain nutritional values
- Significance of preparing food as per the health and fitness chart
- Precautionary health measures to be taken while preparing food
- Ayurveda is considered one of the oldest traditional systems of medicine (TSMs) accepted world-wide.
- According to the Ayurvedic system, the human body and its functions are governed by a unique blend of three doshas, or mind-body principles: Vata dosha, Pitta dosha and Kapha dosha.
- Eating seasonally appropriate foods helps to keep your digestive fire strong and support your immunity through seasonal changes.

Exercise

Answer the following questions by choosing the correct option:

1. _____ maintains cellular transport, electrolyte balance, and elimination of waste products and its effect is increased by dryness.

   a. Pitta dosha b. Vata dosha

   c. Kapha dosha d. None of the above

2. In _____ foods that are light to digest are recommended, including sweet, buttery, cold and fluid.

   a. Shishira b. Vasanta

   c. Grishma d. Hemanta

3. _____is balanced by a diet containing fresh, whole foods, both cooked and raw, that are cooling, hearty, energizing, comparatively dry, and high in carbohydrates.

   a. Pitta b. Kapha

   c. Vata d. None of the above

4. The skeletal system comprises of:

   a. Bones b. Joints

   c. Cartilage d. All of the above

5. Which of the following is a major source of fiber?

   a. Nuts and Seeds b. Water

   c. Butter d. All of the above

Descriptive Question

1. List the types of nutrition.
2. Illustrate the Cardiovascular System.
3. List the sources of protein.
4. What are the precautionary health measures to be taken while preparing food?
5. What is Tridosha in Ayurveda?

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/5zgDbG_nPsg

Components of Food and Nutritional Values

https://youtu.be/mQ22Sa9XTm0

Human Physiology System and Role of Food

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

5. Enable Personal Development and Growth

Unit 5.1 - Working with Computers

Unit 5.2 - Operate Various Digital Devices

Unit 5.3 - Develop Professional Skills and Competencies

DWC/N0116

Key Learning Outcomes

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

1. Explain how to acquire technical competency
2. Demonstrate how to develop and grow personally
3. Develop professional skills and competencies
4. Identify and resolve socio-economic problems or any conflicts

UNIT 5.1: Working with Computers

Unit Objectives

By the end of this unit, the participants will be able to:

1. Define the basics of computers, including types of operating systems and basics of internet technology
2. Outline the different parts of the computer, viz. hardware, software, firmware and their functionalities
3. Perform steps to use various applications of MS Office viz Word, Excel PowerPoint, Outlook
4. Demonstrate how to create and operate accounts on different social media platforms
5. Perform steps to create and access emails on Gmail and Outlook

5.1.1 Introduction to Computer

Computers have touched almost every sphere of our lives. Not only this but these days, computers are also being used everywhere, whether directly or indirectly, right from the fields of medicine to writing books and documents and from the fields of engineering and product manufacturing to the field of teaching, computers are everywhere. These days since computers have become a part of our lives, it is important for everyone to understand how computers work.

As we head into the 21st century, computers are no longer a luxury that belongs only to the rich. Rather, they are being used in every sphere of life, from schools to large-scale business houses. These days we also use computers in our homes to finish various household jobs, and they are used for studying, cleaning, and even cooking.

Computers will be widespread in every sphere of life in the coming days. Though previously, it was difficult for the masses to understand the usage of computers, it is no longer true. With the advent of modern computers, which are very user-friendly, computers are being used in every sphere of life, from phones to satellites.

The Four Key Functions of a Computer

The basic functions performed by all computers are input, storage, processing, and output, as shown in the image below:

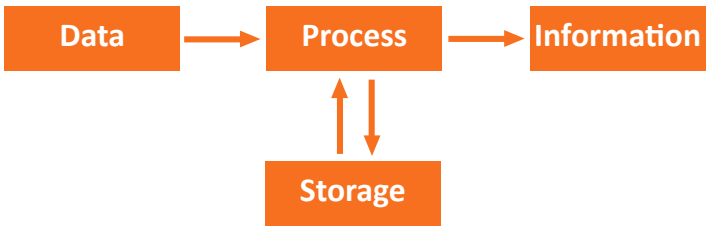

Fig. 5.1.1: Four Key Functions of a Computer

- **Input:** Input is the information entered into the computer using a keyboard, scanner, or other input devices. A keyboard is the most used input device.
- **Processing:** Processing is the manipulation of information by the computer system. It uses random-access memory, also known as RAM, to process the input and give the desired output.

- **Storage:** Data is stored in a computer's memory in an optical or electromagnetic form. The various types of computer storage devices include hard drives, floppy disks, super drives, zip drives, CDs, DVDs, flash drives, and tape drives.
- **Output:** Output is when the computer displays data to be viewed by the programmer or other individuals. Output usually involves the monitor, printer, or a form of storage media that data is copied. Output typically involves some finished product that is separate from the computer system.

Characteristics of Computers

The main characteristics of a computer are detailed here:

- **Speed:** Computers are very high-speed processing devices. It works so fast because computers use electric signals that run at light-speed. They can process billions of instructions in a second.
- **Accuracy:** Calculations done on the computer are always accurate. It can perform various mathematical operations with due diligence and can give exact results which are very precise.
- **Diligence:** Being a machine, a computer does not get tired. It is designed to repeat a task several times without error or monotony.
- **Storage Capacity:** The computer's memory or RAM is used to store instructions, information, or data to execute a program or a function. It can store large amounts of information in audio, video, books, animations, graphics, and charts. Also, CDs and USBs, a type of secondary storage device, can store a large amount of data permanently.
- **Flexibility:** Computers have become a part of our everyday life and are used in various fields such as education, business, law, sports, technology, engineering, banking, railway, and agriculture. The program should be written in a manner that can be changed over time without rewriting it again.
- **Recall:** Computers can recall data for any number of years if you require it. The information recalled will be as accurate as when it was stored or saved on the computer. All it needs is the correct instruction.

Classification Based on Purpose

- **General Purpose Computers:** Most computers today are general-purpose computers. These computers can carry out many tasks but may not be as fast or efficient as special-purpose computers.
- **Special Purpose Computers:** These computers are designed to carry out specific tasks or applications efficiently and quickly.

Classification Based on Technology

- **Analog Computers:** Analog computers are the oldest form of computers and are used to process continuous data. A continuous spectrum of voltages represents the data, and operations are carried out in parallel.
- **Digital Computers:** Digital computers operate on digital data. Computers capable of solving problems by processing information expressed in discrete form use the binary number system in which there are only two digits, 0 and 1. Each one is called a bit. These numbers perform arithmetic calculations and make a logical decision to conclude, depending on the data received from the user. In other words, binary data is used to perform operations in sequence.
- **Hybrid Computers:** Hybrid computers are computers that exhibit features of analogue computers and digital computers. The digital component normally serves as the controller and performs logical and numerical operations. In contrast, the analogue component often serves as a solver of differential equations and other mathematically complex equations.

Classification Based on Size

In the past, computers were classified based on their size as mainframe computers, minicomputers, microcomputers, and supercomputers. This classification is not too prevalent today with all the changes in technology.

5.1.2 Main Components of a Computer

As discussed in the previous topics, a Computer is an electronic, programmable device that helps to perform mathematical and logical operations.

Fig. 5.1.2: Basic parts of a Computer

A computer has the following hardware parts with various responsibilities:

- **Monitor:** This is like a television screen that displays information, and it is an output device that shows information to the user.
- **Modem:** A basic part of any modern computer, the word 'Modem' is a shortened form for 'modulator-demodulator'. Its main function is to enable a computer to transmit data over telephone or cable lines. In modern-day computing, information is stored digitally, while information is transmitted via telephone lines as analogue waves. Thus, a modem converts data between these two forms.
- **Systems Unit:** The systems unit, also known as the 'Tower unit', is the case that contains the electronic components of the computer. The unit houses the Central Processing Unit (CPU) – the brain of the computer, the Random-Access Memory or RAM, the main memory or Hard Disk Drive (HDD) as well as connects the monitor, the keyboard, the modem, speakers, the mouse and the printer using cables. A power source connected to the systems unit provides power to the computer.
- **Mouse:** Also known as a pointer, this is an essential part of a modern computer. It is an input device that selects and moves objects on the computer screen.
- **Speaker:** A basic part of a modern computer, speakers, are used to playback sound. They may be connected via cables or be an integral part of the system unit and allow you to listen to music stored on the computer or any other sounds related to the computer.
- **Printer:** A printer may not be an essential part of your computer, but it is quite useful as and when it is required. It transfers data onto paper and can be used for printing documents, emails, photos, and many other materials.
- **Keyboard:** A keyboard has a set of keys like a typewriter. The keyboard enables you to enter data and information into a computer. This is an input device and has three main kinds of keys:
    - **Alpha-numeric:** The keys from the letter 'A' to the letter 'Z' represent the Roman alphabet, while the keys from the numeric '0' to the numeric '9' represent the numbers. When the shift key is held down, the alphabetic characters become uppercase.

- **Function keys:** These include the F1 to F12 keys and some other keys like Enter key, arrow keys, page up, and page down, as shown in the image below:
- **Punctuation keys:** When the shift key is held down, the numeric characters become symbols or punctuation marks (.@#$%%^&*()_-{[]}|”:‘:<.>, ?/).

Computer Organization

A computer can majorly perform five major operations irrespective of their type. It accepts data or instructions by way of input, stores data in the temporary storage space called “Primary Memory” such as RAM, processes data as required by the user, produces results in the form of output, or it permanently stores the information in a space called “Storage” or “Hard Disk” (“Secondary Memory”). It controls all operations inside a computer. All these functions are illustrated in the basic block diagram of a computer shown below:

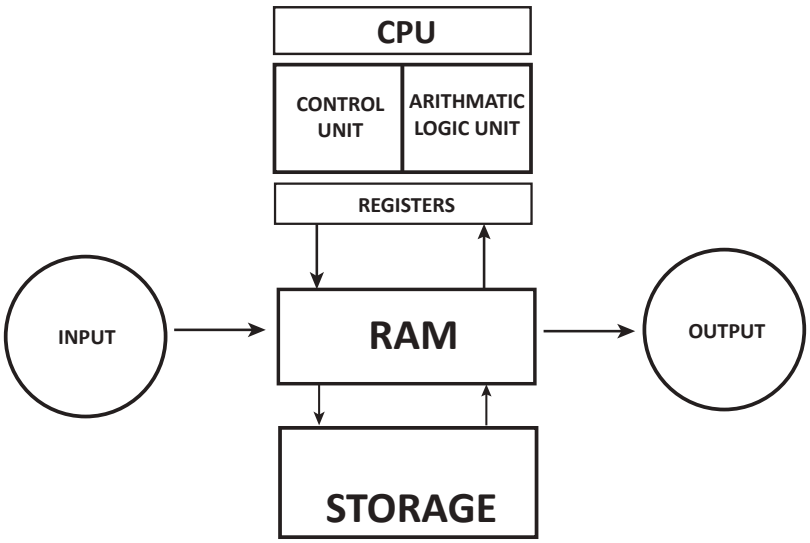

Fig. 5.1.3: Computer organisation

A computer requires hardware and software to work. Hardware components are logically arranged and interconnected for the computer to function. Different parts of the computer are organized in such a manner of performing operations, thereby completing a given specific task.

Hardware can be defined as the computer’s physical and electronic components, which include:

- Central processing unit (CPU)
- Input/output and storage devices
- Primary Memory (RAM/ROM) / Storage devices (Secondary Memory)
- Motherboard

Central Processing Unit (CPU)

The Central Processing Unit is the computer's brain and manages most computing operations. Based on the instructions of the software programs, the CPU executes it and controls the operation of the computer. The CPU fetches data, decodes it, executes commands, and writes back the data quickly.

As shown in the picture, a CPU is a small chip called a Microprocessor installed on the motherboard.

The speed of the computer depends on the processor's capacity. AMD and Intel are the top-most microprocessor manufacturing companies today.

Fig. 5.1.4: CPU fitted on a motherboard

Input, Output and Storage Devices

Input and output devices help users to communicate with the computer. Any data or instruction that enters the computer's memory space is input. Any tools that aid the entry of this information are input devices, and devices that let you see what the computer has accomplished and disseminate data are output devices. Without any I/O devices, a computer would only be a display unit.

Input Device	Output Device	Storage Device
Keyboard	Monitor	Hard Disk Drive (HDD)
Mouse	Printer	CD ROM
Scanner	Speaker	USB stick / Pen Drive
Joystick	Headphone	Solid State Drive (SSD)
Microphone	Projector	Random Access Memory (RAM)
Biometric device	GPS device	Blue Ray Disk
Bar Code Reader	Plotters	Secure Digital Cards (SD Card)

Table 5.1.1: Input, Output and Storage Devices

Computer Software

Computer software is a program that instructs the computer what to do. Software programs are installed on a computer for them to perform functions. There are various kinds of programs used to operate computers and related devices. Computer software is used to help build, develop, and easily assemble products. It helps speed up communication and has made information-sharing dynamic. If we were to define software, one would say that software is a set of programs, procedures, algorithms, and documentation concerned with the operation of a data processing system.

Software quality is very important, and a software license maintains this. The license gives the user the right to use the software. If the software is faulty or has a bug, it can cause errors in the functioning of the computer, delete a person's work, or do other unexpected things. The image below shows the software application running on a computer:

Computers use two types of software, they are:

Systems Software

Systems software runs as an interface between the user and the hardware or the operating system. The system software is installed along with the operating system, which includes the system utility files. The system software controls the computer and helps run applications software installed on the machine. In other words, systems software enables application software to operate.

Operating Systems

All computers must have an Operating System or OS that runs their programs and applications, manage hardware, recognize inputs from different sources, and control the computer's devices, all without interfering with each other. The flowchart below shows the flow of information in a computer, where the operating system works as an interface between the user, hardware, and software:

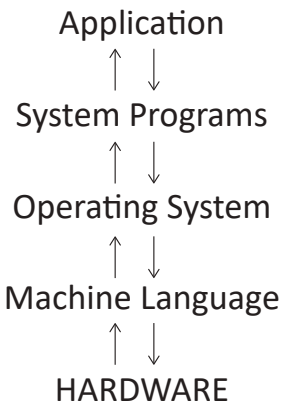

Fig. 5.1.4: Flow of information in a computer

Some popular operating systems are Microsoft Windows, Linux, UNIX, and Mac OS.

Fig. 5.1.5: Popular operating systems

5.1.3 Internet, Web Browsers and Websites

The Internet is an interconnection of computer networks around the globe. Anyone in the world can access the Internet. To access the Internet, you should connect to a network like an Internet Service Provider (ISP). The Internet shares various information, from sending an e-mail to your loved ones to online shopping, finding information, and much more.

The word World Wide Web (WWW) refers to the group of public Web sites connected to the Internet worldwide, together with the client devices such as mobile phones and computers that share resources and content. It is also known as "The Web."

Web Browsers are software that allows users to browse or go through pages on the World Wide Web. A web browser enables users to access the Internet. Some popular web browsers are Microsoft's Internet Explorer (IE), Mozilla's Firefox, Netscape, Google Chrome, Safari, and Camino.

Fig. 5.1.6: Web Browsers

A web browser allows navigation with simple clicks rather than input commands. Users can view graphics, sound, and video.

An address that identifies a specific file on the Internet is called a URL (Uniform Resource Locator). It is the global web address of files and documents. This address has the network protocol. Typically it is http://. This is known as web protocol.

The Hypertext Transfer Protocol (HTTP) allows browsers to display web pages by formatting messages and transmitting information. All Web sites and pages support the HTTP protocol.

A website is a collection of web pages you can see on the screen when the web address is entered, a link is clicked, or a query is put in a search engine such as Google. A web page can include text, graphics, colour, animation, and sound.

Following are a few common components of a website:

- **Home page:** The first page that appears in your browser window. The home page will usually give you an idea of what is available on the Web site and general information about the company or person that created the site.
- **Links:** Either graphics or text you can click on that will take you to another web page, another document within the same Website, or an entirely different Website. Each page in a Website is usually linked with other pages, which are linked together to form a Website.
- **Search:** Most Web sites have a search function so that users can find information easily and quickly.
- **Uniform Resource Locator (URL):** URL is the address of a document on the Web. Each page or document on the Web has a unique URL. The URL consists of three things:
    - **www:** Indicates that it is a document on the World Wide Web.
    - **Domain name:** The name of the website; generally, organizations use the name of their company as the domain name (such as YAHOO, GOOGLE, ICICIBANK etc.).
    - **Type of domain (.org. edu, .gov, .com, etc.):** A type of suffix of a Website that identifies what kind of organization the site is associated with or the type of content the Website contains.

Fig. 5.1.7: Website

5.1.4 Microsoft word

Microsoft Word is an outstanding word processing package that enables you to produce various documents, from letters and memos to posters and flyers. When Microsoft Office first became available in the early 1990s, it contained a limited number of tools and commands. Recent versions have added many new protocols and options organized in the File menu with logical accessibility. Microsoft's newest release provides these options in a more user-friendly format, incorporating the new Microsoft Office Button and the Ribbon to accomplish this task.

Open a document and click the File tab to see the Backstage view. The Backstage view is the pane in Microsoft Word where the documents and related data about them can be managed. It allows the users to create a document, save it, and send it to others. It also allows the users to inspect documents for personal information and set other Advanced options.

The File tab replaces the Microsoft Office Button and the File menu used in earlier versions of Microsoft Office. Once you click on the File tab, you can view the Backstage View pane.

To open MS Word 2016, select Start→Microsoft Office 2016→ Word 2016 to open Microsoft Word window, as shown in the following figure:

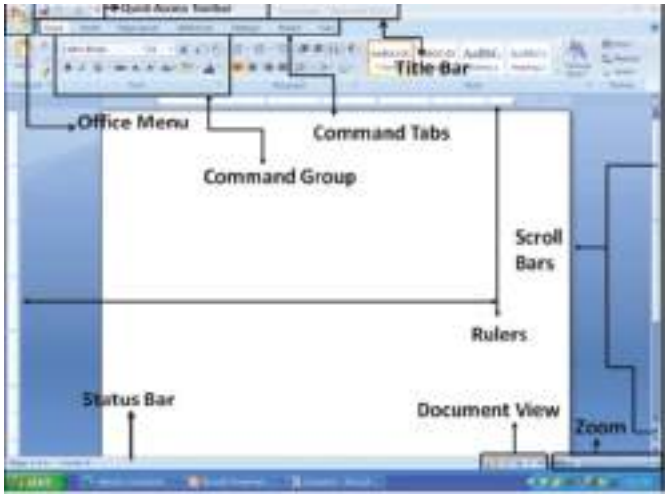

Fig. 5.1.8: MS Word Window

5.1.5 Microsoft Excel

A spreadsheet is a computer application that cares for numbers and calculations. The first electronic spreadsheet was named VisiCalc, short for visual calculator, and was created in 1979 for the Apple personal computer. It is credited for the popularity of Apple and the acceptance of a personal computer as a tool for business.

Excel 2016 is an application in the Microsoft Office suite that can create, revise, and save data in a spreadsheet format. Excel is used to perform calculations using formulas and functions, and it can also be used to analyze, share, and manage information using charts and tables.

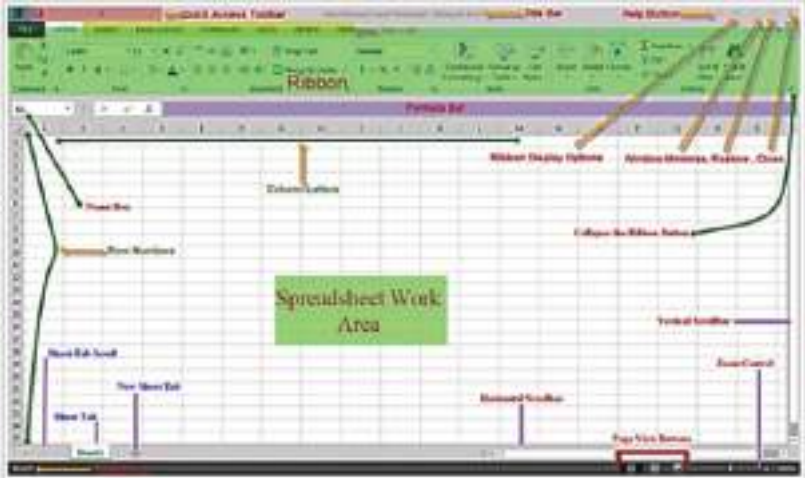

Fig. 5.1.9: Microsoft Excel

5.1.6 Microsoft PowerPoint

PowerPoint is a Microsoft office software that we can use to offer presentations for any work such as lectures, business, advertisement, and more. You can also use it to make a single-page presentation for ads, brochures, posters, and postcards. You can write, edit, and add pictures to create your presentation. Also, there is more functionality, like giving shadow to the text and pictures, bold or italic, and different shapes you can use for the presentation. It depends on the user how to work on it, but other things like buttons, menus, and toolbars are functional.

The PowerPoint 2016 application windows are displayed every time you open PowerPoint. This window displays components that allow you to work effectively and efficiently on your presentations.

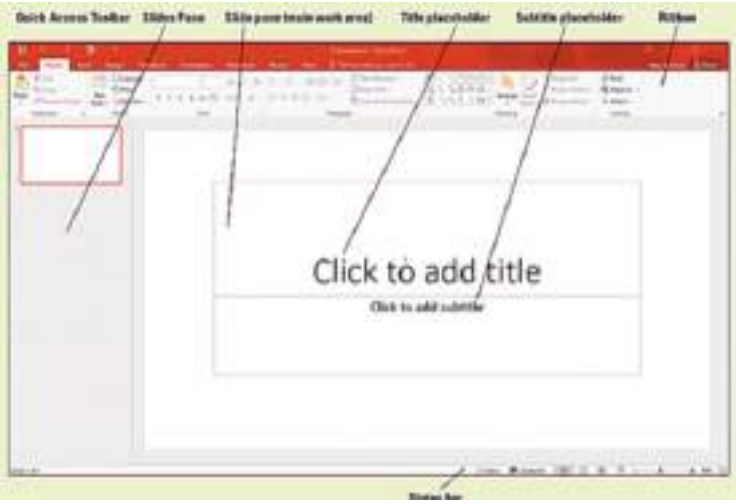

Fig. 5.1.10: Microsoft Powerpoint

5.1.7 Create and Access E-Mails

Electronic mail (e-mail) is a mechanism by which messages are exchanged digitally through the Internet or intranet communication platforms. Different e-mail programs are available in the market, which help users to send and receive emails easily. Each email program is slightly different, but they all do the same thing: send and receive mail and attachments. There are two basic variations of email programs:

Web interface (or Internet e-mail), such as Yahoo Mail or Gmail:

The email software is a special web interface on the webmail server, which requires a separate username and password to access. The mail can be accessed from any computer with Internet access.

Email Clients (or network email), such as Microsoft Outlook, Lotus Notes, etc.

The email client software resides on everyone's network computer. The email server is in the same network on which the individual computers are. It requires a separate username and password needed to access the email. In some network setups, the username and password may not be necessary. The mail can be accessed from any computer with the client with Internet access.

