

NATIONAL CLASSIFICATION OF OCCUPATIONS

DIVISION-5

SERVICE WORKERS AND SHOP AND MARKET SALES WORKERS

Service workers and shop and market sales workers provide personal and protective services related to travel, housekeeping, catering, personal care, or protection against fire and unlawful acts, or they pose as models for artistic creation and display, or demonstrate and sell goods in wholesale or retail shops and similar establishments, as well as at stalls and on markets. Most occupations in this division require skills at the second skill level.

51 PERSONAL AND PROTECTIVE SERVICES WORKERS

Personal and protective service workers provide personal and protective services related to travel, housekeeping, catering, personal care, or protection against fire and unlawful acts.

511 TRAVEL ATTENDANTS, GUIDES AND RELATED WORKERS

Travel attendants and related workers provide various personal services in connection with travelling by aircraft, train, ship, bus or other vehicle, and escorting individuals and groups on travel tours, sightseeing visits and excursions.

5111 FLIGHT ATTENDANTS AND TRAVEL STEWARDS

Flight attendants and travel stewards render personal services to ensure the comfort and safety of passengers, serve meals and beverages, or plan and co-ordinate housekeeping and social activities in the aircrafts and ships.

5111.10 Chief Steward, Ship supervises and co-ordinates activities in steward's department aboard passenger or cargo vessel to ensure comfort of passengers aboard ship. Supervises workers engaged in house keeping and meal serving. Arranges space for shipboard recreation activities. Inspects passenger areas for cleanliness and observes services rendered by steward personnel for conformance to company standards. Collaborates with Chief Cook and Chief Passenger, vessel to plan menus. Requisitions stores such as food, sundries and furniture. Orders replacements for personnel leaving ship and authorises overtime work. Estimates food costs, maintains necessary accounts and compiles supply, overtime and cost control records.

5111.20 Steward, Ship attends to general needs and comforts of passengers on board ship. Keeps cabins clean and in order,

makes beds and changes used or soiled linen. Arranges material required by passengers in lounge or on deck such as chairs, rugs, etc. Serves meals, beverages in rooms when requested by passengers.

5111.30 Air Hostess attends to comforts, convenience and general needs of passengers in aircraft. Ensures cleanliness of cabin, greets passengers boarding plane and guides them to their assigned seats. Helps passengers in fastening or fastens herself their seat belts before take off and landing of aircrafts. Attends to requirements of passengers during flight such as reading material, cigarettes, etc., answers enquiries of passengers about schedule or route of plane and points out places of interests over which flight passes. Observes uneasy passengers and helps them in removing their discomfort. Serves beverages, breakfast or meals during flight, administers medicine in minor ailments of passengers and consoles passengers when plane is in distress. Greets passengers when they leave plane at destination. May perform routine clerical duties.

5111.40 Flight Steward, Flight Purser attends to physical comforts of passengers and takes care of cargo on international airplane flights. Checks cabin service items,

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sells liquor, beverage, cigarettes etc. to passengers; keeps account of seats and makes sleeper berths. May perform duties of Air Hostess if required.

5111.50 Aircraft Cargo Handling Supervisor directs ground crew in the loading, unloading, securing, and staging of aircraft cargo or baggage. Determines the quantity and orientation of cargo and computes aircraft center of gravity. Calculates load weights for different aircraft compartments, using charts and computers. Distributes cargo in such a manner that space use is maximised. Accompanies aircraft as a member of the flight crew in order to monitor and handle cargo in flight. Brief aircraft passengers on safety and emergency procedures.

5111.60 Air Crew Member performs in-flight duties to ensure the successful completion of combat, reconnaissance, transport, and search and rescue missions. Performs operating of aircraft communications and detection equipment, including establishing satellite linkages; conducting pre-flight, in-flight, and post-flight inspections of onboard equipment; operating and maintaining aircraft in-flight refueling systems; executing aircraft safety and emergency procedures; computing and verifying passenger, cargo, fuel, and emergency and special equipment weight and balance data; and conducting cargo and personnel drops.

5111.90 Flight Attendants and Travel Stewards, other include attendants on board of aircraft or ship who render personal services to ensure the comfort and safety of passengers, serve meals and beverages, or plan and co-ordinate housekeeping and social activities in the aircrafts and ships not elsewhere classified.