Read New E-mail

To read e-mail:

- Locate the Inbox and look for the new e-mails in the Inbox.
- Click on the hyperlink of the new mail to open it.

Send E-mail

To create a new mail, click on the Compose Button on the e-mail website or the New option in any of the e-mail client applications. A new page appears, as shown below:

Fig. 5.1.11: Compose E-mail

The user needs to provide certain information to send a mail:

- **Email Addresses:** An email address is made up of three parts, the username, @ sign, and the domain name. For example, an email address "an email address "john.joe@gmail.com" contains a few elements, such as "john.joe" as the username, @ is to differentiate the username and the domain name, and "gmail.com" is the e-mail provider's name. The e-mail ID needs to be added in the To text box provided in the application

- **CC text box:** CC means "Carbon Copy". The e-mail address listed in the CC field of a message gets a copy of that message sent by the user. Other recipients of the e-mail message can see that the e-mail ID you designated as a Cc: received a copy of the message sent.
- **BCC text box:** BCC means "blind carbon copy." Almost like the CC, except that Bcc: recipients are invisible to all the other recipients of the message.
- **Attachments:** Email programs allow the user to send files as a link with the e-mails to other recipients. Email program helps the user to add more than one file with a single message as an attachment.
- **Subject:** The user should write a Subject in this text field to signify the summary of the mail which has been sent.
- **Message filed:** The user will type the message for the recipient here.

Once the message is completed, the user can click on the Send button to send a message to the recipient. Once the message is sent, it is automatically moved to the Sent Mail folder. Users can view the message by clicking on the Sent mail folder on the screen's left side.

5.1.8 Social Media

Social media refers to interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.

Social media is internet-based and gives you quick electronic communication of content, such as personal information, documents, videos, and photos. Users engage with social media via a smartphone/tablet or computer. Some of the most popular social media sites are:

- Facebook
- YouTube
- WhatsApp
- Facebook Messenger
- Instagram
- WeChat
- LinkedIn
- QQ
- Douyin
- Sino Weibo

Create Social Media Account

1. Choose a good (and consistent) username/handle
2. Create accounts on multiple platforms
   - Use the same e-mail id and password of your choice
   - Follow the steps mentioned in the social media sites/apps to create the account
3. Upload your profile picture
4. Choose a background cover image of your liking
5. Write an attractive bio

Create a Twitter Profile

- Go to twitter.com/signup
- Click the sign-up button
- The “Create your account” pop-up that appears will guide you through the sign-up process

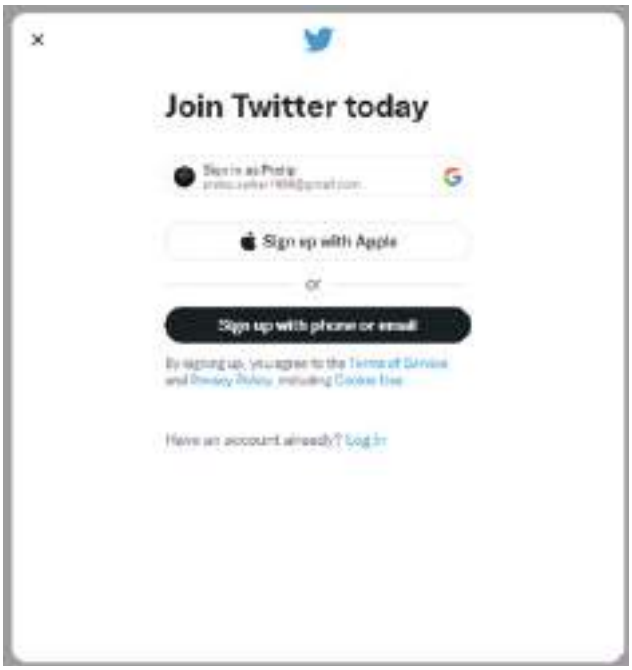

Fig. 5.1.12: Twitter signup page

Create a Facebook account

1. Go to https://www.facebook.com/
2. Click the Create New account tab
3. The “Create your account” pop-up that appears will guide you through the sign-up process

Fig. 5.1.13: Facebook signup page

Create an Instagram Account

On a computer:

- Go to https://www.instagram.com/
- Click “Sign up”, enter your email address, and create a username and password
- Alternatively, you can tap on “Log in with Facebook” option to sign up using your existing Facebook account

Fig. 5.1.14: Instagram signup page

On a mobile/tablet:

1. Open the Instagram application from the Google Play Store (Android) or App Store (iPhone)
2. Tap “Create New Account” for iPhone (iPhone) or “Sign Up With Email or Phone Number” if you’re on an Android
3. Enter your phone number or email address
4. Alternatively, you can tap on “Log in with Facebook” option to sign up using your existing Facebook account

UNIT 5.2: Operate Various Digital Devices

Unit Objectives

By the end of this unit, the participants will be able to:

1. Access bio-metric devices for attendance
2. Operate various technological equipment present at home
3. Identify the latest cleaning gadgets and use them

5.2.1 Biometric Attendance

A Biometric attendance system uses the technology of scanning fingerprints, faces, or retinas to record the staff's attendance. When a staff enters the workplace and punches in or out of the machine, the data goes to the database and matches it with the existing staff's information.

Now, since the Biometric Attendance machine is interconnected and synchronized with specialised software, then the attendance of the staff is marked easily. This information further goes into the payroll module for disbursement of the staff's monthly salary, considering absents marked, late arrivals, overtime, leaves, etc.

Commonly used biometric systems are:

Fig. 5.2.1: Fingerprint verification biomnetric system

Fig. 5.2.2: Facial recognition biometric machine

Fig. 5.2.3: Retina/Iris recognition biometric machine

5.2.2 Other Digital Devices

Printers

A printer is used to print a copy of the document or image available on a computer screen. This device is usually connected to the computer. There are different types of printers, such as:

- Inkjet (Colour or B/W)
- Laser (Colour or B/W)
- Printer-cum-copier-cum scanner. (Colour or B/W)
- Dot Matrix

Installation of the Printer

Using USB Cable:

- Plug in the printer and turn it on.
- Content the USB cable of the printer to the computer
- Locate “Printer Settings”. In Windows, it is found in the “Control Panel” → “Hardware and Sound” → “View devices and printers” and in Mac, it is found in “System Preferences.”
- “Add Printer” and follow the instructions as displayed on the screen
- The printer is installed
- To check, print a document

Using Wireless Connection:

- Place the printer within the range of the wireless router.
- Power on the printer
- Connect the printer to the wireless network. One will require a Wi-Fi network name (SSID) and password
- Now add the printer on the Windows computer and follow the path – Control Pannel → Hardware and Sound → View devices and printers → Add printer
- The printer is installed
- Print a document to check

Operation

- The steps for using a printer and printing a document are:
- Open the document which is to be printed
- Select the print command from the Menu bar
- Select the print options:
  - After you give the print command, a Print window pops up. You need to select the printer to be used from the list
  - Select the pages (All/current/pages to be indicated by page number)
  - Choose the number of copies to be printed
  - Select the layout which refers to the page's orientation, portrait or landscape
  - Select the paper size in case there are options provided.
- Print your document by clicking Ok/Print

Closed-Circuit Television (CCTV)

An Assistant Home Manager should know the basics of operating a CCTV setup. CCTV is a system that is designed to provide video to specified viewers. In a CCTV system, the signals are not publicly accessible but monitored for security and surveillance. Cameras are placed strategically, and the camera footage is observed on monitors placed somewhere.

The following figure shows CCTV surveillance system:

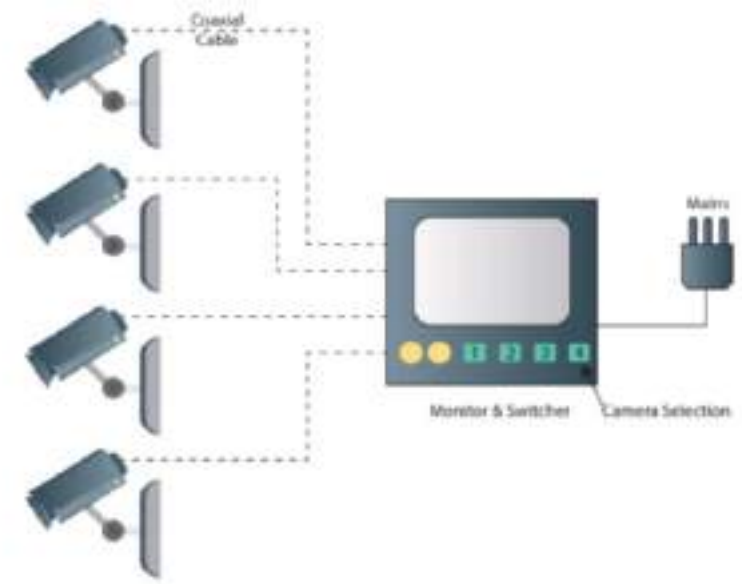

Fig. 5.2.4: CCTV surveillance system

An Assistant Home Manager should know how to operate the CCTV camera at the workplace. They should know how to switch on and off the Digital video recorder and check if all the CCTV units/cameras are working. In case they find any discrepancy, they should inform the concerned person.

Intercom

An intercom is a communication tool that allows people from different parts of an office/home/hotel to communicate. The people who need to communicate can input their information into the system, and the system will relay the information to the people who need to hear it.

You can make and receive one-way calls using an intercom line. When you place an intercom call, the receiver's phone answers the call.

Fig. 5.2.5: Wireless intercom system

Smart TV

A smart TV is a television with internet and advanced interactive web features that allows you to stream music and videos, browse the internet, and view photos. Smart TVs are a technological convergence of computers, televisions, and digital media players.

Smart TV also works without an internet connection, like a traditional television set. You'll be able to use a cable box or an antenna to watch TV channels, connect Blu-ray players, connect speakers, and do everything else that a regular TV does. However, you will be unable to use any of the installed video/ audio streaming apps.

Fig. 5.2.6: Smart Tv

5.2.3 Latest Cleaning Gadgets

Several automatic and AI-based home cleaning gadgets are available in the market now-a-days. Programmable robots are also used these days for household cleaning purposes. Some more advanced robots have devised ways to prevent getting stuck on common robot traps such as cables and socks. A few can even identify when your pet made poop and avoid smearing it all over your rug.

Let us identify some of such smart cleaning gadgets.

Robotic wi-fi enabled vacuum cleaners	Self-cleaning litter box
Air purifiers	Robotic window cleaner
Electronic broom	Fully automatic washing machine

Table 5.2.1: Latest automatic household gadgets

UNIT 5.3: Develop Professional Skills and Competencies

Unit Objectives

By the end of this unit, the participants will be able to:

1. Identify the need for professional growth and development
2. Demonstrate professional etiquette and conduct in dealings
3. Perform a SWOT analysis and various methods used to evaluate skills/knowledge

5.3.1 Professional Growth and Development

Professional development can elevate your skills as an employee, which can lead to new opportunities and career advancement. Professional development includes advancing skills, traits and competencies that contribute to your success in the workplace. If you want to accelerate your career, you must improve your professional development.

Meaning

Professional development is improving yourself through learning and training to advance your career. Companies may offer training sessions to teach their employees further, but employees typically work independently on professional development. There are many ways that an employee can work on their professional development, such as taking classes, going to workshops or teaching themselves new skills.

Professional development can also refer to staying updated on new trends within your field and applying new practices to your current methods.

Importance

Professional development is important because it can make you a better employee. This could help you receive more opportunities for career advancement, such as promotions or lateral transfers. Professional development can make you a desirable candidate because of your knowledge and expertise in your field. Professional development improves your skill set and knowledge, but your company also benefits from your growth as an employee. This is important because they could recognize and potentially reward your success.

Identifying development needs

Development needs relating to your current role may arise from several things. The following questions can lead you:

- Create Standards: Do you think you need to reinforce your development to showcase any of the specifications of the Standard that correlate to your role?
- Objectives/ Targets that stem from the department or school improvement plan: Do you require additional skills, abilities or knowledge to help you accomplish these?
- Key Responsibilities and Tasks: Do you feel you possess all the skills, abilities and knowledge to achieve these successfully? Do you think further development will help?
- Career Development: This considers that you are completely experienced in your job role but still desire to develop further in your career.

- Personal Development: These would include any other development needs that do not correlate to your role but would serve to help you personally. These could relate to objectives/ targets, which were mentioned earlier.

Benefits

1. **Improves confidence** - Professional development can increase your confidence as an employee. Learning new skills and abilities may make you more confident and help you feel more comfortable in your position as your knowledge expands.
2. **Enhances hiring potential** - Professional development can improve your hiring potential because you increase your knowledge, skills and competencies. Because of the skill advancement that results from professional growth, employers may be more likely to view you as a desirable candidate. If employers see you as a qualified candidate, they may be more likely to hire you over the competition.
3. **Develops skills** - Through professional development, you may increase both hard and soft skills within the workplace. Hard skills refer to job-specific knowledge you receive through training or education, while soft skills are personal habits that define how you work, such as communication. Developing your skills can help you become an expert in your field, share your knowledge with new employees or discover opportunities for career advancement.
4. **Expands networking opportunities** - Professional development can also increase your ability to network through events that many professionals attend, such as seminars, conferences, workshops, events and programs.

Develop Professional Goals

One needs to have particular professional goals to work well within one's field:

- Toto train and assess learners' performance and related knowledge in a range of tasks
- To ensure that the competence and expertise demonstrated meets the requirements of the National Occupational Standards
- To recognise the importance of their continued learning and professional development
- To produce their own goals for professional development and to review those goals regularly
- To contribute to the continuing professional development of colleagues
- To undertake activities to support reflection on personal practice through, for example, the development of e-portfolios or interaction with other trainers
- To evaluate and review training practice to improve that practice
- To identify opportunities for personal learning and development
- To review – formally or informally – their competencies and consider what further competencies they wish or need to develop
- To support and promote the framework for the professional development of trainers

5.3.2 Professional Etiquette

Professional etiquette is an unwritten code of conduct regarding the interactions among members in a business setting. When proper professional etiquette is used, all involved can feel more comfortable, and things tend to flow more smoothly. Professional etiquette plays an enormous role in making a lasting positive first impression. In professional situations, displaying proper etiquette can give you a competitive edge over others who may not be using appropriate etiquette.

- **E-mail Etiquette**

  Email etiquette is using appropriate language, conventions and formality in an email. Business emails usually demand formal language and strict adherence to proper grammar and spelling.

- **Telephone Etiquette**

  Telephone etiquette involves the manners of using Telephone communication, such as how you represent your business and yourself, greeting the receiver, the tone of voice, the choice of words, listening skills, the closure to the call, etc.

- **Business Meeting Etiquette**

  When you've been invited to meet in person with a professional contact, it is important to keep a few general rules in mind to show that you respect this person and their time. Doing so will help you make a positive impression and make the encounter easier for all parties involved.

- **Dining Etiquette**

  Sometimes you will meet with a business contact over a meal or attend a professional function where food is involved, and you may even attend a job interview held at a restaurant. In such cases, it is significant to know proper dining etiquette so that you may make a good impression.

Work Ethics

Being ethical in the workplace means displaying values like honesty, integrity and respect in all your decisions and communications. It means not displaying negative qualities like lying, cheating and stealing.

Workplace ethics play a big role in the profitability of an organisation. It is as crucial to an enterprise as high morale and teamwork. This is why most companies follow specific workplace ethics guidelines that their employees must compulsorily follow. These guidelines are typically outlined in a company's employee handbook.

Elements of a strong work ethic

You must display strong work ethics and associate with only those who believe in and display the same ethical behaviour in the workplace. Some elements of a strong work ethic are:

- **Professionalism:** This involves everything from how you present yourself in a corporate setting to how you treat others in the workplace.
- **Respectfulness:** This means remaining poised and diplomatic regardless of how stressful or volatile a situation is.
- **Dependability:** This means always keeping your word, whether arriving on time for a meeting or delivering work on time.
- **Dedication:** This means refusing to quit until the designated work is done and completing the work at the highest possible level of excellence.
- **Determination:** This means embracing obstacles as challenges rather than letting them stop you and pushing ahead with purpose and resilience to get the desired results.
- **Accountability:** This means taking responsibility for your actions and the consequences of your actions and not making excuses for your mistakes.
- **Humility:** This means acknowledging everyone's efforts and hard work and sharing the credit for accomplishments.

5.3.3 Self-Evaluation using SWOT Analysis

An excellent way to evaluate yourself is by creating a SWOT analysis. The acronym SWOT stands for strengths, weaknesses, opportunities, and threats. SWOT analysis framework. This technique is useful for analysing your strengths and weaknesses.

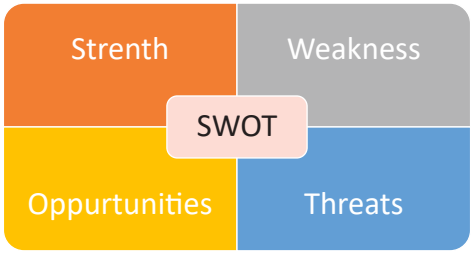

Fig. 5.3.1: SWOT analysis matrix

Strengths: Start by detecting your strengths. These would involve the skills and traits that distinguish you from the rest.

Questions to consider:

- Which are the skills you worked on developing?
- What would you consider your talents, your natural-born gifts?
- What are you good at inherently?

Weaknesses: The subsequent step is weaknesses. This section scrutinizes the areas where you require improvement and the aspects that could create a setback in your career.

Questions to ask include:

- What would other people see as your weaknesses?
- Does any part of your education or training need improving?
- What are your negative work habits and traits?

Opportunities: We have the opportunities section, which examines the external factors you can use to find a new job, determine a career direction or pursue a promotion.

Questions to scrutinize include:

- What is the state of the economy?
- Is your industry growing?
- Is there new technology in your industry?

Threats: Search for any threats that hamper your career growth. This section considers the external factors that could cripple your chances of achieving your goals.

Questions to ask include:

- What according to you, is the biggest external danger to your goals?
- Is there tough competition for the kind of jobs which suit you well?
- Is your field of work changing directions or contracting?

After completing a personal SWOT analysis, you need to use the valuable insights you have gathered.

Summary

- Four Key functions of a computer and characteristics of computers
- Main components of a computer
- Internet, Web Browsers and Websites
- Microsoft office
- Accessing social media sites and apps
- Various technological equipment present at home

Exercise

Answer the following questions by choosing the correct option:

1. Input is the information entered into the computer using a _____
   a. Keyboard b. RAM
   c. Floppy disk d. None of the above

2. Which of the following is a web browser?
   a. Google Chrome b. Safari
   c. Netscape d. All of the above

3. A Biometric attendance system uses the technology of scanning_____.
   a. Finger prints b. Retina
   c. Face d. All of the above

4. A _____ is a communication tool that allows people from different parts of an office/ home/hotel to communicate.
   a. Intercom b. Web cam
   c. Laptop d. None of the above

5. Which of the following is an elements of a strong work ethic?
   a. Professionalism b. Respectfulness
   c. Accountability d. All of the above

Descriptive Question

1. How to self-evaluate using SWOT analysis?
2. Discuss the importance of professional growth.
3. What is a smart TV?
4. How to create a Facebook account?
5. List the main components of a computer.

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/-AP1nNK3bRs

Introduction to Computer

https://youtu.be/A1LwJRYiaho

Main Components of a Computer

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

6. Provide Care and Manage Related Activities

Unit 6.1 - Achieve Customer Satisfaction via Team Work

DWC/N0117

Key Learning Outcomes

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

1. Provide timely care to members of the household
2. Discuss ways to achieve customer satisfaction
3. Demonstrate how to build rapport with the customers and team members
4. Identify different types of customers and their handling techniques
5. Accentuate the importance of gender sensitisation and PwD sensitisation at the workplace

UNIT 6.1: Achieve Customer Satisfaction via Team Work

Unit Objectives

By the end of this unit, the participants will be able to:

1. Define a customer-centric approach to achieve customer satisfaction
2. Discuss different team-building activities and their relevance
3. Demonstrate how to build rapport with the customers and team members, following workplace etiquette
4. Distinguish different types of customers and customer handling techniques
5. Emphasise the importance of gender-inclusive communication and gender empathy, considering gender differences and gender diversity.
6. Explain the aspects of gender, PwD and age sensitivity

6.1.1 Teamwork

Teamwork occurs when the people in a workplace combine their skills to pursue a common goal. Effective teams are individuals who work together to achieve this common goal. A great team holds itself accountable for the result.

An effective team has the following:

- **Unity of purpose:** All team members should clearly understand and be equally committed to the team's purpose, vision and goals.
- **Great communication skills:** Team members should be able to express their concerns, ask questions, and use diagrams and charts to convey complex information.
- **The ability to collaborate:** Every member should feel entitled to provide regular feedback on new ideas.
- **Initiative:** The team should consist of proactive individuals, and the members should be enthusiastic about developing new ideas, improving existing ideas, and conducting their research.
- **Visionary members:** The team should have the ability to anticipate problems and act on these potential problems before they turn into real issues.
- **Great adaptability skills:** The team must believe that change is a positive force. Change should be seen as the chance to improve and try new things.
- **Excellent organizational skills:** The team should have the ability to develop standard work processes, balance responsibilities, properly plan projects, and set in place methods to measure progress and ROI.

6.1.2 Develop a Customer-Centric Approach

The customer is the reason why you or anybody is in business. Customers consciously choose to spend their money on your brand. The product should always be changed to suit the customer, and it’s never the other way around. The customer makes a business a success or a failure, not the products. One can have an impeccable line of products but not an impressive clientele. This depends on how the customer is treated and how he feels. So eventually, it boils down to customer service and customer experience.

Customer service is providing service before, during, and after a purchase. This makes it an essential part of the customer's value chain; hence it is the ability to provide service in the way it promised to the customers.

Customer centricity states that the customer is the centre of all decisions related to delivering products, services and experiences to create customer satisfaction, loyalty and advocacy. A customer-centric strategy aims to provide optimal service to each customer on a personalized level.

The three main strategies to develop and maintain a customer-centric approach are:

- Customer development
- Customer retention
- Customer acquisition

Listed below are some of the strategies to develop a customer-centric approach:

1. **Listen to your customers** - Listening to your customer means asking them what they think and why and then acting on it.
2. **Remember:** Customer perception is reality - The gap between customer expectations of experience and their perceptions of actual experience is the reality you need to understand and address
3. **Make your customers part of the solution** - Involve customers in the experience design process, i.e., experiences, services, products, and even physical environments
4. **Map your customer's journey** - A customer journey map allows you to "walk in your customers' shoes
5. **Monitor customer interactions** - Monitoring is critical, as well, because only you know all your touchpoints
6. **Define your customer experience strategy** - Your customer experience strategy is your plan to meet or exceed those expectations
7. **Empower and reward your employees** - In the quest to be more customer-centric, your employees are the frontline warriors

6.1.3 Rapport Building

Rapport is a harmonious relationship between people who have established mutual trust. Building rapport is how humans connect, identify shared feelings, and establish two-way communication. Rapport develops out of meaningful conversations and a willingness to embrace different points of view.

When building rapport with customers, you need to succeed with the four principles of rapport:

- Empathy
- Authenticity
- Similarity
- shared experience

To build rapport with team members and customers:

- Make a good introduction
- Actively listen

- Ask engaging questions
- Be aware of your body language
- Find commonalities
- Lead with empathy and respect

Benefits of building rapport in the workplace

- Build mutual trust
- Make team members feel more engaged
- Improve constructive feedback sessions
- Boost team loyalty
- Build good group dynamics
- Feel more "in sync" with the other person
- Develop effective workplace communication

6.1.4 Different Types of Customers and Ways to Handel Them

There are a lot of different personas and behaviours among customers, but we can simplify them into the following categories:

1. **Cheap customers**

   These types of customers buy based on price. They compare products/services from different sellers/service providers and buy at the lowest price. These are the type of people who continuously look for coupons, rebates and discounts.

   How to approach them?

   Show that you are the cheapest one in the market. You can also offer discounts and coupons and tell them you have a very good deal.

2. **Educated customers**

   These customers buy based on the value of the product/service. These people are educated about the things they buy, and they research the topic and read reviews about the product. They are willing to spend a significant amount of money but need time before buying, and they want to understand if this product/service is really going to suffice their need.

   How to approach them?

   Do not rush them. Follow up consistently but be careful, as you don't want to be annoying. Ask them if it's alright to follow up again the next month. Show the value they are getting against their money. Educate them about the product/service and other related topics. They would appreciate it.

3. **Driven customers**

   These people buy based on emotions and are sometimes called impulsive customers. "It needs to feel right" that's what they think of when purchasing. For these types of customers, money is not an issue. These are the type of people who want to work with the best, buy the best, and be the best.

   How to approach them?

   You have to inspire them. Help them envision their future self. Inspire them with your purpose. The overall experience needs to be perfect for them. You need to build rapport if you are talking to this person face-to-face.

6.1.5 Gender Sensitisation at Workplace

Gender-Inclusive Language

Gender-inclusive (or gender-neutral) language is the language that does not discriminate against gender identities and/or groups.

Language is important in building a workplace where everybody feels welcomed and included even before people join the team.

'Guys' is one of the most common ways of addressing groups of people in the English language; we use it often in everyday conversation without giving much thought to its impact. But 'guys' can be considered gender-specific, making it confusing or unappreciated when referring to a group that includes women.

Non Discrimination Policies

In a gender-neutral work environment, employees are encouraged to be empathetic and responsible towards everyone's needs and be open to diverse personalities and opinions, thus creating a truly inclusive work culture.

Any sort of discrimination is bad, and it can be worse if practised against colleagues and clients. All clients should be treated equally and should not feel differentiated based on race, sex, gender identification, sexual orientation, place of origin, native language, religion, age, disability, marital status, or other parameters. In India, there are various legislations to prevent discrimination. They are:

- Article 14 of the Constitution- Equality before the law. -The State shall not deny to any person equality before the law or the equal protection of the laws within the territory of India.
- Article 15 of the Constitution- prohibits discrimination by the state against any citizen on grounds 'only' of caste, religion, sex, race, and place of birth. Fundamental rights are provided to every citizen of the country without any discrimination.
- Article 25-28 of the Constitution of India- Freedom of religion in India
- The Scheduled Castes and Tribes (Prevention of Atrocities) Act, 1989
- Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013;
- Section 9(1) says that any aggrieved woman can make a complaint of sexual harassment at the workplace to the internal committee, in written form, within 90 days from the date of the incident, and in case of a series of incidents, within 3 months from the date of the last incident.
- The Persons with Disabilities (Equal opportunities, protection of rights and full participation) Act, 1995
- The Transgender Persons (Protection of Rights) Act, 2019).

Some of the points to remember while interacting with female colleagues:

- Treat them with respect
- Support them in case they approach you
- Value their opinion and suggestions
- Involve and include the opposite gender in all the discussions

6.1.6 Principles of Gender-Sensitive Communications

Ensure that women and men are represented

It is important to ensure that quotes from both men and women are included in press releases, stories and other communications. Additionally, presenting female voices in traditionally male roles and vice versa contributes to deconstructing stereotypes and gender norms. Such messages, including visuals and written statements, can positively impact people's attitudes. When preparing press releases, stories and other materials, it is important to plan and clarify how women's and men's voices can be captured.

Challenge gender stereotypes

Our language often reinforces gender stereotypes, and assumptions about women and men are often formed through such gender stereotypes. It is important to avoid using these, as gender stereotypes limit and trivialize both women and men, presenting inaccurate images. It is important not to represent certain vocations or roles only appropriate for or held by women and men. For example, doctors are men, and nurses are women.

It is also critical to not imply, for example, that women and girls are timid compared to men and boys or that females are passive and males are active. Similarly, one should avoid 3 using phrases that stereotype women's or men's behaviour or thought processes. For example, gender stereotypes are deployed when describing men as aggressive or violent and women as emotional, shrill, or passive.

Avoid exclusionary forms

Exclusionary forms of language indicate the use of "he"/"his" when referring to both a female and a male, which excludes females. One can use "he" and "she" to be inclusive or the plural 'they' to avoid using gendered pronouns.

When using gendered pronouns, it is important not to confuse your audience by using the in one paragraph and he in the next. In these situations, it is good practice to stick to one pronoun, use a plural, or eliminate the use of pronouns by rewording the sentence. In addition, when used sparingly, using him or her in a sentence can be a good way to include both sexes.

Use equal forms of address

Addressing women by marital status is an old practice dating back to the 1700s. Women were often called by their husbands' full names, for example: 'Mrs. John Smith.' Nowadays, however, this practice is no longer appropriate. While the address 'Mrs.' implies that the woman is married, 'Ms.' emerged in the 1940s as an alternative to 'Mrs.'. Today, the 'Ms.' form is universally accepted and a good practice to adopt.

Create a gender balance

In written and oral communications, it is important to be mindful of the gender implications of generic terms. Generics are nouns and pronouns intended to be used for both women and men. For example, the terms 'fatherland' or 'mankind' describe concepts encompassing men and women, but both are evidently male-dominated. Male-specific generics tend to call up primarily male images for readers and listeners. It is best to avoid such generics to create a more gender-inclusive language.

Similarly, word order can often give the assumption that one sex is superior to the other or that the latter sex is an afterthought. For example, the phrases men and women, or ladies and gentlemen may give this impression. Instead, it is better to address groups of people with generic terms. For example, addressing a group as colleagues or members of the delegation avoids using any gender bias.

Promote gender equity through titles, labels, and names

Titles for people and occupations often reflect inequitable assumptions about males and females; gender-sensitive language promotes more inclusive and equitable representations of females and males.

Referring to a woman as a 'career woman' instead of a 'professional' or to a server as a waitress can exacerbate inequality, as women are not perceived as equal to men.

6.1.7 PwD Sensitisation at Workplace

Awareness of persons with disabilities is key for professional and everyday interaction. Training classes and other materials are available to provide the workplace with the necessary tools to interact with co-workers and clients.

The following are some of the things to consider when interacting with individuals with disabilities:

- Always ask before you help
- People desire to be independent and treated with respect
- Be respectful about physical contact
- People depend on their arms for balance and consider equipment part of their personal space
- Think before you speak
- Speak directly to the person
- Don't make assumptions
- People are the best judge of what they can or cannot do
- Accommodation is not a complaint

Communication with Disabled Person

A disability is any condition that makes it more difficult for a person to do specific tasks or interact with the people around them (socially or materially). These conditions, or defects, may be cognitive, developmental, intellectual, mental, physical, sensory, or a combination of multiple conditions. Defects may be present from birth or acquired during a person's lifetime. Often, disabled people are excluded from full participation in any activity."

But things are changing; every organisation has allotted some percentage of employees from this section of society. They are also allowed to exhibit their skills in a few jobs which they can perform without putting their life at risk.

General tips for communication with disabled people:

- Speak to them as you would speak to anyone else in a soft and low tone
- Respect the person first, not their disability. For example, use the term a person with a disability rather than a disabled person
- Do not use phrases such as 'suffers from' and 'crippled'; rather, the phrase should be 'people who use a wheelchair rather than wheelchair-bound
- Don't drag or push a person's wheelchair, and don't move their crutches or walking stick without permission. It has to be in their personal space
- When talking to a person in a wheelchair, try to sit so you can reach their eye level, as this would not strain them much to lift their head and talk

Summary

- Timely care to members of the household
- Ways to achieve customer satisfaction
- Build rapport with the customers and team members
- Different types of customers and their handling techniques
- importance of gender sensitisation and PwD sensitisation at the workplace

Exercise

Answer the following questions by choosing the correct option:

1. Teamwork occurs when the people in a workplace _____ to pursue a common goal.
   a. combine their skills
   b. display their skills
   c. get rid of their skills
   d. none of the above

2. Customer service is providing service _____ a purchase.
   a. before
   b. during
   c. after
   d. all of the above

3. _____is a harmonious relationship between people who have established mutual trust.
   a. Communication
   b. Goodwill
   c. Rapport
   d. None of the above

4. _____language is the language that does not discriminate against gender identities and/or groups.
   a. Sender-inclusive
   b. Gender-inclusive
   c. Bender-inclusive
   d. None of the above

5. A _____is any condition that makes it more difficult for a person to do specific tasks or interact with the people around them.
   a. Disability
   b. Probability
   c. Inability
   d. None of the above

Descriptive Question

1. Describe ways to achieve customer satisfaction.
2. Why building rapport with the customers and team members is important?
3. What are the different types of customers and what are the techniques to handle them?
4. State the importance of gender sensitisation and PwD sensitisation at the workplace.
5. Describe how to communicate with disabled people.

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/KWpGEj2dSR0

Teamwork

https://youtu.be/qEtTGkICKtY

Gender Sensitisation at Workplace

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

7. Cultivate Traditional Values and Norms

Unit 7.1 - Indian Traditional, Cultural and Family Values

Unit 7.2 - Vastu Shastra

DWC/N0118

Key Learning Outcomes

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

1. Discuss about Indian traditional, cultural and family values of the members of the household
2. Comply with cross-cultural values
3. Define secularism, and the importance of various religions followed in India
4. Explain the importance of Vaastu

UNIT 7.1: Indian Traditional, Cultural and Family Values

Unit Objectives

By the end of this unit, the participants will be able to:

1. Identify Indian traditional values
2. Demonstrate dining etiquettes followed in India as per Indian culture
3. List different types of languages spoken in India
4. Describe the cultural attire and festivals of different regions of the country
5. Define secularism and the significance of various religions followed in India
6. Identify flags of different countries

7.1.1 Indian Traditional Values

Indians place a high value on harmony and unity with others, keeping a strong nexus with their community and relatives. A unified and interdependent community or family provides a support system that an individual can rely on daily.

Karma, Acceptance and Personal Choice

Many Indians tend to accept one's life position or believe that good or bad personal circumstances are deserved due to actions in one's past life. This attitude partly stems from religious ideas such as 'karma' (the idea that one's actions will affect their current or future life) and 'samsara' (the cycle of rebirth).

Modesty and Conservativeness

Indians tend to be quite conservative in most aspects of life, particularly in rural areas. This is especially noticeable in people's behaviour and dress. Many will avoid speaking loudly or using excessive hand gestures, and it is not uncommon for strangers, friends and some family members of opposite genders to avoid physical contact. It is also preferable to wear clothing that covers the arms and legs; very few people wear revealing clothing. Clothing is usually traditional, but it is common to see Western-style clothing throughout the country for men and urban areas for women.

Adaptability and Light-Heartedness

The large population size of India has not led average Indians to think of themselves as 'one among many' and certainly has not diminished their aspirations. Instead, diversity is celebrated alongside an inventive and entrepreneurial spirit. In this sense, many Indians are very adaptive and creative, often visualising strong possibilities for themselves, their people and their country. Problems are usually managed in a cheerful, cooperative and innovative manner, along with a light-heartedness towards situations that might otherwise be understood as frustrating.

Family Values

The family is an important institution that plays a central role in the lives of most Indians. As a collectivistic society, Indians often emphasise loyalty and interdependence. The family's interests usually take priority over those of the individual, and decisions affecting one's personal life – such as

marriage and career paths – are generally made in consultation with one's family. People tend to act in the best interest of their family's reputation, as an individual's act may impact the entire family's perception by their community.

Although most family members are within geographical proximity or part of the same occupational groups, the growth of urbanisation and migration has seen younger generations challenging these perceptions of family. Today, many people have extensive family networks spread across different regions and hold other occupations. The links an Indian person maintains with their extended family overseas are often much closer than those of most people in English-speaking Western societies. Indians living abroad also maintain close connections to their family remaining in India through regular phone calls, sending remittances or visiting if circumstances allow.

7.1.2 Greeting Etiquette in India

- In many parts of India and during formal occasions, it is common for people to greet with the traditional Hindu greeting of "Namaste" ('I greet the divine within you'). It is accompanied by a nod of the head or a bow depending on the status of the person you are greeting.
- A common gesture when greeting is pressing the palms together with the fingertips facing upwards (i.e. in a prayer position). A slight bow sometimes accompanies this greeting.
- Verbal greetings vary between regions and also differ depending on people's relationships. For example, a common Gujarati greeting is "Kem Cho" ('How are you?').
- Muslims may greet by shaking the hand of their counterpart accompanied by the phrase, "Salaam".
- It is generally appropriate for men and women to shake hands, but it is advisable to wait for a woman to extend her hand first. Some Muslim or Hindu men and women may not wish to touch a person of the opposite gender.
- Avoid greeting someone with a hug or a kiss unless you know the person well.
- Indians expect people to greet the eldest or most senior person first. When greeting elders, some Indians may touch the ground or the elder's feet as a sign of respect.
- It is advisable to address people by their title (Mr, Mrs, etc.) and last name until they have indicated that you may move on to a first-name basis.
- It is common to add the gender-neutral honorific suffix '-ji' onto a first name to show respect towards a person, a group or inanimate objects

7.1.3 Dining Etiquette Followed in India

'Atithi Devo Bhava', which means 'the Guest is God', is something that Indians heartily believe in. So don't be surprised if you casually visit an Indian friend and are then asked to stay over for a meal because that's a gesture of respect and honour.

After the meal is announced, you must wash and dry your hands. Washing your hands is the first step of dining, as per Indian etiquette. In most Indian homes, generally, the homemaker arranges food for the family on the table and keeps an eye on who needs what, offering and bringing more food.

Unlike Western culture, there are no 'courses' for serving food in India, and all the food is served in one go. However, depending on the country's regional cultures and cuisines, you might see varying serving styles. Also, dishes will be served as opposed to individual portions, so the homemaker will either serve the food on your plate, or you may help yourself.

Indians don't usually use cutlery for eating food. They prefer eating with their fingers. Always use your right hand while eating in India. Indians consider the use of the left hand to be unclean and offensive. So the left-hand remains dry and is only used for drinking water or passing dishes.

Fig. 7.1.1: Dining etiquette in India

You must not leave anything on your plate as leftovers. Leaving food on your plate is not appreciated in Indian culture. It isn't necessary to taste every dish served, but whatever you place on your plate must be finished. Also, please do not play with food or distort it in any way.

7.1.4 Languages Spoken in Indiain India

As per the 2011 Census of India, the top 3 languages are Hindi, Bengali and Marathi. However, languages spoken in India are diverse and belong to different linguistic families.

List of Official Languages by states and UTs:

Sl No.	State	Official Languages	Second Official Language
1	Andhra Pradesh	Telugu	English
2	Arunachal Pradesh	English	-
3	Assam	Assamese	Bengali, Bodo
4	Bihar	Hindi	Urdu
5	Chhattisgarh	Hindi	Chhattisgarhi
6	Goa	Konkani, English	Marathi
7	Gujarat	Gujarati	Hindi
8	Haryana	Hindi	English, Punjabi
9	Himachal Pradesh	Hindi	Sanskrit
10	Jharkhand	Hindi	Angika, Bengali, Bhojpuri, Ho, Kharia, Khortha, Kurmali, Kurukh, Magahi, Maithili, Mundari, Nagpuri, Odia, Santali and Urdu
11	Karnataka	Kannada	English
12	Kerala	Malayalam	English

Sl No.	State	Official Languages	Second Official Language
13	Madhya Pradesh	Hindi	-
14	Maharashtra	Marathi	-
15	Manipur	Manipuri	English
16	Meghalaya	English	Khasi and Garo
17	Mizoram	Mizo	English, Hindi
18	Nagaland	English	-
19	Odisha	Odia	-
20	Punjab	Punjabi	-
21	Rajasthan	Hindi	-
22	Sikkim	English, Nepali, Sikkimese, Lepcha	Gurung, Limbu, Magar, Mukhia, Newari, Rai, Sherpa and Tamang
23	Tamil Nadu	Tamil	English
24	Telangana	Telugu	Urdu
25	Tripura	Bengali, English, Kokborok	-
26	Uttar Pradesh	Hindi	Urdu
27	Uttarakhand	Hindi	Sanskrit
28	West Bengal	Bengali, English	Nepali, Urdu, Hindi, Odia, Santali, Punajbi, Kamtapuri, Rajbanshi, Kurmali, Kurukh and Telugu

Table 7.1.1: Official language of states in India

Sl No.	Union Territories	Official Languages	Second Official Language
1	Andaman and Nicobar Islands	Hindi, English	-
2	Chandigarh	English	-
3	Dadra and Nagar Haveli and Daman and Diu	Gujarati, Konkani, Marathi, Hindi	-
4	Delhi	Hindi, English	Urdu and Punjabi
5	Lakshadweep	Malayalam	English
6	Jammu and Kashmir	Kashmiri, Dogri, Hindi, Urdu, English	-
7	Ladakh	Hindi, English	-
8	Puducherry	Tamil, French, English	Telugu and Malayalam

Table 7.1.2: Official language of UTs in India

7.1.5 Different Costumes & Traditional Dresses of India

India is all about diversity in many ways, like vegetation, climate, people, varied cultures, customs, and costumes. Owing to various climatic conditions and cultural backgrounds, people in different regions have been wearing different styles of clothes that are known to be their traditional dress.

Traditional Attires of North India

In Jammu and Kashmir, colourful Pherans and Shawls are worn by women, which are popular for their intricate embroidery styles. They also wear Poots or double gowns that look colourful due to the unique threadwork as part of the embroidery. The men wear long robes known as Gouache, which are tightened at the waist. They wear long boots of animal skin that keep their feet warm.

Fig. 7.1.2: Traditional dress of Kashmiri women

In Haryana, women wear short Ghaghras or skirts, Kurtis and Chunder or Chris. The men wear Dhoti, Kurta, and Pagri.

The Pagri or headgear is usually the same but is tied and worn differently by people of other regions, making it look different. Apart from these, the usual lehengas, ghagras, and laches are also worn.

Fig. 7.1.3: A traditional 'pagri'

Clothing in Western India

Due to extreme weather conditions, the people cover themselves adequately. The village belles wear bright-coloured Ghaghra-Cholis and Odhnis that are adorned with explicit gota and zari work. Rajasthani women also wear Bandhini tie-n-dye sarees. They wear head-to-toe ornaments like Maang-teeka, Matha-Patti, Rakhdi or Ghundi for the forehead, Kanthi for the neck area, Pajeb or anklets, Arsi or ring,

and Kanghan or bangles. An essential part of men's clothing is that headdress, turban, Pencha or Safa, tied uniquely. Both men and women wear Jootis.

Fig. 7.1.4: Traditional women's attire in Rajasthan

In a few parts of Gujarat, the men wear cotton-made Chorno or shorts worn as lower and Angarakhu as the upper clothing. Alongside, they wear a thickly folded turban called a Fenton. Women wear a heavily embroidered Chaniyo, the petticoat and the equally embroidered bodice called Choli. They cover their head and upper body with Odhni. They also wear saris in colourful Gujarati prints. Males wear Dhoti, coat, and turban.

Fig. 7.1.5: Traditional attire for Gujrati men and women

Maratha men wear Dhoti and shirts along with the headgear Pheta, Patka, or Rumal. The women wear the typical Maharashtrian sari, Luggage with a mega-sleeved Choli or blouse. They wear the sari differently by tucking it between the legs. They flaunt a traditional Marathi look by wearing a Nathni or nose ring.

Dresses of East and North-East India

Bengali women wear a white saree with a red border on special occasions like Durga Puja. The men wear a dhoti-kurta.

Fig. 7.1.6: Men and women in traditional Bengali attire

Assamese women wear special Assam silk sarees. They also wear the three-piece dress known as Mekhla Chador.

Fig. 7.1.7: Traditional Assamese dress for women

The Buddhist Monpa tribal women of Arunachal Pradesh wear sleeveless chemise and a jacket over it.

The women of the Naga tribe wear petticoats and a blouse.

Fig. 7.1.8: A traditional costume for Naga women

Manipuri women wear Innaphi, the shawl, a wrap-around called Panek, and a hard-stuff skirt called Sarong. During the festive season, for bridals and dance performances, the women wear Potlois.

In Meghalaya, the Garo tribal women wear an unstitched cloth known as Jainsen and a wrap-around. They wear the Endi shawls, which are quite popular for the fine work done on them. The Khasi women wear ankle-length Jainsen with a blouse and a cotton shawl known as tap-moh khlieh. They wear lots of gold and silver ornaments on special occasions.

The Mizo women wear bright-coloured Puan. Puanchei is the dress worn by most Mizo women during festivals. The main dress is Pawl Kut and Chapchar Kut.

Fig. 7.1.9: Traditional women's attire of Mizoram

The Khakloo tribe wears Rinai, a draped cloth around the waist, and Risa in the upper part.

Clothing Styles of South-India

The ethenic dresses of Indian women in Kerala are white-coloured silk saris with a broad golden zari border. Men wear Lungis and a shirt or short Kurta. On special days, they wear Mundu and Neriyathu, which match the female costume in white colour and golden zari border.

Fig. 7.1.10: Mundu and Neriyathu

There are many tribals in Karnataka where men wear Lungis and a shirt along with a piece of silk or cotton cloth known as Angavastram that is kept casually on their neck, covering the shoulder area.

Fig. 7.1.11: Traditional costume for Karnataka men

Women wear Saris of various colour combinations. The look of the sari depends upon the way it is draped. The Kodava women in the state wear sari differently with pleats at the back. They also wear scarves on their heads, a rare and strange combination.

Fig. 7.1.12: Coorgi Saree or Kodagu style saree

In Andhra Pradesh, women commonly wear Sarees, and men wear Dhoti-Kurta. Some Muslim women wear Salwaar and Kameez while men wear Kurta-Pyjama with a special Fez cap.

Fig. 7.1.13: A typical Fez cap

The Lambadi tribe of Andhra is known for the colours of beads and the mirror-studded costumes they wear. They wear scarves on their shoulders, and the women wear Choli and Sarees or Dhotis.

Fig. 7.1.14: Mirror studded costume of Lambani women

Most south-Indian women wear Kanchipuram silk sarees that look beautiful with bright borders and heavy gold work. Women also wear cotton, chiffon, and crepe.