5112 TRANSPORT CONDUCTORS

Travel conductors collect or issue tickets and take care of safety and comfort on trains, trams, buses and other public transport vehicles.

5112.10 Guard, Passenger Train takes charge of express, mail, passenger or special

train and is responsible for its movement and safety. Receives instructions and checks particulars and marshalling order of train. Examines signalling and lighting equipment such as side lights, tail lamp, tail disc, etc. Supervises loading of goods of mail before beginning trip, and maintains prescribed records. Directs movement of train by signalling Engine Driver with appropriate flag and light signals. Submits report at termination of each run and hands over charge to relieving Guard or Station Master. Ensures appropriate measures during accidents and emergencies to obtain medical and other aids. May work as Conductor Guard Railway and assist upper class passengers in obtaining berths and seats and attend to passengers amenities. May issue certificates to passengers when necessary for issue or extension of tickets.

5112.20 Guard, Goods Train conducts goods train on scheduled route, ensuring safety of booked goods enroute. Inspects wagons for effective sealing, locking arrangements, and proper marshalling order. Checks particulars about destination of train and takes charge. Reports any discrepancies to proper authorities for rectification. Informs Engine Driver of routes to be followed and stoppages involved. Signals for movement of train after obtaining clearance from Station Master. Supervises coupling and detachment of wagons and conducts loading and unloading of freight enroute at various stops. Maintains prescribed records describing journeys undertaken, important incidents and difficulties involved. Hands over charge of train on completion of journey to proper officials.

5112.30 Breaksman, Railway ; Luggage Guard segregates inflammable materials and if experienced in passenger or goods train to receive and deliver parcels, luggage and goods. Receives instruction from Guard, Passenger Train or Guard, Goods Train and checks train formation, couplings, lights and other safety devices. Receives parcels, goods, luggage etc. from Parcel Clerks or Goods Clerk and groups items in car by station of discharge to facilitate quick unloading. Exchanges signals with Guards and Drivers while operating in ghat section trains. Maintains record of items loaded and

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unloaded at each station. Informs Guard at rear of train when transfer of goods is completed. Assists Guard, Passenger Train in his duties. May assist sick, aged or lady passenger in entraining and detraining while on duty in mail, express or passenger train.

5112.40 Conductor Guard, Railway maintains reservation chart of passengers and looks after their general comforts such as finding their accommodation, arranging for their meals, cleanliness of compartments, etc.; in train. Receives copy of reservation chart of passengers from Reservation Clerk before start of journey. Directs passengers having reservation to their reserved seats or berths and prevents unauthorized passengers from entering compartment. Maintains list of vacant berths and allots them to passengers entertaining at way side stations. Assists passengers in arranging their meals or lodging in rest-rooms at important stations where such facilities are provided by railways. Hands over reservation charts and papers to relieving Conductor at his destination station. May look after invalid, sick and lady passengers travelling singly during night. May take steps to avoid overcrowding in compartments. May arrange supply of linen and bedding to upper class passengers. May awake or remind passengers to alight at their destination station during night. May assist Guard, Passenger Train in issuing certificate to passengers for issue or extension of tickets. May report to appropriate authority any complaint which he is unable to remedy immediately.

5112.42 Ticket Collector, Railway examines and collects tickets of passengers and checks excess luggage or unauthorized articles. Collects duty chart from Station Master and reports for duty in prescribed uniform displaying identification badge and takes position at gate or platform as required. Checks tickets from persons entering or leaving platform. Clips tickets of incoming passengers boarding trains and collects tickets from outgoing passengers as appropriate. Checks excess luggage and unauthorized article carried by passengers. Collects ticket fares or excess luggage charges adding amount of penalty as per rules and issues fare receipts. Prepares statement of money collected and deposits

cash with Booking Clerk. Prepares charge sheet and hands over to Railway Police for prosecution of passengers refusing to pay railway dues. Checks and verifies badly dated or undated and blank paper tickets and maintains their records. Hands over luggage, horse, carriage and dog tickets if any to Parcel Clerk. Keeps himself acquainted with traffic rules and regulation. Prepares necessary reports and returns, submits them as prescribed and performs other duties as detailed. May get reservation labels fixed on air conditioned, I & II class sleeping compartments and reserved seats and also guide passengers. May attend to public enquiries, reserve seats before departure of trains and indicate running of trains on notice board. May check and turn out beggars and unauthorized hawkers from platform.