Fig. 7.1.15: Kanchipuram silk sarees

7.1.6 Festivals of India

The culturally rich land of India has various festivals on its soil. Below is the list of major festivals celebrated in different states in India.

Sl No.	State	List of Indian Festivals
1	Andhra Pradesh	Dasara, Ugadi, Deccan Festival, Brahmotsavam
2	Arunachal Pradesh	Reh, Boori Boot, Myoko, Dree, Pongtu, Losar, Murung, Solang, Mopin, Monpa festival
3	Assam	Ambubachi, Bhogali Bihu, Baishagu, Dehing Patkai
4	Bihar	Chhath Puja, Bihula
5	Chhattisgarh	Maghi Purnima, Bastar Dussehra

Sl No.	State	List of Indian Festivals
6	Goa	Sunburn festival, Ladain, Mando
7	Gujarat	Navratri, Janmashtami, Kutch Utsav, Uttarayana
8	Himachal Pradesh	Rakhadumni, Gochi Festival
9	Haryana	Baisakhi
10	Jammu and Kashmir	Har Navami, Chhari, Bahu Mela, Dosmoche
11	Jharkhand	Karam Utsav, Holi, Rohini, Tusu
12	Karnataka	Mysore Dasara, Ugadi
13	Kerala	Onam, Vishu
14	Madhya Pradesh	Lok-rang Utsav, Tejaji, Khujaraho festival
15	Meghalaya	Nongkrem festival, Khasis festival, Wangla, Sajibu Cheiraoba
16	Maharashtra	Ganesh Utsav, Gudi Padva
17	Manipur	Yaoshang, Porag, Chavang Kut
18	Mizoram	Chapcharkut Festival
19	Nagaland	Hornbill festival, Moatsu Festival
20	Odisha	Rath Yatra, Raja Parba, Nukahai
21	Punjab	Lohri, Baisakhi
22	Rajasthan	Gangaur, Teej, Bundi
23	Sikkim	Losar, Saga Dawa
24	Tamil Nadu	Pongal, Thaipusam, Natyanjali Festival
25	Telangana	Bonalu, Bathukamma
26	Tripura	Kharchi Puja
27	West Bengal	Durga Puja
28	Uttaranchal	Ganga Dussehra
29	Uttar Pradesh	Ram Navmi, Ganga Mahotsav, Navaratri, Khichdi

Table 7.1.3: State-wise major festivals of India

7.1.7 Secularism in India

Secularism means the separation of religion from political, economic, cultural and social aspects of life, with religion being treated as a purely personal matter. The term "Secular" means having no religious basis or being "separate" from religion. Everyone has the freedom to practice the religion of their choice or to part away from all.

The term 'secularism' is similar to the Vedic concept of 'Dharma Nirapekshata,' i.e. the indifference of the state to religion.

Presently in the Indian context, the separation of religion from the state constitutes the core of the philosophy of secularism. Indian Secularism is also reflected in its fundamental rights (Article 25-28), which guarantees each of its citizens the right to practice any religion.

With the 42nd Amendment of the Constitution of India (1976), the 'Preamble' emphasized that India is a "secular" nation. A secular nation means it does not prioritize any one religion for the country and its people. Institutions will recognise and accept all religions, enforcing parliamentary laws instead of religious ones and respecting pluralism.

The Indian idea of secularism is related to "**Sarva Dharma Sambhava**", which means "All religions are the same" or "All paths lead to the same destination. The concept of 'sarv dharm was propagated by Mahatma Gandhi during India's freedom struggle to promote inter-faith harmony.

This model of secularism is adopted from western countries where the government is separate from religion (i.e. separation of church and state).

India does not recognize any religion as a state religion nor owe allegiance to any particular religion. However, different personal laws on matters such as marriage, divorce, inheritance, and alimony vary with an individual's religion.

The positive concept of secularism is reflected in India. The Constitution of Indian symbolizes the positive concept of secularism, i.e., giving equal respect to all religions or protecting all religions equally. Secularism is a fundamental reality of India's fabric; hence any state government pursuing anti-secular politics is liable to action under Article 356.

7.1.8 Identifying Different Cuisine

Regional cuisines may vary based on food availability and trade, varying climates, cooking traditions and practices, and cultural differences.

Although most of the countries/regions have their specialisation when it comes to food, below listed are the most popular cuisines around the globe:

- Italian Cuisine
- French Cuisine
- Indian Cuisine
- Chinese Cuisine
- Thai Cuisine
- Mexican Cuisine
- Japanese Cuisine
- Spanish Cuisine
- Greek Cuisine
- Lebanese Cuisine

7.1.9 Flags of Different Countries

A flag holds great significance in any country, as it represents an idea of the country. The importance of flags in a country pertains to the fact that they are held in high esteem for a history of the sacrifices made by the people and for the qualities for which the country and people stand. There are around 193 national flags in the World.

Below displayed are the national flag of different countries.

Gambia
Georgia
Germany
India
Indonesia
Iran
Ghana
Greece
Grenada
Iraq
Ireland
Israel
Guatemala
Guinea
Guinea-Bissau
Italy
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Madagascar
Malawi
Malaysia
Kiribati
Kuwait
Kyrgyzstan
Maldives
Mali
Malta
Laos
Latvia
Lebanon
Marshall Islands
Mauritania
Mauritius
Lesotho
Liberia
Libya
Mexico
Micronesia
Moldova
Liechtenstein
Lithuania
Luxembourg
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
New Zealand
Nicaragua
Niger
Nigeria
North Macedonia
Norway
Oman
Pakistan
Palau
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Portugal
Qatar
Romania
Russia
Rwanda

Saint Kitts and Nevis
Saint Lucia
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
South Africa
South Korea
South Sudan
Senegal
Serbia
Seychelles
Spain
Sri Lanka
St. Vincent Grenadines
Sierra Leone
Singapore
Slovakia
State of Palestine
Sudan
Suriname
Slovenia
Solomon Islands
Somalia
Sweden
Switzerland
Syria
Tajikistan
Tanzania
Thailand
Timor-Leste
Togo
Tonga
Trinidad and Tobago
Tunisia
Turkey
Ukraine
Uruguay
Uzbekistan
Turkmenistan
Tuvalu
U.A.E.
Vanuatu
Venezuela
Vietnam
U.K.
U.S.
Uganda
Yemen
Zambia
Zimbabwe

UNIT 7.2: Vastu Shastra

Unit Objectives

By the end of this unit, the participants will be able to:

1. Elaborate on the basics and history of Vaastu
2. Explain the Vaastu principles along with their significance
3. Implement Vaastu principles as per their significance

7.2.1 Introduction to Vastu

Vastu shastra is a traditional Indian system of architecture based on ancient texts that describe design principles, layout, measurements, ground preparation, space arrangement, and spatial geometry.

Vastu refers to 'abode' or mansion, and Shastra or Vidya means science or knowledge, so Vastu Vidya is the sacred holistic science about designing and building houses. The principles of Vastu have been derived from Sthapathya Veda- one of the ancient sacred books in Hinduism.

Elements of Vastu Shastra

Vastu is a science of direction which combines the five elements of nature and the cosmos, ultimately balancing with man and the material. This science unifies the five elements called Panchbhootas - Earth (Pritvi), Water (Jala), Fire (Tejas), Wind (Vayu) and Space (Akasha) and paves the way for enlightenment, happiness and prosperity.

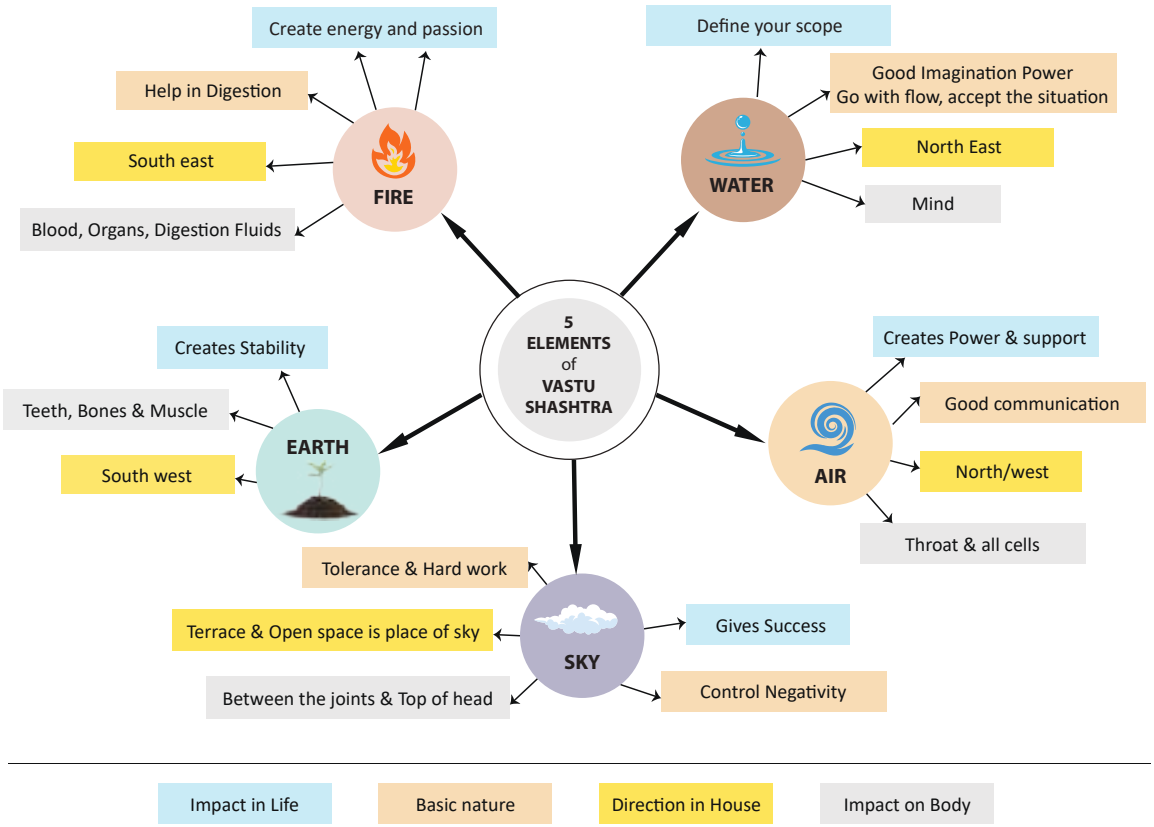

Fig. 7.2.1: Elements of Vastu shastra

7.2.2 Vastu Shastra Basics for Homes

Significance of Eight Directions

We have four cardinal directions (North, South, East, and West) and four intercardinal directions (North-west, North-east, South-west, and South-east). Each direction signifies an aspect of life. While the North is the direction that signifies wealth, the south is for dharma. The West and East directions are for prosperity and overall success.

Few Basic Principles of Vastu Shastra

Shape

- The rooms of your house should preferably be square or rectangular

Room Basics

- Rooms should be airy, well-lit, bright, and clean

Home Centre

- The centre of the house should be an empty space

Stairs & Furniture

- Heavy furniture (like Almira, etc.) should be kept in the South-west direction. Building stairs in this direction is a good idea if you plan to build a duplex house

Water

- Avoid keeping plants and water items like a water fountain, aquarium, painting depicting water etc., in the bedroom

Dining Table

- Ensure that your dining space is near the kitchen and not beside the main door

Mirror Placement

- Placing a mirror in the bedroom that reflects the sleeping couple is a strict no. If you place a mirror in the bedroom, ensure that the bed cannot be seen

Fig. 7.2.2: Basic principles of vastu

7.2.3 Vastu Principles and their Significance

1. **Gateway (entrance) of the House**

   Positive energy can be harnessed right at the entrance of the house by adhering to the following tips:

   - Main door should be stronger and bigger than other doors in the house; it should preferably be made of teak wood.
   - Never keep the place outside your main door dark. Remember good energy is always associated with bright and cheery places.
   - Garbage bags, unwanted things, and shoes should be kept away from the main door.
   - Ensure that the main door opens inward. Also regularly oil its hinges to avoid creaky sound

2. **Drawing Room**

For a place where the family spends most time together, drawing room should have the following:

- An aquarium on the North or East wall for prosperity
- A bright picture of sunrise in the southern wall
- Shades of yellow, green, beige or blue on walls to infuse liveliness and vibrancy

3. **Kitchen**

To improve the Vastu of the kitchen and ensure a healthy life for the family:

- Keep the water sink away from the gas stove.
- Place the fridge at the south-west corner of the kitchen.
- Never let your kitchen face the washroom or share a common wall with it.

4. **Bedroom**

Bedrooms are place for resting and reposing and should comply with the following:

- Place the master bedroom in the South-west.
- Never sleep with your head in the north.
- Avoid overhanging beams in the room to enjoy good health.
- Use solid wooden beds instead of hollow wrought-iron beds.

5. **Study Room**

A place where one needs full concentration! Even if there is no separate study room, these basic dos need to be kept in mind:

- Select a square or rectangular shape for the study table.
- Place the table so that one need not face a blank wall or window.
- Keep the table in the North-east, East, or West direction.
- Hanging bookshelves are best avoided.

Positing of rooms as per Vastu

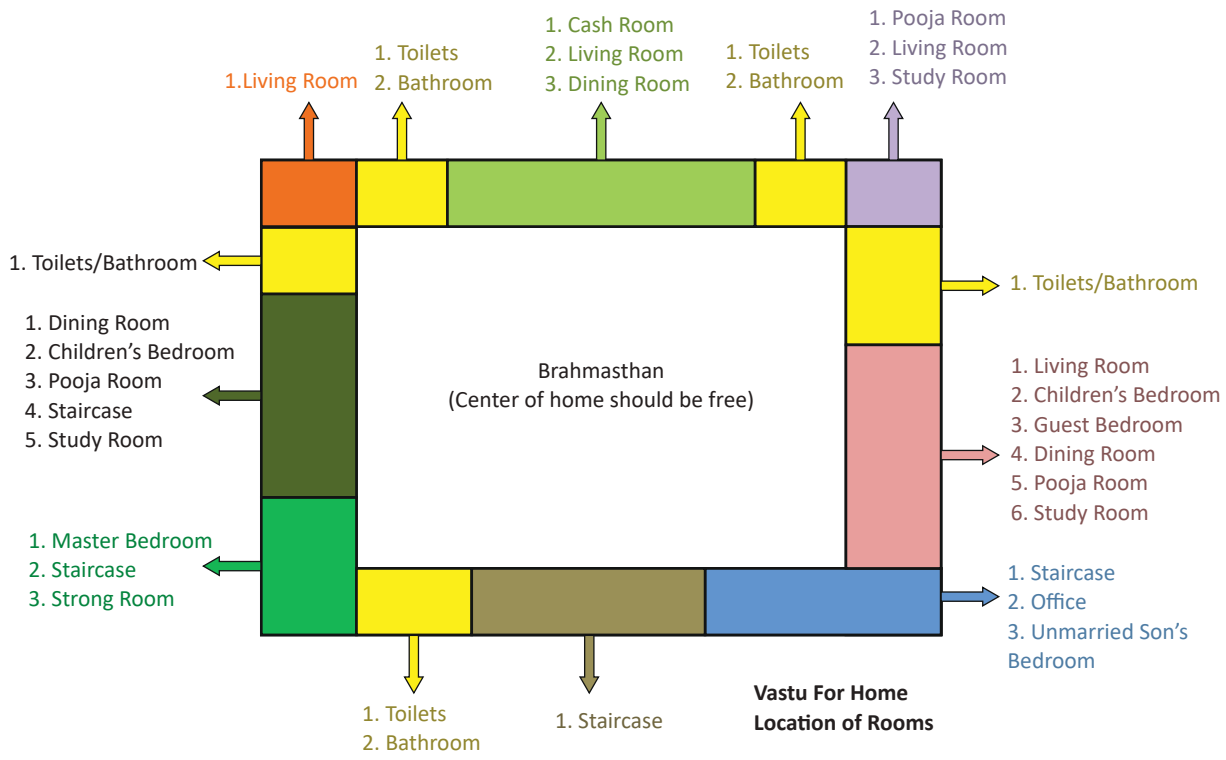

Fig. 7.2.3: Positioning ofd rooms as per Vastu

Summary

- Indian traditions, culture and family values
- Secularism in India
- Identifying various cusines
- Flags of different countries
- Vastu Shastra and its elements

Exercise

Answer the following questions by choosing the correct option:

1. Indians place a high value on _____and unity with others, keeping a strong nexus with their community and relatives.
   a. Harmony
   b. Conflicts
   c. Politics
   d. None of the above

2. 'Atithi Devo Bhava', which means_____.
   a. 'the Guest is Evil'
   b. 'the Guest is God'
   c. 'the Host is God'
   d. None of the above

3. In_____, colourful Pherans and Shawls are worn by women.
   a. Gujrat
   b. Haryana
   c. Jammu and Kashmir
   d. Bihar

4. _____men wear Dhoti and shirts along with the headgear Pheta, Patka, or Rumal.
   a. Tamil
   b. Bihari
   c. Odiya
   d. Maratha

5. _____ means the separation of religion from political, economic, cultural and social aspects of life, with religion being treated as a purely personal matter.
   a. Secularism
   b. Democracy
   c. Socialism
   d. None of the above

Descriptive Question

1. What is Vastu Shastra?
2. Describe the elements of Vastu Shastra.
3. Elaborate on Secularism in India.
4. Describe the Dresses worn by the people of North-East India.
5. Discuss about the greeting etiquette in India.

Notes

Scan the QR codes or click on the link to watch the related videos

https://youtu.be/lK3oqU2WNY0

Indian Traditional Values

https://www.youtube.com/watch?v=MpPJ4Rr-5SQ

Languages Spoken in India

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

8. Handling Medical and Non-Medical Emergencies

Unit 8.1 - Safety and Security Measures at Workplace

Unit 8.2 - Waste Management and Cleanliness

Unit 8.3 - Promote Wellbeing

DWC/N0119

Key Learning Outcomes

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

1. Identify potentially hazardous areas and issues to reduce risk
2. Identify opportunities for improving health, safety, and security
3. Employ various ways of aiding in case of medical and non-medical emergencies
4. Demonstrate safe ways of handling waste
5. Appy suitable practices to promote well-being

UNIT 8.1: Safety and Security Measures at Workplace

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss the ways of dealing with different types of hazards
2. Compare the various types of breaches of safety and security
3. Demonstrate how to perform basic first aid and prevent falling, burning, etc.
4. Describe the process of summoning medical assistance
5. Explain COVID safety protocols and home isolation guidelines
6. Demonstrate the evacuation procedures with special care for PwD and elders

8.1.1 Working in a Clean, Safe and Secure Environment

A person's well-being, performance and productivity depend on the home environment. In a messy environment, not all hazards are noticeable, increasing the chances of accidents. A safe and clean environment is also good for the family members.

Different Types of Breaches

Whatever the professional platform, it is essential to provide employees with safety and security in workplaces. However, it is also a fact that a majority of workplaces (in this case, houses) are unaware of the safety, security, and health breaches within the working environment.

As per the reports submitted by the ILO (International Labour Organization), 337+ million accidents take place at workplaces every year in India. This statistic is based on the survey submitted from all over the world. In addition to occupational disease and accidents, approximately 2.3 million people succumb to death due to work-related accidents and diseases.

Now, as per OHS (Occupational Health and Safety) practices, the common safety breaches comprise of the following:

- Trip, slip, and fall
- Electric shock
- Misplaced objects
- Struck by objects

Trip, slip, and fall

Being a common scenario, most people gravely injure themselves due to accidental slips/ falls and trips. It may be due to various reasons as:

- Accidentally missing a step while climbing up or down a flight of stairs
- While entering or exiting from the washroom, particularly when the floor is wet.
- Colliding with someone or something
- Toppling/ slipping while trying to sit on a revolving chair, stool, etc.
- Tripping due to an inconspicuous cord or cable or partially inverted carpet

- Slipping due to the wet or slippery floor
- Tripping over toys and small objects

Electric shock

This is another factor that comes under the breach of safety and security. In houses, shock incidents can occur when wires are not arranged or are left exposed. Any open end of the cable that is not visible to anyone and remains on the ground can lead to dangerous consequences.

This applies to open sockets, which can fascinate a baby to poke a finger through the openings. You can also suffer from severe shock if they absent-mindedly operate electrical devices with wet hands. The consequences are:

- Partial or severe electrical burns
- Thermal burns
- Loss of muscle control

Misplaced and Strewn Objects

In an appropriate workplace environment, objects should be arranged in their respective places. However, sometimes, people carelessly pile items in the corners of the rooms.

Identification of Hazards

Choking and suffocation

- Panic
- Change in skin colour (skin turning bluish)
- Noisy breathing
- High-pitched noises when inhaling
- Inability to breathe, cry and cough
- Weak or forceful coughing

Poisoning

- Unconsciousness
- Seizures
- Strange behaviour
- Confusion
- Sleepiness
- Difficulty breathing
- Vomiting
- Redness around lips and mouth
- Burns around lips and mouth

Burns and scalds

- Swollen, red skin
- Peeling skin

- Blisters
- Crying in pain

8.1.2 First Aid Techniques

Some of the common injuries that can occur and the first aid procedure are as follows:

Wound/Bleeding

- Put pressure on the wound with whatever is available to stop or slow down blood flow.
- Call the Emergency Toll Free number or get someone else to do it as soon as possible.
- Keep pressure on the wound until help arrives.

For Burns

- Cool the burn under cold running water for at least ten minutes.
- Loosely cover the burn with cling film or a clean plastic bag.
- Call and summon the Emergency Services if needed.

Fracture/Broken Bones

- Encourage the person to support the injury with their hand or use a cushion or items of clothing to prevent unnecessary movement. Apply a splint if available to ensure no moment of the fractured part/ limb
- Continue supporting the injury until help arrives.
- Call and summon the Emergency Services if needed.

For Head Injury

- Ask the victim to rest and apply a cold compress to the injury (e.g. ice bag).
- If the victim becomes drowsy or vomits, call the Medical helpline or get someone else to do it.
- Call and summon the Emergency Services if needed.

For Eye Injuries

- In case of external elements (dust) get inside the eyes, the eyes should not be rubbed. Instead, the eyes must be washed with lots of water. If the irritation/pain does not subside even after flushing the eyes continuously for 15-20 minutes, medical help must be sought.
- In case of a blow to the eye, the injured eye must be treated with a cold compress without exerting any pressure.
- If the pain persists, accompanied by bleeding, bruising or impaired vision, one must seek medical help immediately.
- In case of a foreign particle in the eye, it must not be rubbed. Instead, the upper lid must be pulled down, and blinking must be repeated briskly.
- If itching or irritation from the foreign particle persists, one must rinse the affected eye with eyewash.
- If pain persists even after rinsing, the eye must be closed gently and bandaged lightly, and medical help must be sought.

8.1.3 Availability of General Health and Safety Equipment

Equipment such as Fire Extinguishers, First Aid Equipment, Safety Equipment, Clothing, and Safety Installations such as Fire Exits, Exhaust Fans, etc., are available. The staff should be trained in the use of personal protective gear. Some of the basic do's and don't have been listed over here:

Do's

- Provide suitably tested Personal Protective Equipment (PPE) appropriate to the risk identified
- Ensure the personnel are adequately trained in using the PPE
- The PPE should be free of dirt, abrasions

Don'ts

- Allow the untrained individual to use PPE
- Use equipment which has not been tested
- Use a harness in the twisted condition

8.1.4 COVID Safety Protocols

Coronavirus disease,also called COVID-19 is an infectious disease caused by the SARS-CoV-2 virus. Most people who fall sick with COVID-19 will experience mild to moderate symptoms and recover without special treatment. However, medical attention is required if someone becomes seriously ill.

Very mild symptomatic cases and pre-symptomatic or asymptomatic laboratory-confirmed cases, as clinically assigned by the treating medical officer, can opt for home isolation. Such patients should have adequate facilities at their residences for self-isolation and quarantine of the family contacts. The patient should download Arogya Setu App on their mobile, and the mobile should remain active through Bluetooth and Wi-Fi.

Guidelines for Home Quarantine

The home-quarantined person should stay in a well-ventilated single room, preferably with an attached/ separate toilet. If any other member of the family needs to stay in the same room, it's advisable to maintain a distance of at least 1 meter with the patient.

The patient should not come iun contact of elderly people, pregnant women, children and persons with co-morbidities within the household as thgey are most verneruable toteh infection. It alsoneeds to be ensured that under no circumstances,the patient should attend any social/religious gathering, e.g. wedding, condolences, poitical rally, etc.

Public health measures to be followed for home quarantine:

- Wash hands as often thoroughly with soap and water or with alcohol-based hand sanitiser
- Avoid sharing household items, e.g. dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items, with other people at home
- Wear a surgical mask at all times. The mask should be changed every 6-8 hours and disposed of. Disposable masks are never to be reused
- Masks used by patients/caregivers/close contacts during home care should be disinfected using ordinary bleach solution (5%) or sodium hypochlorite solution (1%) and then disposed of either by burning or deep burial
- Used masks should be considered as potentially infected
- If symptoms appear (cough/fever/difficulty in breathing), they should immediately inform the nearest health centre

Fig. 8.1.1: Health measures to be adhered for home quarantine

8.1.5 Evacuation Process of PwD and Elderly People

Assisting People who are Blind or Have Low Vision

1. Explain the nature of emergency, and offer to guide them. As you walk, indicate where you are, and advise of any obstacles. Do not grasp the person's arm; offer your arm for guidance.
2. The dog may be confused or injured if the person uses a dog guide. Attempt to evacuate the dog guide.
3. Canes and other mobility aids should be brought along with the individual.

Assisting People who are Deaf or Hard of Hearing

Some older buildings do not have visual alarm systems. Therefore, persons who are deaf or hard of hearing may not perceive emergency alarms, and an alternative warning technique is required. Two methods of warning are the following:

1. Tap the person on the shoulder, or turn the light switch on and off to gain attention. Then indicate what is happening and what to do through gestures or in writing. Do not flip lights in the event of a gas leak.
2. For a person who is both deaf and blind, marking an "X" on the person's back indicates an emergency and that the person is about to be guided to safety.

During the building sweep, emergency personnel should check all locations in the building, including bathroom stalls and library carrels.

Assisting People with Mobility Concerns

It is important to communicate with the individual before deciding to physically assist unless the person is unconscious or otherwise unable to speak and danger is imminent. Always consult the person as to their preference about the following:

1. Number of persaons required for assistance
2. Whether to extend or move extremities when lifting because of pain, braces, catheter bags, etc.
3. Whether to carry the person forward or backwards on stairs

If an evacuation chair is unavailable, carrying options include using a two-person, lock-arm position or having the person sit in a sturdy chair, preferably with arms. For level travel, any chair with wheels could be utilized.

Fig. 8.1.2: Lock arm position

UNIT 8.2: Waste Management and Cleanliness

Unit Objectives

By the end of this unit, the participants will be able to:

1. Demonstrate the methods of keeping the waste area clean and sanitised
2. Explain the reasons for using different containers for different waste types
3. Identify the different ways to reduce waste
4. Categorise the different types of Personal Protective Equipment used during waste disposal

8.2.1 Dealing with Waste

The term waste refers to unusable or unwanted material. Waste can be sludgy, liquid or solid. It can be the unwanted items from a house or material discarded by somebody.

Different kinds of waste need to be put under specific colour coding. This should be done for the ease of waste disposal by incineration, recycling, landfill, etc., in a household situation, the waste materials commonly encountered are as follows:

Wet Waste

Wet waste is biodegradable waste and includes Cooked and uncooked food, fruits, vegetable peels, flower waste, and other organically decomposable waste. This waste is collected daily and can be handed over in a green bin. We have classified the following streams as wet waste:

- Vegetable/fruit peels
- Cooked food/Leftovers
- Eggshells
- Chicken/fish bones
- Rotten fruits/vegetables
- Tissue paper soiled with food
- Used Tea bags/Coffee grinds

Dry Waste

Dry Waste is typically defined as any waste which will not rot or disintegrate over time and has little or no moisture content. Dry waste can also be described as inorganic or non-biodegradable waste, given its lack of food products. Most dry waste is recyclable, and below is a list of common dry waste items:

- Metal
- Glass
- Plastic
- Furniture
- Wood/Wooden Objects
- Paper & Cardboard
- Fabric/Textiles
- Aluminium Foil

Sanitary Waste

Sanitary Waste includes hygiene products like sanitary napkins and baby or adult diapers contaminatedwith blood, urine and faeces. It includes bandages and sharp objects like syringes and needles. This is collected daily and needs to be handed over in a red bin and/or wrapped in newspaper. We have classified the following streams as sanitary waste (dry hazardous waste):

- Diapers/Sanitary napkins.
- Bandages
- Condoms
- Nails
- Used tissues

E – Waste

Also known as Electronic waste, or e-scrap, it describes discarded electrical or electronic devices, components and leftover raw materials. Used electronics destined for refurbishment, re-use, resale, and salvage recycling through material recovery or disposal are also considered e-waste. Discarded mobile phone, television, printer, copier, fax machine, stereo, projector, ATM, Cathode Ray Tube (CRT), Printed Circuit Board (PCB), LED, LCD, Card Payment Machine, calculator, Laptop, batteries, all comes under e-waste.

E-waste poses a massive risk to humans, animals, and the environment. Due to heavy metals and highly toxic substances such as Mercury, Lead, Beryllium, and cadmium have become a significant threat to the environment, even in tiny quantities.

Fig. 8.2.1: Waste segrigation

Hazardous Waste

These waste have properties that make them dangerous or potentially harmful to human health or the environment. Domestic hazardous waste is defined under the Solid Waste Management Rules 2016 to include items such as discarded cans of paint and pesticide, sanitary waste such as disposable diapers and sanitary pads, items of biomedical waste such as expired or discarded medicines, broken mercury thermometers, used needles and syringes, e-waste such as tube lights and CFL bulbs, and also items such as used batteries and button cells, all generated at the household level, leftover paints and varnishes are examples of common polluting wastes in homes.

- Medicines
- Razors/Blades
- Used syringes
- Injection vials

- Battery cells
- Household chemicals
- Pesticides
- Paints

Wet Waste	Dry Waste	Sanitary Waste	Household Hazardous Waste
Green	Blue	Yellow	Red
Fruit & Vegetable Peels and pieces	Plastics bags, bottles, packing items	Diapers/Sanitary Napkins/ pads	Paints
Leftover food	Toys, food packets, milk sachets	Used cotton	Broken CFL, and tube lights leaked or used batteries
Used tea leaves/bags, Coffee powder/ grinds	Tickets, Newspapers	Earbuds	Diapers/ sanitary pads, expired or discarded medicines, Used Syringes, broken mercury thermometers
Match Sticks	Computer printouts	Animal/Human hair	Shaving Blades/Blades
Used/ Soiled tissue papers	Disposable Crockery, Pamphlets	Scrap Clothes	Pesticides/ Insecticide/ Pest killer
Shredded newspapers	Glass bottles and jars	Bandages	Household chemicals
Flowers, Plant leaves, Compostable materials	Tetra pack, Aluminium cans, etc.	Condoms	Used CDs
Meat and Poultry waste	Thermocol	Human Nails	Discarded medicines/ tablets

Table 8.2.1: Hazardous Waste

8.2.2 Reasons for Keeping Waste Areas Clean, Tidy and Sanitised

Dirty places, especially waste areas, are breeding grounds for germs and diseases. When we talk about cleanliness means that there is no build-up of:

- Grease
- Dirt
- Food waste
- Recycled matter
- Garbage

Various reasons state why it is important to keep waste areas sanitized, clean and tidy.

- It minimises waste generation, reducing the negative impact on the environment
- It reduces clutter, making the areas look cleaner and safer
- When waste areas are cleaned and sanitised, it removes the chances of microorganism growth that can cause air-borne diseases
- Cleaner waste areas ensure that there are less number of people falling sick in the area

8.2.3 Reasons for using Different Waste Containers for Different Wastes

We are already aware of the types of waste coming from residential areas. They are like:

- Hazardous Waste (toilet cleaners, pesticides, nail polish remover, mothballs, mosquito repellents, kerosene, batteries)
- Recyclable Rubbish (organic waste, furniture, metals, and paper)
- Organic Waste (rotten food, faeces, blood, sputum, urine, used diapers, etc.)
- Solid Rubbish (glass, ceramic, metals, tins, card and paper waste, plastic waste)
- Liquid waste (waste detergents, wash water, organic liquids, and dirty water)
- Debris and dust

It is essential to segregate different wastes in different containers. Some of the key reasons are:

- Waste containers help in the protection of the health of the people handling the waste
- It also helps in the easy handling of waste materials
- It reduces the chances of cross-contamination
- It ensures that medical components like needles, syringes, and medicine bottles are not reused
- It prevents the mixture of waste types (for example, organic and hazardous wastes)
- It helps waste management firms to spend less time sorting wastes
- It ensures that the mixture of waste material does not leak and add to the formation of toxic soup, leading to the contamination of the waste ground/ area

Ways to Clean Garbage and Waste Containers

Equipment and ingredients needed:

- Dish soap
- White vinegar
- Hot water
- Cleaning rags
- Scrubbing brush
- Rubber gloves
- Hose spraying water at high speed

Steps to clean garbage and waste containers:

- Wear gloves
- Empty the garbage container
- Wash the interiors of the container with water
- Spray cleaning liquid on the interior walls of the garbage container. You can make a cleaner by mixing dish soap and vinegar in hot water
- Ensure that the walls of the container are soaked with the cleaner
- Take ½ cup of baking soda. Sprinkle above the cleaner and leave the mixture for approximately 10
- minutes. This will act as a deodoriser
- Take a scrubbing brush and start brushing the insides of the container vigorously. Continue in the outer portion as well
- Spray water with a hose, cleaning off the debris and the cleaning solution from the container
- With the help of a rag, clean the inside and outside of the container

Fig. 8.2.2: Cleaning the interior and exterior of the waste container

Changing Disposable Garbage Bags

Garbage containers should be cleaned weekly or biweekly, and this prevents the build-up of garbage water (from rotten vegetables, fruits, food items, etc.). The odour from the garbage container can be controlled by sprinkling baking soda if the cleaning process goes longer than the regular cleaning cycle.

8.2.4 Personal Protective Equipment for Different Types of Waste

The main PPE (personal protective equipment) used in a household environment are as follows:

Fig. 8.2.3: Disposal gloves

Fig. 8.2.4: Mask

Fig. 8.2.5: Apron

Some personal protective equipment or PPE, along with their benefits, should be used while handling waste:

- **Face mask:** A face mask is a barrier against harmful gases and bad odours. Face mask should be such that it covers the face and nose properly. Also, it should be such that the Assistant Home Manager should be able to breathe properly.
- **Gloves:** Gloves provide a barrier against germs and prevent the spreading of diseases to others. Use heavy-duty gloves for handling the waste. Gloves should be resistant to cuts and abrasions and allow a good grip and fit well. Always wash hands after removing gloves.
- **Plastic apron:** Good quality plastic apron helps in protecting staff against splashes of waste material. Heavy-duty plastic aprons should be worn by the person so that their clothes are protected from waste. Clothes that cover the body
- **Heavy duty boots:** Good quality boots helps the person from slipping during the cleaning process. Heavy Duty rubber boots should be used, which are anti-skid.

UNIT 8.3: Promote Wellbeing

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss the methods of infection control
2. Illustrate the methods of managing spillage
3. Identify the different types of pollution and ways to reduce them

8.3.1 Ways to Prevent and Control Infection

Infection is caused by bugs such as bacteria, viruses, protozoa or fungi getting into or onto the body. These microbes then multiply and spread the disease to other people in the office. The infectious agents can spread through:

- Breathing in airborne germs – spreads through coughs and sneezes
- Touching contaminated objects/food – spreads through dirty hands
- Skin-to-skin contact – spreads through touch or by sharing personal items
- Contact with body fluids – spreads through cuts or abrasions

The following image lists the steps to control the spread of infection in the workplace:

Fig. 8.3.1: Ways to prevent and control Infection

8.3.2 Managing Spillages

Spills usually happen accidentally, without notice and pose a grave risk of falls or slips. In every workplace, different types of substances could cause a major slip and fall, and they must be cleaned immediately and properly, as they could impact employees' health and safety. The following image lists the steps to manage spills in the workplace:

- Act immediately
- Keep a store of absorbent material handy
- Spills should be thoroughly cleaned and dried
- Use absorbent material to soak up the spill
- Ensure proper and safe disposal of the used absorbent

8.3.2 Managing Spillages

Spills usually happen accidentally, without notice and pose a grave risk of falls or slips. In every workplace, different types of substances could cause a major slip and fall, and they must be cleaned immediately and properly, as they could impact employees' health and safety. The following image lists the steps to manage spills in the workplace:

- Act immediately
- Keep a store of absorbent material handy
- Spills should be thoroughly cleaned and dried
- Use absorbent material to soak up the spill
- Ensure proper and safe disposal of the used absorbent

8.3.3 Ventilation

Proper ventilation is one of the necessities to ensure a comfortable office environment. Ventilation removes excess moisture, prevents air from getting stale and damp and maintains air quality. The following image lists Open windows and doors, whenever possible, steps to maintain proper ventilation in the workplace:

Fig. 8.3.2: Ways to maintain proper ventilation in the workplace

8.3.4 Ways to Improve Pollution Levels at Work Area

Pollution refers to any substance that has a negative impact on the environment. An Assistant Home Manager should also know and understand what indoor pollution is and what should be the air quality inside the building. It is important to understand because people spend 80-90% of their time indoors.

The air quality inside buildings is represented by concentrations of pollutants, temperature and relative humidity conditions that affect occupants' health, comfort, and performance. The following are the major types of pollution:

- Air Pollution – Burning fossil fuel, vehicles, factory emissions, etc.
- Water Pollution – Runoff from agriculture fields, industrial sites, or urban areas
- Soil Pollution – From improper disposal of toxic chemical substances

- Noise Pollution – From very loud and disruptive man-made noise
- Light Pollution – From light emitting from urban areas

The following table shows the type of pollutants and their health effects:

Pollutant	Health effects
NO2	Irritation to the skin, eyes and throat, cough etc.
CO	Headache, shortness of breath, and a higher concentration may cause sudden deaths
VOCs	Liver, and kidney disorders, irritation to the eyes, nose and throat, skin rashes and respiratory problems
Residual Suspended Particulate Matter (RSPM)	Respiratory Illness (upper and lower), Acute (Asthma) and chronic (COPD), Lung cancer
Pesticides	Skin diseases
SO2	Lung disorders and shortness of breath
Asbestos	Lung cancer
O3	Eyes itch, burn, and respiratory disorders, lowering our resistance to colds and pneumonia.

Table 8.3.1: Pollutants and their health effects

An assistant Home Manager can keep a check on the levels of pollution on the premises by:

- Proper cleaning of the working area
- Proper disposal of waste material
- Well-ventilation of premises
- If they find anything alarming, they should report that to the manager

Summary

- Working in a Clean, Safe and Secure Environment
- Identifying hazards
- COVID Safety Protocols
- Evacuation Process of PwD and Elderly People
- Dealing with Waste
- Keeping Waste Areas Clean, Tidy and Sanitised
- Ways to Prevent and Control Infection
- Ways to Improve Pollution Levels at Work Area

Exercise

Answer the following questions by choosing the correct option:

1. As per OHS practices, the common safety breaches comprise of _____.
   a. Trip, slip, and fall
   b. Electric shock
   c. Misplaced objects
   d. All of the above

2. Coronavirus disease, also called COVID-19 is an infectious disease caused by the _____virus.
   a. CARD-CoV-2
   b. SARS-CoV-3
   c. SARS-CoV-2
   d. None of the above

3. The term _____refers to unusable or unwanted material.
   a. Paste
   b. Waste
   c. Caste
   d. None of the above

4. Infection is caused by bugs such as _____ getting into or onto the body.
   a. bacteria
   b. viruses
   c. protozoa
   d. All of the above

5. _____refers to any substance that has a negative impact on the environment.
   a. Pollution
   b. Solution
   c. Resolution
   d. None of the above

Descriptive Question

1. Explain how to deal with waste.
2. What are the ways to prevent and control Infection?
3. How can hazards be identified?
4. What are the ways to improve pollution levels at work area?
5. Explain the importance of personal protective equipment.

Notes

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

9. Maintain Service Standards and Communicate Effectively

Domestic Workers Sector Skill Council
DWSSC

Unit 9.1 - Maintenance of Behavioural Standards

Unit 9.2 - Maintenance of Hygiene

Unit 9.3 - Professionalism at the Workplace

DWC/N9902

Key Learning Outcomes

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

1. Demonstrate proper gestures to greet visitors.
2. Explain the importance of listening attentively and responding tactfully and politely.
3. State professional and ethical conduct.
4. Demonstrate interpersonal skills for the required job role.
5. Describe the importance of hygiene and cleanliness for the benefit of the employer as well as oneself.
6. Discuss the procedure and standards of effective communication at the workplace.
7. Define cultural acclimatisation, gender and PwD sensitivity.

UNIT 9.1: Maintenance of Behavioural Standards

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss the procedure and standards of effective communication at the workplace
2. Explain time management strategies and methods for effective work
3. Discuss about the core values to be followed at the workplace
4. Explain cultural acclimatisation, gender and age sensitivity and PwD sensitivity

9.1.1 Communication at the Workplace

It is very important to present one's ideas and thought processes professionally in the workplace. Effective communication makes it easier for people to do their jobs better within their team or outside. The following figure lists the purpose of communication:

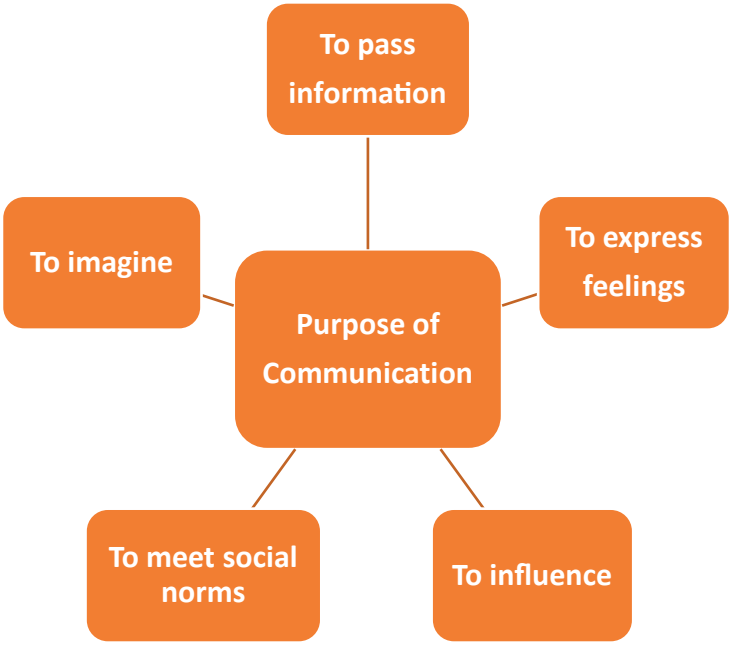

Fig. 9.1.1: Purpose of communication

Communication is a two-way process in which the information is transferred from the sender to the receiver. The receiver understands the information and shares feedback with the sender.

Every communication consists of three primary steps, as shown in the following image:

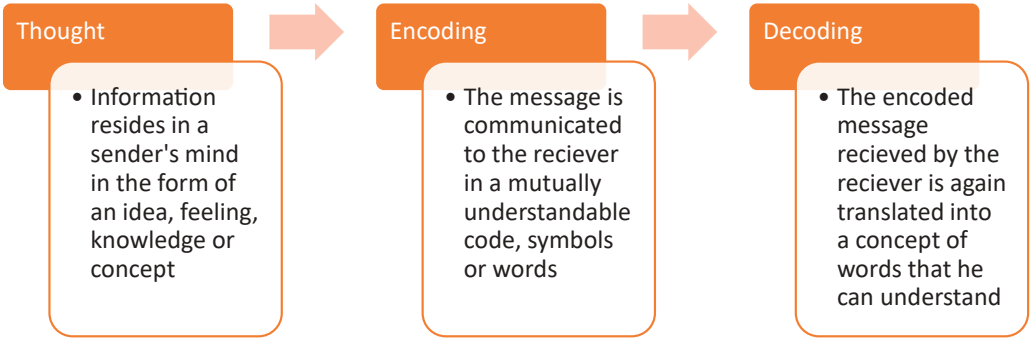

Fig. 9.1.2: Steps of communication

Good communication skills can be developed by practising the following steps:

Fig. 9.1.3: Good communication skills

Types of Communication

Communication can be categorised into the following types:

1. Verbal Communication: Verbal communication refers to our messages shared through listening and/or speaking.
2. Nonverbal Communication: Body language or gestures, actions, and facial expressions are the elements of Nonverbal communication
3. Written Communication: When communication occurs through writing letters, messages, etc., it is called Written Communication. There are two categories written under communication:
   - Formal Communication: It involves communicating through emails, reports and social media
   - Informal Communication: Group meetings, discussions, debates and conferences are part of informal communication

In a workplace, communication takes place in a variety of ways. It can be classified into different types, as shown in the following figure:

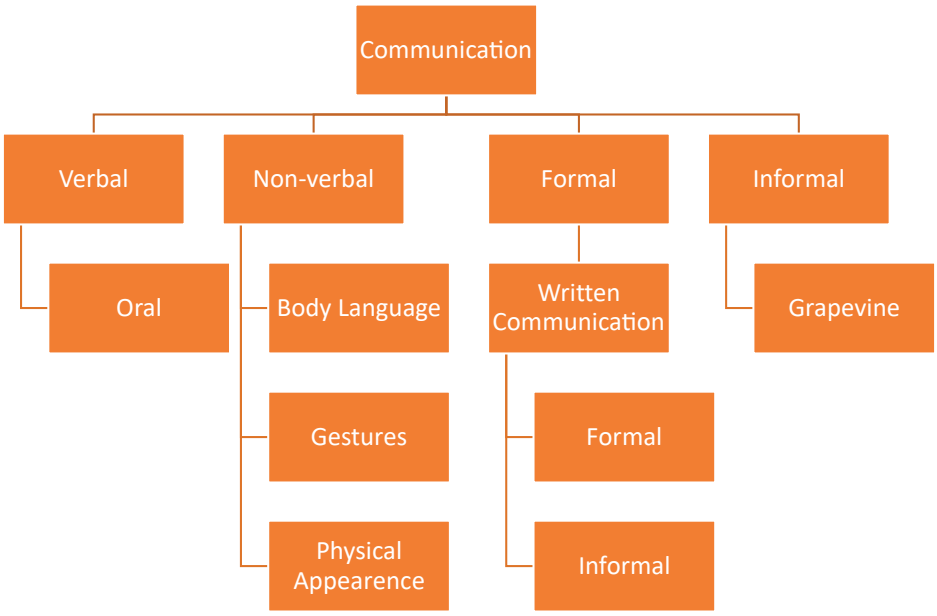

Fig. 9.1.4: Types of communication

Oral communication happens face-to-face or over the telephone. Non-verbal communication clues the receiver of the message to understand the real intention behind the words. It mainly consists of body language, hand and eye movement, and physical appearance.