5112.44 Travelling Ticket Examiner, Railway checks and examines tickets of passengers in running trains. Collects duty chart from supervisor in charge and works according to programme. Reports for duty at scheduled time in prescribed uniform displaying identification badge. Checks and signs tickets of passengers from compartment to compartment, keeps eye on excess luggage, contraband and unauthorized goods carried, if any and collects ticket fares or luggage charges with or without penalty as per rules. Deposits money collected at stations of his beat as prescribed. Hands over passengers who refuse to pay railway dues, to Station Master or Ticket Collector for prosecution etc. Checks and confiscates badly dated or undated tickets and prepares their statement. Maintains daily trip report showing details of trains and carriages checked, passengers charged irregularities noticed and names of stations where cash is deposited. Extends help and protection to passengers when sought. May carry light weighing apparatus through Scale Porter to weigh luggage in the running train. May travel in sleeper class and look after reservation of berths and seats. May attend to public enquiries.

5112.46 Ticket Examiner; Ticket Checker; Assistant Traffic Inspector (Motor Transport) checks and examines tickets of passengers on buses and supervises work of Bus Conductors, Checking Inspector

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and Drivers. Selects route and boards any bus on route or within allotted area. Checks way bill and tally it with tickets. Prevents overloading and checks tickets of passengers to ensure that nobody is travelling without ticket or exceeding his journey. Checks excess luggage gets it charged as per rules and ensures proper recording of trip sheets, invoice and other records of vehicle. Supervises and guides Conductors in discharge of their duties. Checks over-speeding and driving habits of Drivers and ensures that buses are running to schedule and traffic rules are observed. Notes irregularities or malpractices and also useful information about line staff or passengers or others in connection with transport and reports them to the authorities. Maintains necessary records, attends to investigation of accidents and submits daily trip report. May check cash with Conductor to prevent excess charging and malpractices.

5112.50 Passengers Guide, Railway guides and assists passengers travelling in lower class compartments in finding accommodation, purchasing tickets, boarding and changing correct trains and availing of passenger amenities provided at railway stations. Selects vantage position at railway station and follows movement of passenger traffic to locate individuals in difficulties and provides them information and guidance about movements, timings of trains booking counter, etc. Ensures that waiting halls, platforms, and carriages in trains are kept neat and tidy. Reports defects in carriage fitting such as electrical, watering sanitary, safety devices, etc. to train examining staff for rectification. Intervenes in disputes between porters and passengers when necessary. Reports cases requiring assistance of police to Station Master, Railway. May arrange supply of invalid chairs to sick passengers on requisition. May also investigate complaints of excess charging by Booking Clerks.

5112.60 Conductor Tram collects fares, issues tickets, conducts running of tram cars on scheduled routes by signalling to Tram Car Driver to start or stop as necessary. Receives instructions from Time Keeper at depot. Collects bill and tickets from Cashier and displays destination board in car. Cooperates with Tram Driver in maintaining

time schedule. Checks interior of tram car, seats, electric lights, fans, first aid box, etc. and ensures cleanliness inside car. Signals Driver to start tram. Regulates boarding of passengers ensuring that tram is not overloaded. Collects fares and issues tickets. Signals to Driver to stop Tram Car to permit passengers to alight or board tram at scheduled stoppages. Assists passengers and maintains order in tram car. Renders first-aid to passengers in case of accident. Checks car after each trip and deposits left articles if any with Depot Starter. Verifies entries made by Starter on ticket memo and mileage card at end of each trip. May maintain simple records.