Nonverbal communication includes the following:

Para-linguistics	Tone of voice, pitch, loudness
Eye contact	Movements of eyes
Facial expression	Smile, frown
Gestures	Hand movement
Appearance	Clothes, hair style
Posture	Arm crossing, leg crossing, seating position

Fig. 9.1.5: Non-verbal communication

Listening and Speaking Skills

Good listening skills are the key to effective communication. While communicating, you can be effective if you do the following:

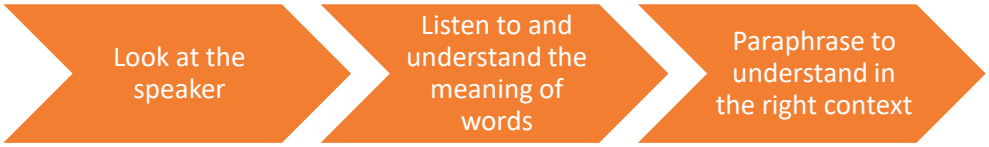

Fig. 9.1.6: Good listening skills

There is a difference between hearing and listening. Listening means understanding the meaning of the words, whereas hearing means the sounds striking the ear. It can also be said to be the first step in the listening process. A research found that, on average, in daily communication, a person spends 45% of the time listening, 30% speaking, 16% reading and 9% writing.

Barriers to Active Listening

There are certain barriers to active listening, which include:

- Listening with too much concentration
- Listening is more with the intention to reply quickly
- Listening is based more on preconceived assumptions
- Never bother to clarify or understand in the right context
- Always eager to put forth own point of view

Handling Common Communication Barriers

The barriers/issues in communication and how to respond to them are as under:

- **Tone:** Maintain a polite, pleasant and purposeful tone. Avoid sarcasm at all costs.
- **Communication Gap:** Open up and communicate with your employer. A communication gap, in this case, is not acceptable.
- **Miscommunication:** Miscommunication with/wrong feedback to the parents/guardians/ paediatricians can be dangerous. Communication should be done directly and not through another person. Communication should be unambiguous.
- **Language Barriers:** The language of communication should be known to both the sender and receiver.
- **Ambiguity:** Communication with peers, colleagues and employers and vendors should always be clear, direct, unambiguous and positive.

Interpersonal Skills Required at Workplace

Interpersonal skills are skills required to communicate, interact and work with individuals and groups effectively. A person with good interpersonal skills must have strong verbal and non-verbal communication skills.

For an Assistant Home Manager, it is important to read and write in English as they have to interact with so many people, out of which few are their senior, and they have to handle many documents at their workplace.

Following are a few interpersonal skills that a person should have to achieve success in life:

- Self-confidence
- Positive attitude
- Good communication skills
- Being a team player
- Critical thinking and problem solving
- Time management skills
- Coping with stress
- Flexibility
- Ability to accept constructive feedback

Writing Skills

In this technology-driven age, it is essential that your communication is concise, clear and has the right impact. A well-written message conveys the information and creates a good impression on the reader. In any written communication, it is essential to follow business writing etiquette.

The following figure lists the tips for business writing:

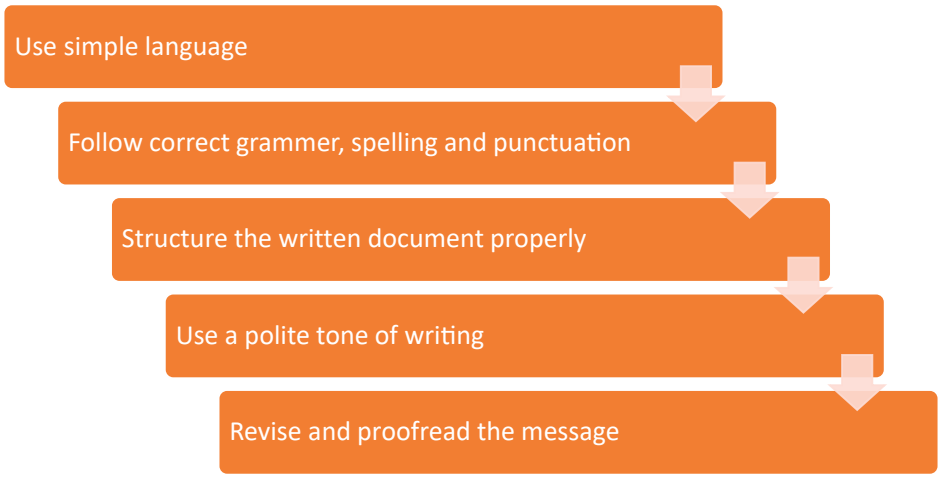

Fig. 9.1.7: Tips for business writing

9.1.2 Significance of Time Management

Time Management is important for success in personal as well as professional life. It teaches a person how to manage time effectively and use most of it. Time management helps in achieving the following:

- **Efficiency:** Time management involves setting up targets, and we push ourselves to achieve them. It makes us more efficient in completing tasks within the allotted time.
- **Less stress:** When sometimes we fail to complete a given task within the allotted time, pressure builds up in our minds which causes a drop in our performance. So, time management helps us to be stress-free and enhances our output.
- **Enjoying work:** With time management, when we become better at our work, we start enjoying our work, which improves our performance.
- **Sense of achievement:** We feel a sense of accomplishment in completing tasks on time, improving self-confidence.

- **Personal and social development:** Time Management helps improve our personal and social life.
- **Simpler and organized living:** With better time management, our life becomes easier and more organized.

Manage Calendar and Meetings

Scheduling the calendar and meetings for the proprietor is an important part of the assistant home manager's job and running it as smoothly as possible. They should ensure that the flow of meetings and appointments is appropriate and leaves enough time to complete other tasks with quality.

Some methods to be followed to manage calendar schedules for smooth, coordinated functioning are:

Share a calendar

Share a calendar because maintaining separate calendars makes work complicated. It is always better to have one shared document where it is easy to add or edit events. Such shared calendars can be updated anytime.

Leave some empty calendar space

Scheduling effectively implies leaving some time to finish the tasks. You should not book back-to-back appointments or meetings so that work gets piled on.

Do not Overlap Timelines

Overlapping timelines for different meetings will lead to stress and occasional embarrassment for the proprietor. In such a cases, it is better to apologise and reschedule.

Block time for emails

Emails take a lot of time, and it is always good to lay down a specific time to check Email. If possible, organize them as waiting for a reply, following up, holding, doing and processing.

Be alert for traffic/weather

If the proprietor has some meetings outside, share maps to unfamiliar places. Keep in mind the traffic and weather while scheduling any meeting/appointment.

Keep to Time plan

At times meetings tend to overshoot in time, and be particular to avoid it and the complications. If the meeting is delayed, remind the proprietor about the other meetings. In case of delay can't be avoided, take action in rescheduling the rest of the appointments.

Leave time for break, lunch, exercise and their family

Doing work is always a priority; nevertheless, other activities are also essential. Schedule time for lunch, exercise and some time for family. It is important to add them to the calendar so they can be followed in the routine.

Find a system that works

Make sure to analyse and observe the proprietor's priorities and routine structuring. In case there is any query, it is always better to clear it with the proprietor.

Fig. 9.1.8: A planner

9.1.3 Core Values

Integrity is one of the core values that employers look for in employees. Workplace integrity revolves around various aspects:

- Loyalty
- Dependability
- Honesty
- Sound judgement

In order to demonstrate integrity at the workplace, the following should be done:

- Owning up to the mistakes that you make at work
- Respecting the opinion of others, even if you think that others are wrong
- Maintaining professional conduct and a positive attitude
- Giving your 100% at work and completing your tasks on time

9.1.3 Diversity at Workplace (Cultural Acclimatisation and Gender, Age and PwD Sensitivity)

Acclimatisation

An Assistant Home Manager might be working with people of different cultural and religious backgrounds, which requires one to be sensitive to all cultural traditions and religious beliefs.

For example, some people may observe a day of fasting for religious reasons or avoid certain food according to their beliefs. The Assistant Home Manager needs to be sensitive towards these and ensure that no behavioural, verbal or non-verbal conduct is carried out which may offend others. For a better understanding and building the capacity to acclimatise, note the four stages of acclimatisation:

- Initial Excitement/Euphoria is known as the 'Honeymoon' stage. In this phase, cooperation, interest and intrigue are particularly commonalities.
- Hostility/Irritation is known as "Culture Shock". In this phase, one will feel the small differences and prejudices cropping up
- Gradual Adjustment, Perspective, and Humour. Here new culture starts seeping into you, and you start adjusting to the change
- Biculturalism and Adaptation, known as the "Feeling at Home". The new culture becomes a part of you and should not affect you negatively. You can work with pleasure and full potential

Gender Sensitivity

Similarly, an Assistant Home Manager should never be biased towards a particular gender or age while assigning or supervising tasks; age or gender should not be the primary basis of allocation. However, sensitization towards a specific gender or age should be maintained. One needs to be careful with gender-neutral language and be dispassionate during the job, or even beyond office hours, to be respectful to all, irrespective of gender and persons with different sexual orientations. Some ways to bridge

the gap is as follows:

- Do not stereotype all men and women.
- Always stay aware of the style of communication of every gender – verbal and non-verbal in order to avoid any miscommunication and work better.
- Always beware of unconscious stereotypes and biases and break past them whenever necessary.
- Recognise different styles of leadership as each one can be beneficial in its way.
- All genders should make room by providing sufficient time and space for each other to have each other proper contributions in any matter or situation.
- Always gather information and learn about the communication styles of each gender.
- Do be perceptive and sensitive to the age of the colleagues

PwD Sensitivity

Moreover, if a person in the workplace is differently abled, then Assistant Home Manager needs to take care of the requirements and needs of the person while working. However, bias or discrimination of any kind should be strictly prohibited. If a person with disabilities in the office requires assistive technologies and modification to the toilet, a case should be taken up for the same. Nevertheless, be careful to offer help unless sought.

People with disabilities may not appreciate the offer of help unless required. PwD sensitivity can be ingrained with some of the following points:

- Be respectful to all Persons with Disabilities (PwDs) and communicate in a way that reflects PwD sensitivity.
- Always be supportive and empathetic towards a PwD with their daily chores.
- Always be ready to assist/help a PwD to help them avail of any benefit/livelihood opportunity/ training of any kind that helps them grow.
- Encourage and try to make things easier and more accessible to PwDs so they can do any work without any/minimum outside help.
- Protest where feasible/Report any wrong act/behaviour against any PwD to the right authority.
- Awareness about the statutory rights and privileges, policies and schemes of PwDs.
- Assist only if asked to.

At all times, in a professional and personal environment, all ages, genders, abilities, cultures, races and socioeconomic groups need to be respected, and our behaviours need to be adjusted to make them comfortable.

There may be people with different sexual orientations than males and females, and they need to be treated respectfully and with behaviour which shows no alarm. It will require the staff to understand that they, as much, form part of society as the other genders. The following image shows some aspects of diversity that should be followed at home as well as at the workplace:

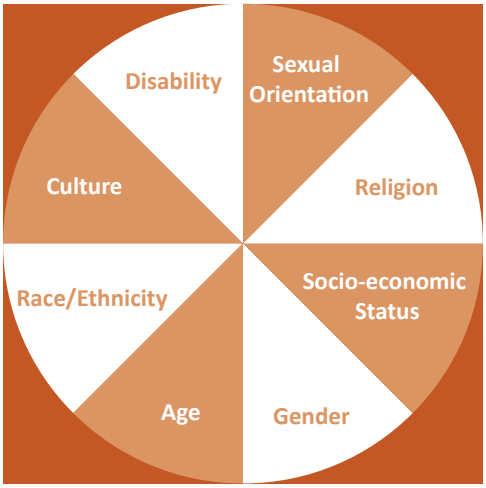

Fig. 9.1.9: Diversity in the workplace

UNIT 9.2: Maintenance of Hygiene

Unit Objectives

By the end of this unit, the participants will be able to:

1. List the steps to maintain personal hygiene
2. State the importance of maintaining hygiene at the workplace

9.2.1 Personal Hygiene

Hygiene is a set of personal practices that contribute to better health. It includes things like hand-washing, bathing and cutting hair/nails.

The act of keeping oneself neat, tidy and presentable is called grooming. A person with good personal hygiene not only makes one comfortable but also creates a good impression on people one deals with for personal, business and professional purposes. Personal hygiene includes several different activities related to the following general areas of self-care like washing or bathing, including cleansing oneself after using the toilet; taking proper oral care; grooming and dressing; and keeping clothing clean.

Maintaining hygiene and cleanliness are necessary for both social and health-related reasons. Maintaining both helps home-based office and living spaces clean and ensures the area is free of dirt, germs and possible infections.

Some of the basic aspects related to personal hygiene that one should follow are as follows:

- Brush your teeth every morning and evening
- Choose a daily face cleanser
- Wash your hands and feet
- Wipe your hands and feet with a towel
- Moisturise/powder your hands and feet
- Shower daily
- Wash your private area/parts.
- Spray Deodorant/talcum powder
- Wash your clothes after being worn/used.
- Trim your hair every six weeks
- Clip your finger and toenails
- File your nails, and wash/sanitise them frequently.
- Wipe your running nose with a tissue
- Cover your cough with a tissue
- Cover your sneeze with a tissue

Personal hygiene is a significant part of grooming standards and ensures the overall quality of services. Some of the steps, which you should consider to maintain personal hygiene, are:

Steps to Maintain Personal Hygiene	
1. Wash your hands properly with soap and water, before and after handling food and bowel activity	
2. Bathe regularly	
3. Brush your teeth twice a day	
4. Cut fingernails and toenails	

Steps to Maintain Personal Hygiene	
5. Wear a mild deodorant, the smell of which would not irritate or harm the others	
6. Clean/wash hair	
7. Wash your face daily with a face cleanser	

Table 9.2.1: Steps to maintain personal hygiene

9.2.2 Hygiene Practices at the Workplace

There are various things that a person can inculcate as their habit to maintain hygiene. Two common methods that we should follow regularly are:

1. Wash and Sanitise hands using the suggested material regularly

   Washing is an important part of hygiene maintenance. It removes dirt and reduces the chances of spreading germs.

Steps of Washing Hands	
1. Wet your hands with running water	
2. Use of liquid disinfecting soap to wash hands	
3. Rub your hands vigorously for 20 seconds	
4. Rinse well	
5. Use a sterile towel to pat your hands dry	

Table 9.2.2: Steps of washing hands

Wash the cups, glasses and other cutlery clean before and after using them

Washing cutlery with anti-bacterial dishwashing soap ensures the removal of impurities and bacteria. This protects us from stomach-related problems.

You should be careful while washing the glass cups, dishes and cutlery, as mishandling may lead to breakage. Steps to wash dishes:

- Line the sink with a soft cloth or towel and fill it with warm water to prevent breakage
- Use a mild detergent to wash the glasses one at a time

Guidelines to Maintain Personal Hygiene

Personal hygiene practices can help you and the people around to prevent illnesses. Good personal hygiene habits include:

Washing the body often	Everybody should have a shower or a bath every day. Washing the body helps keep it free of disease-causing germs
Cleaning the teeth at least once a day	Brushing the teeth after each meal is the best way of making sure that gum disease and tooth decay are avoided. It is very important to clean your teeth after breakfast and immediately before going to bed
Hair care	Washing the hair with soap or shampoo at least once a week
Washing hands	Wash hands with soap before preparing and/or eating food. During normal daily activities, such as working, disease-causing germs may get onto the hands and under the nails.
Changing into clean clothes	Dirty clothes should be washed with laundry soap before wearing them again
Hanging clothes in the sun to dry	The sun's rays will kill some disease-causing germs and parasites

Fig. 9.2.1: Guidelines for personal hygiene

Good grooming consists of the following:

Fig. 9.2.2: Good Grooming

Aspects of Personal Grooming

Proper grooming and professional appearance are important in the workplace. It not only helps in increasing self-confidence but also in creating an impression on other people. Some tips for personal grooming at the workplace are:

- Always be presentable, neat and clean, including your teeth, hair, fingernails, face, and even shoes
- Avoid eating candies, smoking cigarettes and chewing gums, pan masala, pan and betel nuts inside the office
- Wear mild perfume/deo
- Minimize using a lot of jewellery
- Wear clean and presentable clothes

Importance of Maintaining Hygiene at the Workplace

- If there are a lot of visitors in an office, Poor hygiene can create a wrong impression. Workplace cleanliness and hygiene reflect the core values of your company.
- By implementing work hygiene, you can make sure of a healthy environment at the workplace. It can stop the spread of harmful bacteria and viruses and reduce health risks for everyone.
- Keeping every corner of offices clean and shared facilities like office kitchens and washrooms is very important.
- An unclean workplace makes everybody in the office a potential carrier of a disease, which can spread to family and friends.
- If workplaces are cleaned regularly, it reduces the chances of accidents and employees getting injured. But a mismanaged workplace can lead to accidents such as trips, slips or falls and may be severe injuries.
- Employee satisfaction is very paramount at work. Happy and contented employees are more productive and inspired to do jobs well.

Workplace Hygiene Practices

- When in the workplace, personal hygiene does not only refer to washing hands after using the restroom. Even when it isn't your responsibility to keep the restroom clean, show proper manners by disposing of your trash.
- Ensure that soap or hand sanitiser dispensers are always full so others can be encouraged to maintain their personal hygiene as well.
- Proper hand washing must be learned so germs wouldn't be passed on from one person to another, especially in an enclosed workplace.
- The basic hygiene practices should never be forgotten, such as covering your mouth when sneezing or coughing, and maintaining fresh breath especially when face-to-face communications are likely to happen.

UNIT 9.3: Professionalism at the Workplace

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss about ethical behaviour at the workplace
2. Discuss about the importance of confidentiality at the workplace
3. Explain the procedure for reporting to the concerned person

9.3.1 Ethical Conduct at Workplace

Professionalism and ethics in the workplace are the guiding principles established by an individual or company. There is a standard of ethics and expectations set by a company, failing, which can lead to disciplinary actions. These are set for people associated with the organization, like employers, employees, co-workers and the public.

Workplace ethics are moral principles that guide a person's actions in the workplace. Customers feel safe if they know that employees of the company are following ethical guidelines. Some workplace ethics are:

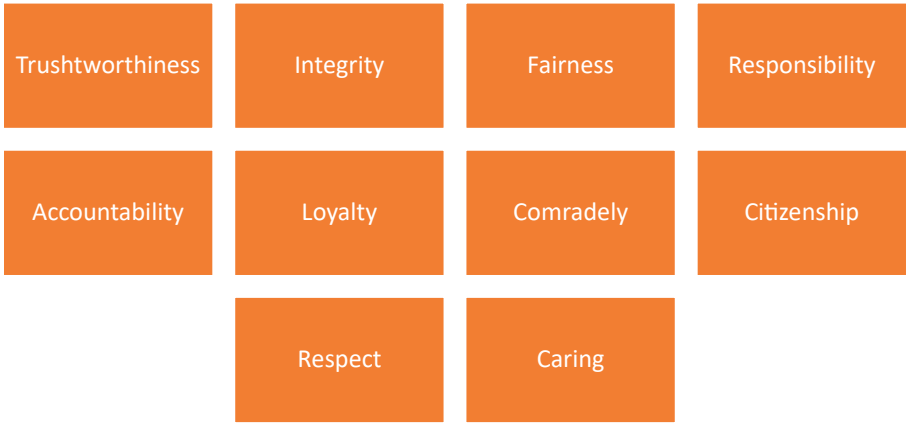

Fig. 9.3.1: workplace etiquette

Work ethics means differentiating between the right and the wrong way of doing a job and adopting the right conduct. Ethical work behaviour consists of certain principles, as shown in the following figure:

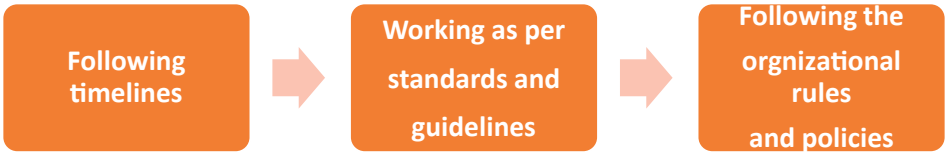

Fig. 9.3.2: work ethics

Positive Attitude and Punctuality at Work

Positive attitude is a state of mind that emphasises being certain and positive without being intolerant and overconfident.

It helps people build confidence in their workplace. It is a way of living life and choosing to see the brighter things in life. Someone with a positive mental attitude is considered likely to treat others with unconditional positive regard, a method of client-centred therapy developed by a humanist psychologist.

To develop a positive attitude, your vocabulary must be consistently positive. Therefore:

- Use positive language, such as Yes, this can be done, we shall do it, let's try, well done, rather than negatives such as No, it cannot be done, it is difficult or so on.
- Look positive and cheerful in the morning and greet every one with brightness.
- Avoid showing emotionally loaded behaviour, even if something has gone wrong.
- Some of the ways to maintain positive attitude at the workplace are:
- Mix up/socialise with people, who demonstrate positive attitude
- Start believing in yourself and try to stretch your limitations
- Be happy and see the positive side of life.
- Learn from various aspects that come into your life
- Stop complaining, embrace the problem, and look for solutions instead of being dejected.
- Analyse and prioritise your goals, and try to reach them
- Take responsibility and complete the work successfully
- Be good to others.
- Respect all, whether elders, peers, equals, youngsters, and whether known personnel or rangers, irrespective of cast, culture, religion or language.
- Know what to speak to others
- Breathe deeply and meditate if you feel the pressure building up within yourself

Punctuality

Punctuality is the behavioural trait that encourages a person to be always "On Time". Simply, punctuality shows good discipline and enables efficiency and trust of colleagues and clients. It inculcates the habit of deadline adherence and effective time management, thus inspiring me to complete tasks as per given time and standards. Practising punctuality can be an efficient tool for delighting customers and earning their praise, retention, and loyalty. Some of the ways to maintain punctuality are:

- Make it a habit of being on time or early, if possible
- Learn the appropriate way to manage work, such as preparing a timetable and following the same.
- Set reminders (on calendars/smartphones).
- Make a list of tasks that you need to complete in a day

Workplace Etiquette

- People often form impressions about others within minutes of meeting them, so it's important to present yourself as a professional.
- Be aware of your body language. A golden thumb rule is to stand straight and maintain eye contact while talking with a smile!
- Don't judge people's importance in the workplace or speak negatively about co-workers, even if you are frustrated over a certain situation.
- Be careful about how you interact with your employer and their family.
- Communication is an important aspect of workplace etiquette. It's not what you say but how you say it that counts.

- At first, a workplace's values, policies, and procedures can be difficult to discern. Suppose you are in a larger organization with a structured human resource division. In that case, you may have access to an HR Manager or in-house training to keep you informed of your organization's expectations. Observing the work culture/environment can help you understand how to navigate the workplace while maintaining professionalism.
- Sharing information about your personal life is your choice. However, it needs caution. It is sensible not to mix personal life with professional.
- When there is a requirement to visit someone else's office, always take permission before entering.
- Listen attentively, answer back politely and ensure not to argue with the employer, guest or co-workers

Confidentiality

As a part of the organisation, all its employees are duty-bound to maintain the confidentiality of the business and trade information, as the same is propriety information. All the employees are required to sign the Non-Disclosure Agreements with the Employers. Maintaining the organisational/Business information confidential is professional conduct and indicates the right ethics.

In fact, even after leaving the organisation, using the information known to the ex-employee for his benefit or the benefit of any other business organisation, and if it would hurt the organisation, it will be unethical and improper to do so and can invite legal action.

9.3.2 Reporting Structure

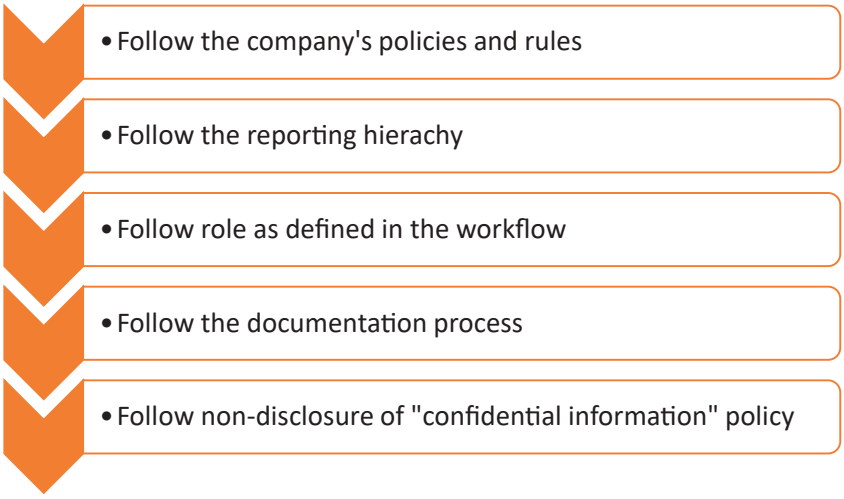

Fig. 9.3.3: Reporting and documentation process

In the Home Based Office, Assistant Home Manager shall report directly to the proprietor for all practical purposes. There may be instances when there may be another staff between, such as a Manager or supervisor.

Reporting directly to the head of an organisation will have its benefits and disadvantages. As such, the positive qualities will emerge, and the negatives get exposed. Under the circumstances, Assistant Home Manager should maintain ethical and professional conduct for the best output.

Summary

- Communication at the Workplace
- Handling Common Communication Barriers
- Significance of Time Management
- Diversity at Workplace
- Personal Hygiene
- Hygiene Practices at the Workplace
- Professionalism at the Workplace
- Reporting Structure

Exercise

Answer the following questions by choosing the correct option:

1. _____is a two-way process in which the information is transferred from the sender to the receiver.
   a. Communication
   b. Education
   c. Fabrication
   d. None of the above

2. _____skills are skills required to communicate, interact and work with individuals and groups effectively.
   a. Personal
   b. Interpersonal
   c. Intrapersonal
   d. None of the above

3. Hygiene includes things like _____.
   a. hand-washing,
   b. bathing
   c. cutting hair/nails
   d. All of the above

4. The act of keeping oneself neat, tidy and presentable is called _____.
   a. Bathing
   b. Washing
   c. Grooming
   d. None of the above

5. Washing cutlery with _____dishwashing soap ensures the removal of impurities and bacteria.
   a. anti-bacterial
   b. anti-viral
   c. anti-fungal
   d. None of the above

Descriptive Question

1. What do you mean by diversity at a workplace?
2. Explain the importance of time management.
3. List the ways of handling communication barriers at a workplace.
4. What id professionalism? Why is it important?
5. Explain the requirement of hygiene practices in a workplace.

Notes

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

10. Maintain Health, Hygiene and Safety Standards

Unit 10.1 - Safety and Security at Workplace

Unit 10.2 - Safety and Security at Workplace

DWC/N9903

Key Learning Outcomes

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

1. Demonstrate ways to maintain a safe and secure environment at work.
2. Demonstrate ways to handle emergencies.
3. Identify opportunities for improving the health, safety, and security of the concerned person
4. Explain the ways of conservation of energy and material while performing daily activities.
5. State the importance of practising environment-friendly methods of working.
6. Explain the methods to manage waste at the workplace

UNIT 10.1: Safety and Security at Workplace

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss about the importance of maintaining health and safety at the workplace
2. Discuss the common safety breaches and unsafe acts/conditions and ways to prevent them
3. Explain the basic emergency procedures
4. Elaborate on basic fire safety awareness
5. Demonstrate first aid activities
6. Demonstrate Cardiopulmonary Resuscitation (CPR)
7. List the helpline numbers

10.1.1 Safety Hazards

A hazard is any material that has a negative impact on our health. Safety hazards are a potential risk to staff when they are working in their work areas. The following figure shows the possible risks:

Fig. 10.1.1: Safety hazards

Hazards can be found anywhere in an organization. Hence, an Assistant Home Manager must be able to identify potential safety risks. The following image shows the methods to identify potential safety hazards:

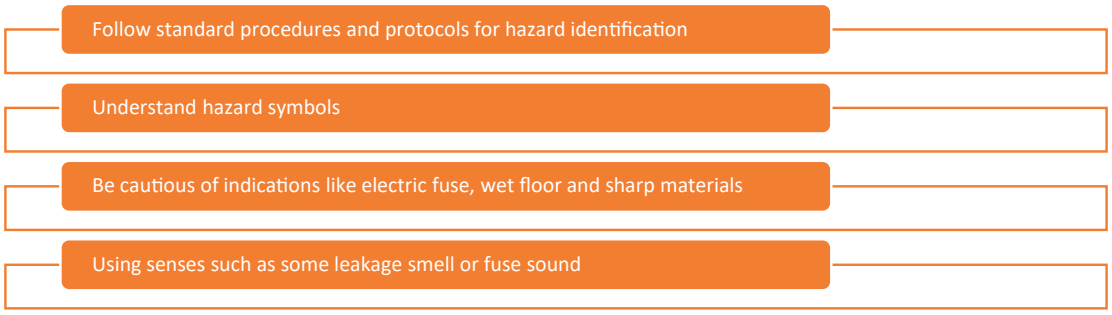

Fig. 10.1.2: Methods to identify potential safety hazards

Types of Safety Hazards

Hazard classification is done based on the materials' source and the risk associated with the hazard. The following figure shows the common classification of hazards:

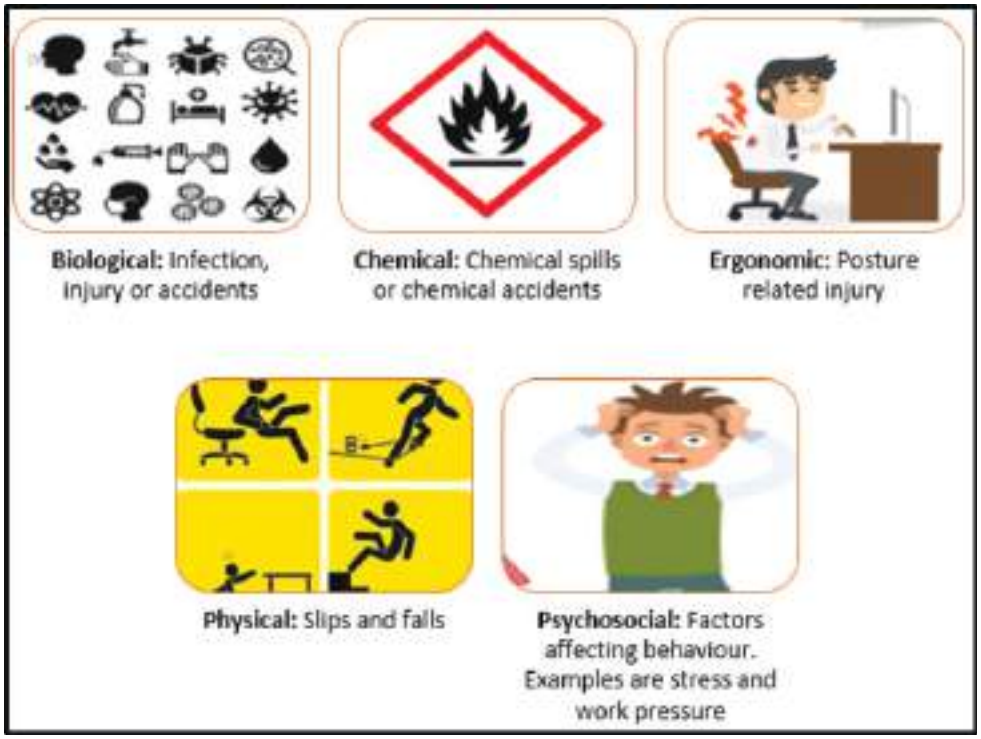

Fig. 10.1.3: Common classification of hazards

An Assistant Home Manager has to explain the safety rules to the housekeeping staff and other employees at the office. They should be quick and capable enough to follow these safety and security rules.

Some of the basic safety rules that should be followed at the workplace are as follows:

- **Fire safety:** An Assistant Home Manager should be aware of all emergency exits, including the premises' fire escape routes and the locations of fire extinguishers and alarms. It is very important for them because they should be able to guide and help others in case of an emergency.
- **Fall and Slips:** To avoid falls and slips, all equipment and tools must be arranged properly. Any spilt liquid, food or other items, such as paints, must be cleaned immediately to avoid accidents. Proper tools and signs should be used while cleaning the floors.
- **First aid:** An Assistant Home Manager should know the location of first-aid kits in the office. First-aid kits should be kept in places that can be reached quickly. These kits should contain all the important items for first aid, for example, all the things required to deal with common problems such as cuts, burns, headaches, muscle cramps, etc. In case of any requirement by anyone, they should help them with it.
- **Security:** An Assistant Home Manager should ensure the security of staff and their belongings, which can be ensured by keeping their things in a secure location.
- **Electrical Safety:** An Assistant Home Manager must have basic knowledge of using electrical equipment and common problems. They must also be provided instructions about electrical safety, such as keeping water and food from electrical equipment.

The Assistant Home Manager must be aware of various warning signs and should follow them to ensure safety. The signs and labels may be visible in the following places:

- On equipment and packages
- Inside buildings
- In open areas and public spaces

A home cannot be termed as a dangerous area; nevertheless, there may be some parts of the office where placing warning signs will be required. Some of these are as under:

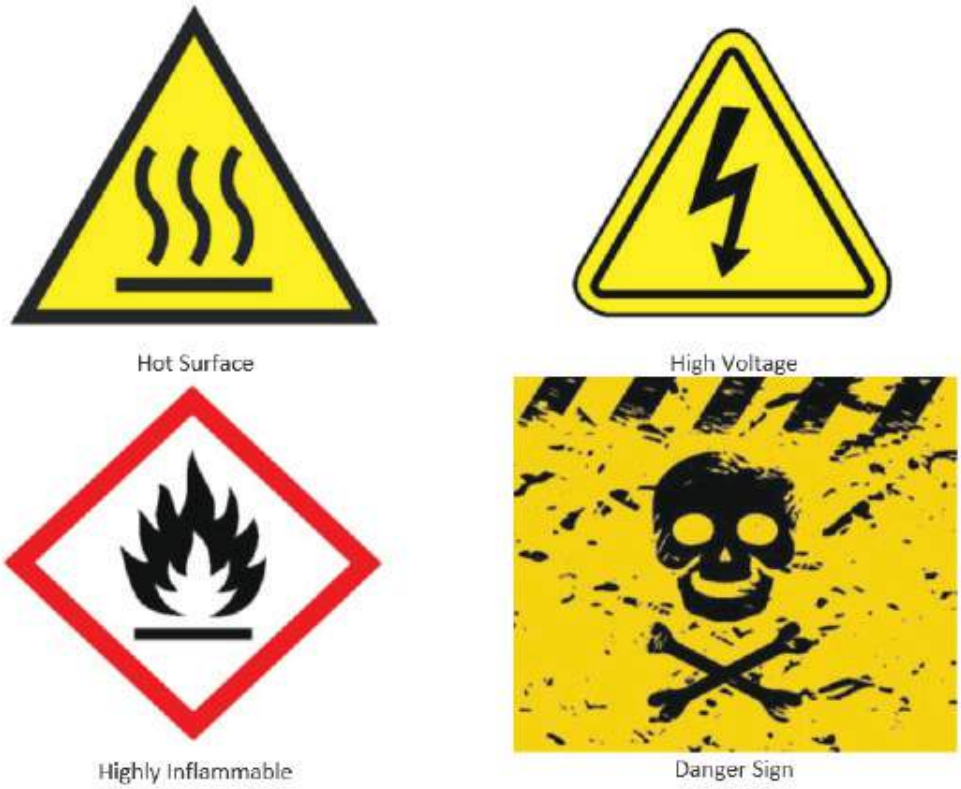

Fig. 10.1.4: Safety Signs

Rules while using Equipment

Some general rules to be followed while using any equipment include:

- Check all the electrical equipment for any torn wires, loose plugs or connections. Do not use any defective equipment.
- Handle equipment with care.
- Clean and store equipment properly after every use.
- Empty the dust bag of vacuum cleaners after each use.
- Follow equipment user manual instructions.
- Follow regular equipment check-ups to avoid any sort of breakdown.
- Do not use electrical equipment on wet surfaces.
- Exception moping and shining machine handling

Handling Suspicious Mails

On arrival, it is important to carefully screen all mail and packages for suspicious items. The following are general indicators of suspicious mail:

- There is too much postage or an unusual amount of tape on the parcel
- There is a powdery substance on the outside
- The parcel is from someone unfamiliar or unexpected
- It is addressed to someone who no longer works for your company
- The parcel has no return address or one which can't be verified
- The parcel is of unusual weight, given its size or oddly shaped
- The parcel has strange odours, stains, or protruding wires

If you encounter any suspicious package, the first step is to immediately alert the proprietor. Isolate the area where the mail was found, and do not touch it. Record all the information mentioned on the package without touching it and inform the police if required. The following image shows a suspicious mail package:

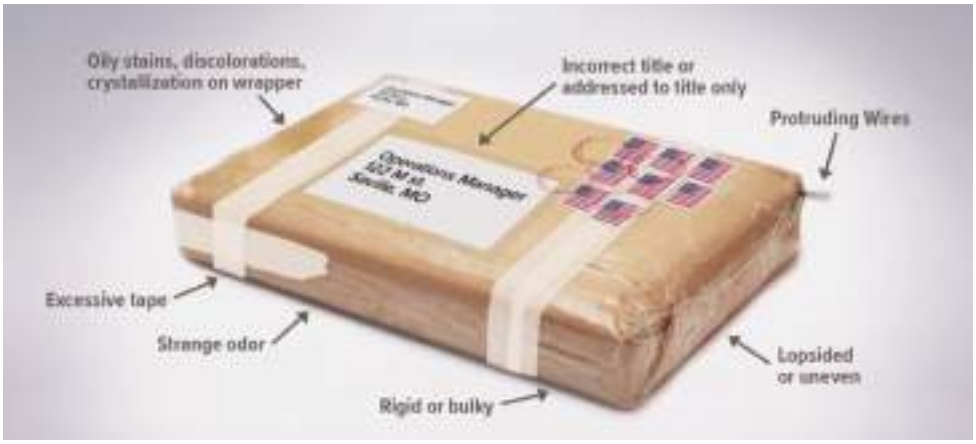

Fig. 10.1.5: Suspicious Package

10.1.2 Handling Emergencies

In case of an injury due to an accident in your workplace, you should do the following:

- Attend to the injured person immediately.
  - Depending on the level and seriousness of the injury, see that the injured person receives first aid or medical help at the earliest.
  - Give medical treatment or first aid to the injured person only if you are qualified to give such treatments.
- Let trained, authorized people give first aid or medical treatment.
- Inform your employer about the accident giving details about the probable cause of the accident and a description of the injury.
- Assist your employer in investigating and finding out the actual cause of the accident.
- After identifying the cause of the accident, help your employer to take appropriate actions to prevent occurrences of similar accidents in future.

Some general emergency handling procedures that you can follow are:

- Keep a list of numbers to call during an emergency, such as police, fire brigade, security, ambulance etc. Ensure that these numbers are fed into the organisation's telephone program, and hard copies of the numbers are placed at strategic locations.
- Regularly check that all emergency handling equipment in working condition, such as the fire extinguisher and fire alarm system.
- Ensure that emergency exits are not obstructed, and keys to such exists are easily accessible. Never place any objects near the emergency doors or windows.

Basic Emergencies

There are a number of emergencies which may happen at the workplace, but the following are some basic ones and how you would deal with them.

- **Fire:** Fire could be one the most dangerous emergencies as there are the following top reasons a place can catch on fire and the precautions you should take:
  - Cooking on Gas Stove: You should be near the gas stove when cooking as leaving it could distract your attention to something else, and you may forget about the pan on the gas stove.
  - Heating of workplace in winter: Heaters are the most common reason for a fire in winter. To avoid this, keep the heaters away from furniture, curtains, etc. You must switch off the heater when leaving the premises.
  - Smoking: If there is any smoker at the workplace, ask that person to smoke outside as smoking is not only injurious to health but also a very common reason for fire.
  - Short Circuits: Faulty electrical wiring could be the reason for short circuits, so always get the electrical wires checked and replaced if defective. Otherwise, it could lead to a fire.
  - Candles: Burning open-flame candles could be very dangerous, so either try not to use them or blow them off before leaving the room.

Safety Equipment and Fire Prevention/Suppression

The Fire Chemistry

Combustion will occur as long as the three factors are present. These are heat, fuel and oxygen, and the removal of one caused the triangle to collapse and further combustion to stop. As such, this principle is used to prevent fire/firefighting.

Fire Triangle

Fig. 10.1.6: Fite Triangle

Principle of Extinction

Removing heat will entail cooling, which is done by water and CO2. Removing the fuel, such as burning material, will prevent the fire from spreading or continuing. Covering the fire from the atmosphere will starve the fire of oxygen. This is done with a blanket, foam, CO2 and Dry Chemical Powder (DCP).

Classification of Fire and Fire Extinguishers/Extinguishants

Before we study fire prevention and the safety equipment required, we need to understand the different types of fire. This information is extremely important as it can help you choose the appropriate means to extinguish the fire.

Classes of Fire	
Class A Fires are related to solid materials (wood, paper, cloth, trash, rubber and plastics, charcoal, etc.)	
Class B Fires are related to flammable liquids (paint, diesel, gasoline, petroleum oil, and pain)	
Class C Fires are related to flammable gases (energised electrical equipment like motors, appliances, transformers, propane, and methane). Electrical equipment such as appliances, wiring, and breaker panels, etc. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity)	

Classes of Fire	
Class D Fires are related to flammable metals (combustible material like aluminium, sodium, potassium, magnesium). These fires burn at extremely high temperatures and require special suppression agents.	
Class E Fires are related to electrically energized objects, wiring, and electrical appliances. These fires are caused because of faulty heaters or electrical appliances overheating.	
Class K Fires related to cooking oil and greases like vegetable fat and animal fat.	

Table 10.1.1: Classes of fire

Commonly Used Fire Extinguishers

Extinguishing media. Any substance useful to put out a fire is called extinguishing media. Currently, the following are used:

- Water
- Mud and sand
- Foam
- Dry chemical powder
- Carbon dioxide
- Fire Blanket

Types of Fire Extinguishers

Water (Stored Pressure)	ABC (DCP)	Foam	Carbon dioxide

Table 10.1.2: Types of fire extinguishers

Fire extinguishers are designed to eject firefighting media on the fire from a safe distance. These are small and portable instruments, generally 5, and 9 litres containing the extinguishing media of different types as mentioned above, with a system:

- **Water (Stored pressure) Type** - Water type extinguisher has water under pressure of approx. 150 lbs/Sq. in, in the container ejected with a CO2 cartridge and nozzle to direct the water under pressure to the seat of the fire
- **Foam extinguisher** - Chemical Foam, Mechanical Foam with CO2 cartridge to expel the foam when operated
- **Dry chemical powder (DCP)** extinguisher uses a CO2 cartridge to expel the contents with force when the extinguisher is operated. Here again, the DCP is stored under pressure

All three above have a CO2 cartridge, a cap assembly, a safety pin, and a nozzle. DCP type also has a pressure gauge to show the pressure. At times, the water type will also have a pressure gauge.

CO2 extinguishers are generally CO2 cylinders of different sizes with a big cock for the release of the gas, a discharge tube and an applicator to direct the gas to the seat of the fire.

Identification of Fire Extenguishers					
Type	Colour Code	Use on Fire Classes			
Water	Solid red	A			
Foam	Red with blue band	A	B		
Dry chemical (powder)	Red with white band	A	B	C	E
Carbon dioxide	Red with black band	(A)	B		E

Fig. 10.1.7: Types of Fire Extinguishers

Correct Use of a Fire Extinguisher

The method of using a fire extinguisher is to follow P.A.S.S.

PASS is the acronym for, Pull the Pin (P), Aim (A), Squeeze (S) and Sweep (S)

- **Pull the Pin.** To use an extinguisher properly, the first step is to pull the handle's pin.
- **Aim.** The next step is to aim for the extinguisher's nozzle. The direction should be towards the fire's base. This is because the sprayed foam at the top will diminish or extinguish only the fire at the top. This will not serve the purpose for which the extinguisher is used. The burned-down flame may spring up to life if it gets enough oxygen or combustible material.
- **Squeeze.** Then, you need to release the agent in an extremely controlled manner, and this can be done by squeezing the trigger.
- **Sweep.** If you see in the second step, you already read that you should direct the nozzle at the fire's base. You will sweep the extinguisher's nozzle from left to right. Continue with this process until you put out the fire. You need to act fast, as most extinguishers' discharge time is nearly 10-20 seconds.