5112.70 Bus Conductor conducts bus on scheduled route, either long distance or in urban area, picking up and dropping passengers at recognised stops and collects fares. Checks interior equipment of bus, seats, board, first-aid box, etc. Examines and tallies way bills with ticket packets before commencing run. Adjusts destination board of bus before commencement of each trip. Regulates boarding of bus and assists passengers in handling luggage. Answers queries of passengers regarding timing, route and fares. Collects fares and issues tickets to passengers and checks ticketless and over travelling. Signals Bus Driver by bell or whistle to start or stop and to allow passage for other overtaking vehicles. Cooperates with him in maintaining time schedule. Announces names of stages or stops as they are approached. Hands over lost property found in bus at end of each journey to Time Keeper or other superior officer. Guides Driver while reversing bus by whistle or bell signal when necessary. Gives first-aid to passengers in case of accident. Verifies entries made by Starter on ticket memo and mileage card at end of each trip and renders account of cash and unsold tickets to Cashier or employer. May note names and addresses of witnesses and passengers, etc. and submit report to employer or Senior Officer as required.

5112.90 Transport Conductors and Guards, Other include all other Transport conductors and Guards engaged in railway or road transport services, not elsewhere classified.

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5113 TRAVEL GUIDES AND GROUND HOSTS

Travel guides and ground hosts accompany individuals or groups on sightseeing tours or excursions, describe points of interest and provide other guide and hospitality services.

5113.10 Travel Agent plans travels, provides related information and arranges accommodation, itinerary and other facilities for tourists, officials', businessmen and educational or other parties. Receives information from persons, seeking help and necessary facilities. Answers inquiries, offers suggestions and provides descriptive literature road maps etc., pertaining to trips, excursions, shopping and entertainment features. Discusses routes, time schedules, baggage limits, rates and types of accommodation with patrons to determine their arrival and departure times and assists personnel to complete travel forms, visas and other official and business transaction pertaining to travel. Plans itinerary and makes travel, baggage handling, passage reservations, accommodation and other arrangements as sought within available funds. Delivers travel and reservation tickets and connected papers to party or authorized person, informs him of the arrangements made and collects, expenses incurred and service charges either through bank or in cash. May arrange for road transport camping and other facilities if desired. May arrange study travel for students going abroad.

5113.20 Tourist Guide guides tourists and visitors to places of interest and explains historical background and importance of site. Accompanies tourists on their excursions to and around places of tourist interest and explains historical, cultural, social, religious and architectural significance of monuments. Answers questions of tourists relating to various economic and social aspects of life or people. May assist tourists in shopping. May act as interpreter to tourists to converse with people and or shopkeepers, hoteliers, etc.

5113.90 Travel Guides and Ground Hosts, other include all other worker, engaged in

guiding, ground hosting and assisting tourists and excursion parties in their travels and visits not elsewhere classified.

512 HOUSEKEEPING AND RESTAURANT SERVICES WORKERS

Housekeeping and restaurant services workers organise, supervise and carry out housekeeping functions in commercial establishments, institutions or private households, or perform various kinds of work related to the preparation and cooking of meals and the serving of food and beverages in various commercial establishments, institutions, private households, ships or passenger trains.

5121 HOUSEKEEPERS AND RELATED WORKERS

Housekeepers and related workers organise, supervise and carryout housekeeping functions in hotels, clubs, boarding schools and other enterprises and institutions and in private households.

5121.10 House Keeper(Institutional) supervises work of staff engaged in cleaning rooms, lounges and dining halls of hotel. Assigns duties to staff and visits periodically all portions of hotel to assure that areas are clean and tidy. Reports any defects in electrical and water systems. Arranges to have rooms and public places periodically white-washed or painted. Indents for fresh supply of linen, and discards worn out items and greets guests in their rooms and enquires about their comfort. Keeps custody of luggage left temporarily by residents. Supervises work of Lascars Porter (Hotel, Sweepers, Room Boys, Lift Boys and Linen Keeper).

5121.15 Janitor keeps hotel, office building, apartment house, or similar building in clean and orderly condition and tends furnace, air-conditioner, and boiler to provide heat, cool air, and hot water for tenants, performing any combination of following duties: Sweeps, mops, scrubs, and vacuums hallways, stairs and office space. Regulates flow of fuel into automatic furnace or shovels coal into hand-fired furnace. Empties tenants' trash and garbage containers. Maintains building, performing minor and

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routine painting, plumbing, electrical wiring, and other related maintenance activities, using hand tools. Replaces air-conditioner filters. Cautions tenants regarding complaints about excessive noise, disorderly conduct, or misuse of property. Notifies management concerning need for major repairs or additions to lighting, heating, and ventilating equipment. Cleans snow and debris from sidewalk. Mows lawn, trims shrubbery, and cultivates flowers, using hand tools and power tools.