Fig. 10.1.8: PASS Technique

Appropriate Fire Emergency Procedures

Dos	Don'ts
Switch off the isolation switch to stop the electric supply. This will prevent the spreading of fire.	Do not place combustible items like cotton waste - oil-soaked cotton or oil, near the brazing or electrical points. These are highly inflammable, and even a small spark may start a fire.
Use a wooden stick to switch off the isolation switch to protect yourself from electric shock	Do not keep the LPG cylinder's regulator switched on.
Check electrical sockets and switches to ensure there are no loose wires.	Do not use water on electrical fires.
Use appropriate Fire Extinguishers to put out Fire.	

Table 10.1.3: Dos and don'ts of fire emergency procedures

Emergency Procedures

First, it is important to make the injured baby sit or lie down in a comfortable position. Then you should call the baby's parents. After administering first aid, you should call for an ambulance from Tele Nos 102 or 108.

Evacuation Procedures

Evacuation is usually a complex process where people must move to a safe place. This difficult process becomes even more troublesome when a baby is involved. An Assistant Home Manager should be aware of the following basic evacuation procedures.

- You should be aware of all the exits of the house where you work. Additionally, you should know the nearest emergency exit if the house is within a building
- Do not use the Elevator during a fire
- You should be familiar with the fire alarm and know where it is located
- You should have the practical knowledge of pulling a fire alarm and using a fire extinguisher
- While carrying a baby during a fire outbreak, wrap them with a blanket. However, remember that the wrapper should not choke the baby or become an item of discomfort
- Ensure that the exit path is clear. If not, use a stick or similar item to clear the clutter and move ahead

Fire Evacuation Steps

The sequence of an Evacuation situation is as follows:

- Detection
- Decision
- Alarm
- Reaction
- The movement to an area of refuge or an Assembly station/Area
- Transportation

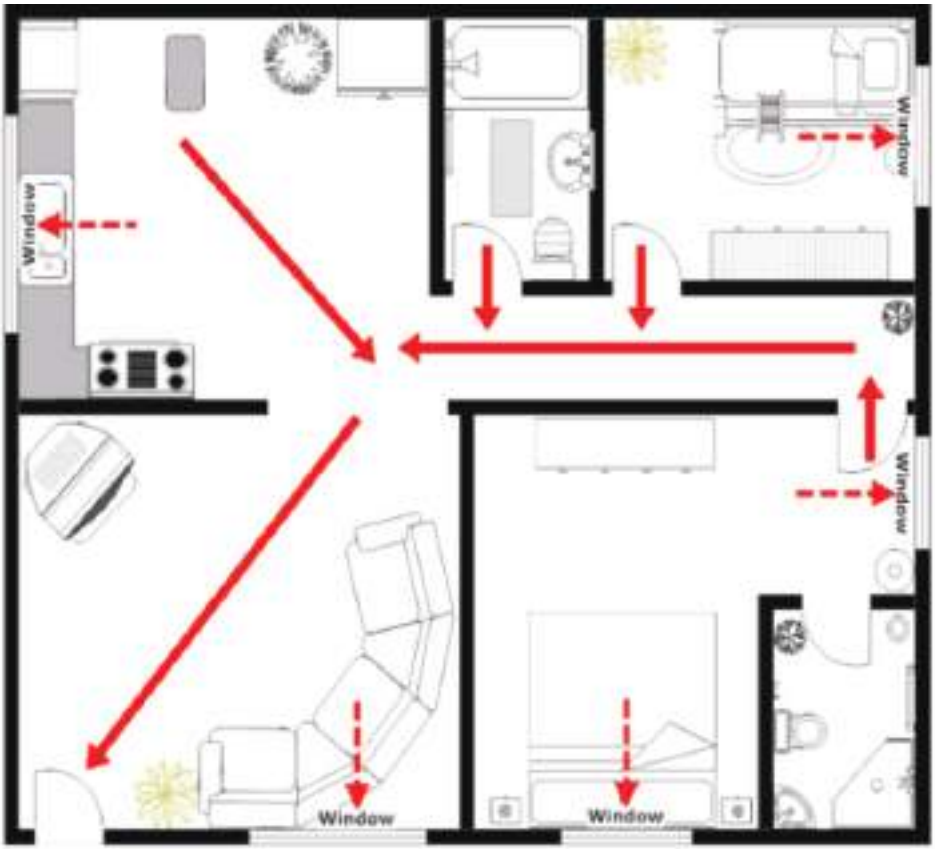

Fig. 10.1.9: Sample fire escape plan

Rescue Techniques during Fire Hazard

- **Responding to Fire**
  - The Fire Alarm System must be initiated, and an alert must be raised.
  - A safe evacuation path must be identified before dealing with the fire.
  - The appropriate class of Fire extinguishers must be chosen.
  - The P.A.S.S technique must be adopted to extinguish the fire.
  - Immediate evacuation must be initiated if the extinguisher is exhausted and the fire still exists.
  - Call security or the local emergency services.
  - Summon the firefighting services at the earliest.
  - Stay as far as possible from smoke because the smoke may comprise toxic gases.
  - Cover your mouth and nose with a damp cloth.
  - Look out for the nearest emergency exit routes and call out for people you can take along with you.
  - While opening a door, first touch the door with the back side of your palm.
  - Start moving out of the building carefully as you must carry a baby.
  - Always use a staircase and not an elevator.
  - Do not rush.
  - As you move out of the building, gather people, whoever you come across.
  - Always move downstairs and avoid returning to the burning premises until the firefighters arrive.

- **Initiate Evacuation**
  - Stop your work immediately but do not panic.
  - Gather and carry only the most important items, like a cell phone, before leaving with the baby.
  - Leave the house via the nearest door bearing an "Exit" sign.
  - Call 101 for fire emergencies or 108 for other natural disaster help.
  - Incorporate first aid treatment for the baby, if needed.

First Aid

First aid is medical attention provided to the patient immediately after the illness or injury and usually includes short-term treatment at once or as soon as possible. Some types of first aid that can be given include applying bandages, treating minor burns, cleaning minor cuts, and giving non-prescribed medicines.

The first aid kit is a collection of equipment and supplies used to treat a patient medically.

What to Include?

- Directions for obtaining emergency service
- Resuscitation equipment (such as a resuscitation bag)
- Box of adhesive bandages
- Gauze roller bandages
- Gauze pads (multiple sizes)
- Splint
- A blanket
- Wound cleaning supplies
- Scissors
- Tweezers
- Triangular bandages
- Latex gloves
- Adhesive tape
- A blanket
- Elastic wraps

Fig. 10.1.9: First aid kit

Initial assistance/treatment given to a casualty before the arrival of a doctor/medical aid or before evacuation to a safe place.

Golden Rules of First Aid

In any emergency, always remember the ABC of life:

- Airway. Ensure it is open. If blocked (by tongue, secretions or foreign body), open it by "Head Tilt" and "Chin Lift".
- Breathing Make sure the casualty is breathing. If not, administer Month Month Artificial Respiration.
- Circulation Make sure the casualty has a pulse. If there is no pulse, administer CPR (Cardio Pulmonary Resuscitation).
    - Check and stop bleeding.
    - Prevent and treat shock (raise 'foot ends, keep head low, provide warmth)
    - Immobilize fractures.
    - Remove the cause of injury/illness.
    - Prevent contamination of wounds by using sterilized dressings.
    - Keep unconscious patient in "Recovery Position".
    - No fluids by mouth to unconscious patients/abdominal injury cases.

CPR Technique

Cardiopulmonary resuscitation (CPR) is the most important medical procedure of all. If a person is in cardiac arrest (the heart is no longer pumping blood) and CPR is not performed, that person will die. On the other hand, performing CPR or using an automated external defibrillator (AED) could save a life.

You can start by reviewing the basics of CPR. The procedure has changed in the past few years, so taking a CPR class at a medical centre, community college, Red Cross, or fire department is best. There is no substitute for a hands-on class.

7 Essential Steps of CPR	
Position your hand	Interlock fingers
Give chest compressions	Open the airway

7 Essential Steps of CPR	
 Give rescue breaths	 Watch chest fall
 Repeat chest compressions and rescue breaths	

Table 10.1.4: CPR steps

Emergency Contact Number

- Police: 100
- Fire: 101
- Ambulance: 102
- Traffic Police: 103
- Blood Requirement: 104
- Emergency Disaster Management: 108
- Rescue: 112
- Helpline for women: 181
- Child Helpline: 1098
- Gas Leakage: 1906

UNIT 10.2: Safety and Security at Workplace

Unit Objectives

By the end of this unit, the participants will be able to:

1. Elaborate about greening and its focus areas.
2. Discuss about conservation of material and energy in the household.
3. Explain how to reduce greenhouse gas emissions.
4. Discuss about waste management.
5. Explain ways to clean garbage bins and keep the area clean.
6. Elaborate on the techniques of waste reduction and disposal

10.2.1 Greening

The concept of greening involves building and changing your lifestyle and everything around it in an environment-friendly manner. This concept typically involved when people realized the harm that daily usage products, such as a vehicle, plastics, CFC products, etc., were emitting substances that were harming nature. Moreover, deforestation and concrete jungles were adding to nature's woes. To adapt the concept to your lifestyle, ensure that there are lots of plants, and greenery, in and around your home and workplace, such as vertical gardens, green walls, terrace gardens, etc. Greening helps clean the air of pollutants and provides a visual treat.

The following images depict greening in spaces:

Fig. 10.2.1: Greening in spaces

10.2.2 Energy and Material Conservation

Material efficiency (involving energy and material conservation) also helps control pollution and restore Earth's natural resources. Material efficiency is achieved by handling how materials, such as a pantry, stationery, office, toiletries, etc., are used, consumed, wasted/recycled. Overall, material conservation helps reduce the cost spent on resources/materials, restore physical resources and eventually improve people's health.

Some ways of conserving materials and energy are:

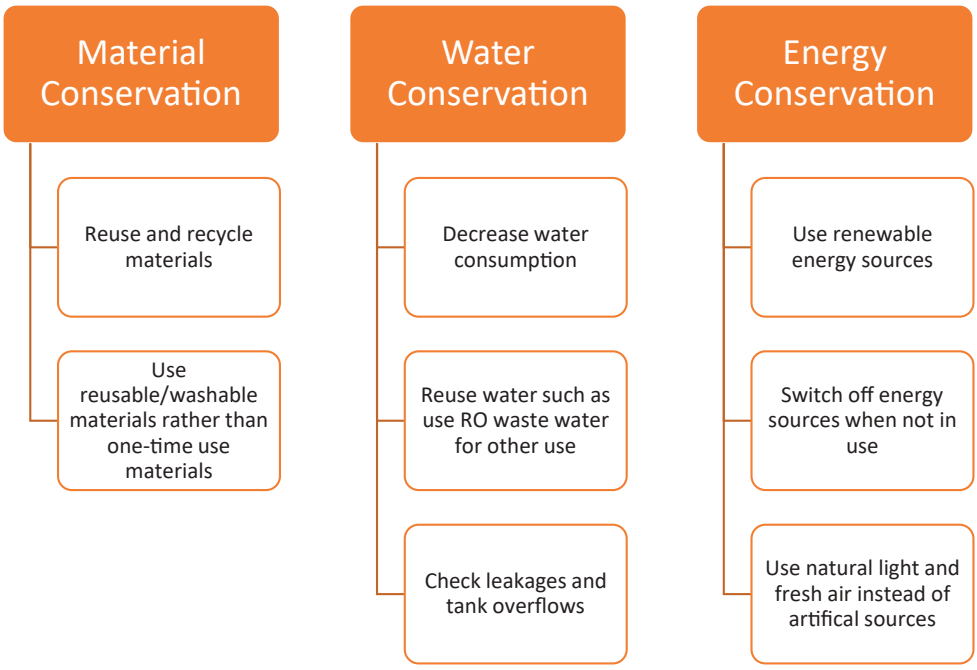

Fig. 10.2.2.: Ways of conserving materials and energy

Some tips for energy conservation are:

- Switch to LEDs lighting which consumes less energy
- Use smart power strips/surge protectors, this reduces energy wastage
- Ensure that there are no air traps/leakages that may reduce air conditioning effects and eventually the air conditioning uses more energy
- Wash utensils and clothes in cold water
- Reheat in microwave but do not use it for cooking

Fig. 10.2.3: Tips for energy conservation

10.2.3 Reduction of Green House Gas Emission

One major contributing factor to pollution is greenhouse gas emissions. Greenhous gases confine heat and thus make Earth warmer. The contributors to greenhouse gas emissions are shown in the following figure (in the order that they contribute):

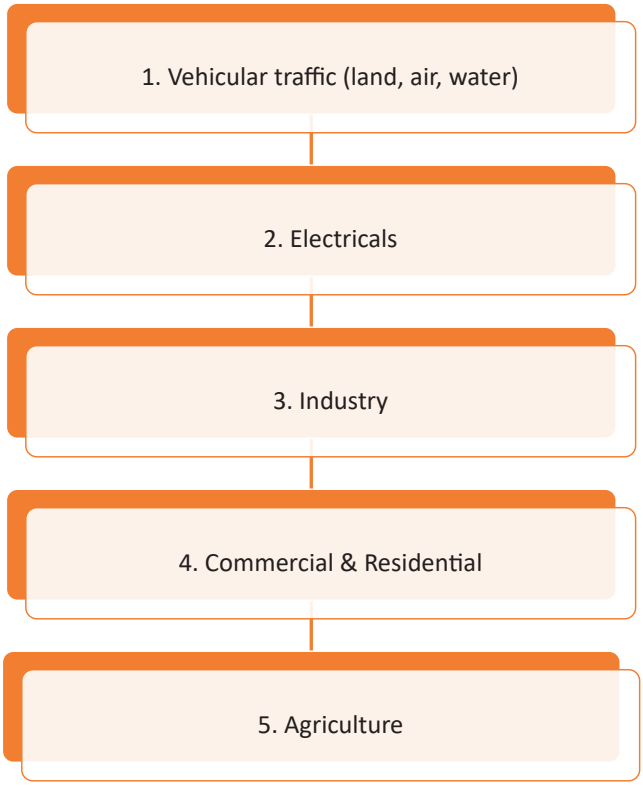

Fig. 10.2.4: Contributors to greenhouse gas emission

Reducing greenhouse gas emissions is one of the major projects every country aims to restore nature and help the environment. Major emitting sources of greenhouse gasses are vehicles, industries, etc. and controlling the emission from these sources is helped by greening. The following image shows a typical greenhouse gas emission by factories:

Fig. 10.2.5: A typical greenhouse gas emission by factories

Some ways to reduce Greenhouse Gas Emission are:

- Reduce waste, recycle as much as possible, reuse materials
- Use less heating and air conditioning appliances
- Replace regular lighting with Compact Fluroscent Light (CFL) or LEDs
- Reduce usage of vehicles, walk/cycle wherever and whenever possible
- Buy energy efficient appliances and office equipments
- Plant trees and implement greening at home and office

Fig. 10.2.6: Ways to reduce Greenhouse Gas Emission

10.2.4 Safe Handling of Waste

Waste management or waste handling is a step-by-step process which needs to be followed in a well-structured manner.

Common steps to be followed in this process are:

Classifying the waste – An Assistant Home Manager should know different types of waste to be placed separately after collection.

Storing and labelling the waste – After segregating the waste, the next step is to store them properly, depending upon its type. Proper waste storage is essential so that the work area remains clean. For storing the waste properly, separate containers should be used, and those containers must be properly labelled with the type of waste that goes into them. An Assistant Home Manager must explain the method of waste segregation and the types of dustbins to store different types of waste.

Disposing of the waste properly – An Assistant Home Manager should be responsible enough to dispose-off segregated waste properly. The waste collection area should be kept clean and sanitized all the time, and he should also ensure that a smaller number of plastic or disposable bags should be used to dispose-off garbage. The Assistant Home Manager's responsibility is to use fewer plastic bags.

Fig. 10.2.7: Garbage in bags for disposal

Types of Garbage Bins

An Assistant Home Manager should know all the types of dustbins in which segregated waste needs to be stored for proper segregation. They should also know the difference between hazardous and non-hazardous waste and its disposal methods. The following image shows the difference between these two types of waste:

Fig. 10.2.8: Difference between hazardous and non-hazardous waste

It is important to segregate the waste that is eligible for recycling from the waste that can be used again and the waste that cannot be used. The segregation becomes important as the costs and the time required to work on these types differ greatly.

The following image shows the different types of waste as per their use:

Fig. 10.2.9: Different types of waste

The following tables list the colour of Garbage Bins for dumping various types of waste with examples:

Wet Waste	Dry Waste	Sanitary Waste	Household Hazardous Waste
Green	Blue	Yellow	Red
Fruit & Vegetable Peels and pieces	Plastics bags, bottles, packing items	Diapers/Sanitary Napkins/ pads	Paints
Leftover food	Toys, food packets, milk sachets	Used cotton	Broken CFL, and tube lights leaked or used batteries
Used tea leaves/bags, Coffee powder/ grinds	Tickets, Newspapers	Earbuds	Diapers/ sanitary pads, expired or discarded medicines, Used Syringes, broken mercury thermometers
Match Sticks	Computer printouts	Animal/Human hair	Shaving Blades/Blades
Used/ Soiled tissue papers	Disposable Crockery, Pamphlets	Scrap Clothes	Pesticides/ Insecticide/ Pest killer
Shredded newspapers	Glass bottles and jars	Bandages	Household chemicals
Flowers, Plant leaves, Compostable materials	Tetra pack, Aluminium cans, etc.	Condoms	Used CDs
Meat and Poultry waste	Thermocol	Human Nails	Discarded medicines/ tablets

Table 10.2.1: Different types of waste

Dos and Don'ts of Waste Collection

The following table lists the typical dos and don'ts for handling and disposing of waste:

Dos	Don'ts
Collect and segregate waste properly and neatly	Mix different types of waste
Use the correct bin to dispose of the waste for recycling	Dispose of waste without taking into account the recycling option
Wash hands after collecting and disposing of waste	Eat while segregating and disposing of waste
Dispose of electric waste in a proper manner	Mix electric waste with regular office/kitchen waste

Table 10.2.2: Dos and don'ts of waste collection

Waste containers or dustbins should be properly filled. A well-maintained and sanitized waste area are crucial in keeping the family members from harm. For this, the following points should be kept in mind:

- The dustbins or waste containers should not be overflowing and should always be kept closed.
- The waste area and its surroundings should not have any bad odour. For this, garbage bags should be tied up tightly.
- Regularly changing the disposable bags, keeping dustbins, waste area, and its surroundings clean all the time.
- The waste area and its surroundings should be properly cleaned, and disinfectant should be used to reduce odour and minimize germs and insects.

Summary

- Safety Hazards in a workplace
- Handling safety Hazards
- Dealing with emergencies
- Classification of Fire and Fire Extinguishers
- Evacuation procedures
- First aid
- Energy and Material Conservation
- Waste handling

Exercise

Answer the following questions by choosing the correct option:

1. A _____is any material that has a negative impact on our health.
   a. Hazard b. Blizzard
   c. Buzzard d. None of the above

2. Some of the basic safety rules that should be followed at the workplace are
   a. Fire Safety b. Fall and Slips
   c. First aid d. All of the above

3. _____fires are related to solid materials like wood, paper, cloth, trash, rubber and plastics, charcoal, etc.
   a. Class B b. Class A
   c. Class D d. Class C

4. _____extinguisher uses a CO2 cartridge to expel the contents with force when the extinguisher is operated.
   a. Water b. Foam
   c. Dry chemical powder d. CO2

5. _____is medical attention provided to the patient immediately after the illness or injury.
   a. First aid b. Anaesthesia
   c. CPR d. None of the above

Descriptive Question

1. What is First aid and what is its significance?
2. Describe some evacuation procedures used in a workplace.
3. How safety hazards should be handled in a workplace?
4. What is Greening?
5. Explain the importance of energy and material conservation.

Notes

Scan the QR codes or click on the link to watch the related videos

https://www.youtube.com/watch?v=2Q810SfKASc

Safety Hazards

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

11. Employability Skills

DGT/VSQ/N0102

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Domestic Workers Sector Skill Council
DWSSC

12. Annexure

Module No.	Unit No.	Topic Name	Page No	Link for QR Code (s)	QR code (s)
Module 1: Role and Responsi-bilities of Assistant Home Manager	UNIT 1.1: Do-mestic Workers Sec-tor in India	Domestic Workers Sec-tor in India	12	https://youtu.be/sGDg8bjzWig	Domestic Workers Sector in India
Module 2: Manag-ing Respon-sibilities, Rights and Inter-ac-tions with Oth-ers	UNIT 2.2: Im-portance of Hy-giene Practices and Proper Waste Dis-posal	Importance of Following Hy-giene Prac-tic-es	42	https://youtu.be/oWh6daGaq6c	Importance of Following Hygiene Practices
Module 3: Manage Resourc-es and Fi-nances	UNIT 3.1: Man-age Stock of Supplies and Equipment	Home Equip-ment and Other Supplies Needed for Household Services	65	https://youtu.be/TOmXfwFuB2I	Home Equipment and Other Supplies Needed for Household Services
Module 4: Nur-ture Good Health and Fitness	UNIT 4.1: Food and Nutrition	Components of Food and Nutritional Values	92	https://youtu.be/5zgDbG_nPsg	Components of Food and Nutritional Values
		Human Physi-ology System and Role of Food	92	https://youtu.be/mQ22Sa9XTm0	Human Physiology System and Role of Food

Module No.	Unit No.	Topic Name	Page No	Link for QR Code (s)	QR code (s)
Module 5: Enable Personal Devel-op-ment and Growth	UNIT 5.1: Work-ing with Com-puters	Introduction to Computer	118	https://youtu.be/-AP1nNK3bRs	Introduction to Computer
Module 6: Provide Care and Manage Related Activities	UNIT 6.1: Achieve Cus-tomer Satisfac-tion via Team Work	Main Com-po-nents of a Computer	118	https://youtu.be/A1LwJRYiaho	Main Components of a Computer
Module 7: Cultivate Traditional Values and Norms	UNIT 7.1: Indian Traditional, Cul-tural and Family Values	Teamwork	153	https://youtu.be/lK3oqU2WNY0	Indian Traditional Values
		Gender Sen-si-tisation at Workplace	153	https://www.youtube.com/watch?v=MpPJ4Rr-5SQ	Languages Spoken in India
Module 10: Main-tain Health, Hy-giene and Safety Standards	UNIT 10.1: Safe-ty and Security at Workplace	Working in a Clean, Safe and Secure Environment	221	https://www.youtube.com/watch?v=2Q810SfKASc	Safety Hazards

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
RE IMAGINE FUTURE

Scan/Click this QR Code to access eBook

Domestic Workers Sector Skill Council
DWSSC

Address: **Domestic Workers Sector Skill Council (DWSSC)**
A-15, 1st Floor, FIEE Complex, Okhla Industrial Area, Phase-II,
New Delhi–110020
Email: info@dwsscindia.in
Web: www.dwsscindia.in
Phone: +91 011-42831823

Price: ₹