5121.20 House Keeper (Domestic) organises and supervises work of Domestic Servants for maintaining house in clean and orderly manner. Allots work to various staff under control and supervises their work. Ensures proper maintenance and cleanliness of house. Purchases provisions and other necessities as advised and maintains accounts. Looks after needs and comforts of guests and visitors. May also look after children. May assist in shopping.

5121.25 Supervisor, Front Office coordinates front-office activities of hotel or motel and resolves problems arising from guests' complaints, reservation and room assignment activities, and unusual requests and inquiries: Assigns duties and shifts to workers and observes performances to ensure adherence to hotel policies and established operating procedures. Confers and cooperates with other department heads to ensure coordination of hotel activities. Answers inquiries pertaining to hotel policies and services. Greets important guests. Arranges for private telephone line and other special services. May patrol public rooms, investigate disturbances, and warn troublemakers. May interview and hire applicants. May receive and process advance registration payments. May send out letters of confirmation or return checks when registration cannot be accepted.

5121.30 House Steward supervises and coordinates activities of pantry, storeroom and non cooking kitchen workers, and purchases or requisitions foodstuffs, kitchen supplies and equipment. Inspects kitchens and storerooms to ensure that premises and equipment are clean and in order and that sufficient food stuffs and supplies are on hand to ensure efficient service. Examines

incoming purchases for quality and to ensure that purchases are as specified in order. Approves invoices or bills for payment. Coordinates work of non cooking kitchen and storeroom workers engaged in activities such as dishwashing, silver cleaning and storage and distribution of foodstuffs and supplies. Establishes controls to guard against theft and wastages. Confers with House Keeper concerning banquet arrangements for food service equipment and extra employees. May plan and price menus, keep cost records and establish budget controls to ensure profitable food service operation

5121.35 Matron, House Keeping; Controller of Household supervises work of staff in hostels, boarding houses, orphanages and other residential institutions and looks after welfare of residents and cleanliness of premises. Allots duties to domestic staff engaged in cleaning rooms. Sees that 'Ayahs', Waiters etc., attend to comfort of residents and maintains cleanliness of place. Meets women residents, enquires about their comfort and arranges for their requirements.

5121.40 Governess cares for children in private home and looks after their recreation, diet, health and development. Teaches children good health and personal habits and assists them in their studies. Arranges parties, outings and picnics for children. Takes disciplinary measures to control children's behaviour. Ascertains cause of behaviour problems of children and devises means for solving them. May teach foreign language to children cared for. May be designated as NURSERY GOVERNESS if engaged to care for young children.

5121.50 Linen Keeper supplies linen needs of rooms, lounges and dining halls of hotel. Maintains linen register indicating stock position of various types of linen. Issues clean linen (bedcovers, table-cloth, napkins, towels) to rooms and dining halls in place of dirty or soiled ones. Sends soiled linen to laundry, and collects washed and pressed articles. Sorts out linen that requires repair or replacement and recommends purchase of fresh linen. May mend or sew linen.

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5121.60 Hotel and Restaurant Keeper runs hotels, restaurants, tea stalls, snack bars etc., on his own account and serves food and beverages to customers. Arranges business accommodation in suitable locality and furnishes it within available means. Appoints cooks, servants, dish-washers, etc., to serve food to the customers as required and obtains business license. Purchases saleable food stuff and other raw materials, economically, according to nature and extent of business. Gets food prepared to suit taste of likely customers under his direct supervision. Serves food and beverages to customers on demand or at fixed hours and collects money from them. Ensures safety of boarders' property if also catering for lodging services. Maintains necessary cleanliness and abides by respective municipal rules. Maintains daily accounts and other registers as enforced by law and to ensure business profit. May cook food, serve them to customers himself and perform other tasks if working on very small scale. May supply food and beverages at customers' residence or any other place within easy reach. May take catering contract at customers' residence on special occasions.

5121.70 Room Bearer assists guests arriving at hotel entrance by opening doors of vehicle, helping them alight, and guiding them to Reception Clerk and sees that luggage is unloaded and carried to guest's room by Lascars. Assists residents in getting taxis or coaches. Answers telephone calls. Allots rooms to unexpected guests etc./ in absence of enquiry and reception clerk at night. Maintains night report register indicating happenings, work of night duty staff etc. Maintains keys of resident rooms and arranges for delivery of mail, letters and telegrams. May make beds, clean dress and polish shoes.

5121.90 Housekeepers and Related Workers, other include other workers who organise, supervise and carryout housekeeping functions in hotels, clubs, boarding schools and other enterprises and institutions and in private households not elsewhere classified.

5122 COOKS

Cooks plan, organise, prepare and cook foodstuffs in hotels, restaurants and other public eating-places, on board ships, on passenger trains and in private households.

5122.10 Head Cook plans meals and supervises and co-ordinates work of cooks and other kitchen helpers in large hotels, restaurants or other establishments and aboard ships or railway trains. Plans daily menu, taking into account probable number of guests, marketing conditions, popularity of various dishes and recency of menus used, and assigns prices to items. Supervises preparation and cooking of food, and instructs cooks as required. Concocts special dishes and invents recipes. Tests cooked foods by tasting or smelling them. Requisitions or purchases food supplies and kitchen equipment as necessary and checks them for quality and quantity and supervises cooks and other kitchen workers. May hire and discharge cooks.

5122.20 Cook, Institutional prepares, seasons and cooks soups, meats, vegetables, desserts and other foodstuffs for consumption in hotels, restaurants and other establishments. Fries, boils, broils, roasts or steams vegetables, meats, fish and other food to prepare dishes listed on menu and prepares salads, sandwiches, cakes, fruit juices and other cold foods. Supervises dish washing and preparing of vegetables and other foodstuffs for cooking. May specialize in preparing a particular type of food, such as meat, salad, pastry or vegetables, and be designated accordingly.

5122.30 Cook, Domestic prepares and cooks meals in private households. Plans menu according to own judgement or employer's instructions and prepares vegetables and meats. Cooks food stuffs according to recipes or own judgement. Cleans or supervises cleaning of kitchen and cooking utensils. May serve meals, perform duties of valet and be designated as COOK-BEARER.

5122.40 Cook, Ship on board ship. Plans menu taking account of foods in season and local availability. Cooks food stuffs in quantities according to menu and number of

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persons to be served. Cleans, cuts and cooks meat, fish and poultry and bakes breads and pastry. Washes dishes and cleans galley and galley equipment. May order supplies and maintain record and accounts. May supervise activities of one or more workers who assist in preparing and serving, meals.

5122.50 Kitchen Porter, Masalchi carries, meat, vegetable water etc. for kitchen in hotels. Cleans crockery, cutlery, dishes, plates, cooking utensils; lights and maintains fire; washes, cuts and peels vegetable. May use kitchen machines e.g. electric washers, knife cleaners, potato-peeler.

5122.60 Pantryman prepares snacks and beverages in large hotels, clubs or similar establishments and maintains account of sales. Prepares and mixes various ingredients to be used in salads, fruit cocktails, beverages and sandwiches. Serves preparations to Waiters as requested and supplies sugar, cream, pepper, milk, coffee and tea to waiters as ordered and keeps account of sales or issues. Maintains pantry in clean and orderly condition. May work as such in ship's dining rooms.

5122.90 Cooks, other prepare special food or dishes in private households or public eating places and include cooks not elsewhere classified such as: SWEET MASTER plans and prepares general and special sweet dishes, in hotels, restaurants and other such establishments. DIET COOK prepares special diets for invalids. TEA AND COFFEE MAKER brews and prepares beverages like coffee and tea in hotels, clubs or similar establishments and ensures proper cleanliness of stall.

5123 WAITERS AND BARTENDERS

Waiters and bartenders serve food and beverages in commercially- operated dining and drinking places, clubs, institutions and canteens and on board ships.

5123.10 Butler serves or supervises serving of foods and beverages and performs additional services in private households. Sets or supervises setting of table for meals and for special occasions, by bearers. Serves or supervises serving of meals and wines and removes or directs removal of dishes

between courses. Prepares or supervises preparation of fancy uncooked dishes such as fruit cocktails and salad. Prepares and serves tea, coffee, liquors and accompanying foods and performs additional services such as receiving guests. May supervise cleaning of dining room.

5123.20 Steward, Hotel supervises work of Dining Room Waiters Pantry man and Room Service Waiter and ensures that guests are served promptly and courteously in dining room. Receives customers in dining hall and escorts them to tables and obtains orders from customers and ensures that food is served promptly by Waiters. Visits rooms, halls and other areas to ensure that they are kept clean and tidy. Ensures that glass, china and silver wares are in good order. Prepares dining halls for banquets and special occasions by decorating them with flower vases and arranging tables and chairs in pleasing fashions. Keeps record of any breakage of crockery or loss of cutlery. May keep kitchen equipment, crockery, cutlery etc., under his charge and issue them as needed. May purchase food supplies and kitchen equipment and check them for quality and quantity. May supervise storage and issue of supplies.

5123.30 Bearer; Waiter (Domestic) lays tables and serves meals and beverages in private house, Prepares tables for meals by spreading clean linen or plastic cover and placing glasses, condiment-holders, flower-vases, plates and cutlery over it. Places dishes on table in front of persons and serves food and supplies additional food and water when required. Removes soiled dishes from table. Performs other domestic work such as keeping of ward-ropes, dressing persons, cleaning clothes, polishing shoes, making beds. May prepare food and clean utensils.

5123.40 Waiter; Bearer (Institutional) serves food, snacks, beverages to customers, guests in hotels, bars, and restaurants. Prepares table with clean linen, condiments-containers, glasses, menu-card and obtains orders from customers. Collects food, beverages, snacks etc., from kitchen according to customers' orders from Pantryman and serves them. Waits on customers periodically for additional requirements, of food etc. Removes used

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plates, cups, saucers from table and presents bill to customers and collects cash and hands it to Cashier. Is designated as WAITER(dining room) if employed in serving food in dining rooms and LOUNGE WAITER if engaged for serving beverages and snacks in lounge.

5123.50 Wine Waiter; Abdar receives orders for drinks, obtains them from Barman and serves to customers. Attends to customers and patrons visiting bar, club, dining room, hotel and other institutions and answers enquiries about availability of drinks. Takes order for drinks, obtains them from Barman and serves customers and waits on customers and serves additional requirement of drinks. Presents bill for payment and deposits amount with Barman. Removes empty glasses and cleans table. May serve snacks if required.

5123.60 Barman measures, mixes and serves alcoholic and non-alcoholic drinks at bar, in clubs, and other institutions and answers inquiries. Receives orders for drinks from Wine Waiter or directly from customers and measures drinks by pegs in glasses and serves to customer or supplies them to Wine Waiter to be served. Supplies other beverages if required. Prepares bill for payment and maintains account and keeps records of stock. May mix various drinks to make cocktails.

5123.90 Waiters and Bartenders, other include all other waiters and bartenders who serve food and beverages in commercially-operated dining and drinking places, clubs, institutions and canteens and on board ships not elsewhere classified.

513 PERSONAL CARE AND RELATED WORKERS

Personal care and related workers provide child care and help in looking after school children, perform various tasks in order to assist medical and nursing professionals and associate professionals in their duties at hospitals and other institutions, provide home based personal care, or help veterinary, pharmaceutical or other professionals in their tasks.

5131 CHILD CARE WORKERS

Childcare workers take care of employers' children and oversee their daily activities, or engage in helping teachers to look after school children.

5131.10 Ayah; Maid (Institutional) attends to comfort of women residents in hotels, waiting rooms, clubs, and other institutions and looks after their children. Prepares beds for women residents and their children. Bathes children and dresses them and dusts and cleans rooms. Washes clothes of children and women residents. Takes out children to public parks for playing and other recreation. Feeds children. May escort children to and from school and look after their comfort and be called "AYAH SCHOOL". May be known as "AYAH, WAITING ROOM", when looking after lady passengers in waiting room at Railway or bus stations.

5131.20 Ayah; Nurse Maid (Domestic) takes care of children in private households. Attends to the requirements of the children and watches over their activities. Assists children in bathing, dressing and feeding. Takes them out for walks and recreation and plays and exercises with children. Washes their garments. Takes infants out in hand-cart or perambulator. May perform other house-hold work, not connected with child care. May be known as WET NURSE if she feeds infant with her own milk.

5131.30 Child Care Worker attends to children at schools, businesses, private households, and child care institutions. Performs a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Supports children's emotional and social development, encouraging understanding of others and positive self-concepts. Cares for children in institutional setting, such as group homes, nursery schools, private businesses, or schools for the handicapped. Sanitises toys and play equipment. Disciplines children and recommend or initiate other measures to control behavior, such as caring for own clothing and picking up toys and books. Identifies signs of emotional or developmental problems in children and bring them to parents' or guardians' attention. Observes and monitors

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children's play activities. Keeps records on individual children, including daily observations and information about activities, meals served, and medications administered. Instructs children in health and personal habits such as eating, resting, and toilet habits. Reads to children, and teaches them simple painting, drawing, handicrafts, and songs. Organises and participates in recreational activities, such as games.

5131.90 Childcare Workers, other include all other workers engaged in taking care of employers' children and oversee their daily activities, or engage in helping teachers to look after school children.

5132 INSTITUTIONAL BASED PERSONAL CARE WORKERS

Institutional based personal care workers provide child care and help in looking after school children, perform various tasks in order to assist medical and nursing professionals and associate professionals in their duties at hospitals and other institutions, provide home based personal care, or help veterinary, pharmaceutical or other professionals in their tasks.

5132.10 Daftry; Attender supplies stationery articles to officials, prepares envelopes, weighs and affixes postage stamps on outgoing dak, binds registers, loose files, books etc. and performs other miscellaneous work. Sorts out files according to number or other distinguished marks. Helps Record Clerk in stitching papers or typing bundles and marking them. Arranges files in racks or other special receptacles in prescribed order or as instructed by Record Clerk. Takes inventory of stationery items received from central stores and helps Record Clerk in getting them entered in registers. Collects indent from Record Clerk and supplies stationery articles or files to indentors against acknowledgement. Weighs covers of outgoing dak, affixes correct stamps on them and fastens them for posting. May prepare new envelopes from rough paper and paste economy slips. May operate duplicating machine and cyclostyle required number of copies. May supervise work of peons. May attend to any other duties allotted.

5132.20 Peon; Office Boy; Lascar performs variety of unskilled miscellaneous tasks in office or establishment such as carrying of papers and files from one section to another, delivering of local dak, going out for local purchases, depositing bills in treasury, bank, etc., running errands, and calling litigants to appear in court. Carries papers, files etc. to different sections or superiors. Attends to superiors and carries out assigned duties. Delivers local dak to addressees. Assists Despatch Clerk in fastening envelopes, affixing postage stamps and posting of mail. Is designated as Jamadar if attached to head of Department or Orderly Peon if attached to other officer. May operate simple office machines like duplicating machines, envelope stamping machine, etc. May perform duties of watchman. May deposit bills in Treasury and may encash bills and cheques from Treasury or Bank.

5132.30 Process Server serves summons or other processes of law issued by court, on parties concerned for appearance in courts or for realization of dues etc. Receives list of summons and processes to be served on parties from Reader, Court or from other competent authority. Serves summons or process on parties by delivering one copy of summons after taking acknowledgement on second copy. Affixes copy of summons or processes at prominent public places, doors or houses of concerned parties, if parties refuse to accept summons or processes. Deposits copies of summons served together with unserved summons with reasons for non-service to competent authority. May attend to court duties and call parties or litigants into court by calling their names. May perform duties of peon.

5132.90 Institutional Based Personal Care Workers, other include other institutional based personal care workers who provide child care and help in looking after school children, perform various tasks in order to assist medical and nursing professionals and associate professionals in their duties at hospitals and other institutions not elsewhere classified.

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5133 HOME- BASED PERSONAL CARE WORKERS

Home- based personal care workers attend to various personal needs and in general provide personal care for persons in need of such care at their own homes because of physical or mental illness or disability or because of impairment due to old age.

5133.90 Home- Based Personal Care Workers, other include personal care workers who attend to various personal needs and in general provide personal care for persons in need of such care at their own homes because of physical or mental illness or disability or because of impairment due to old age not elsewhere classified.

5139 PERSONAL CARE AND RELATED WORKERS n.e.c

This Family covers personal care and related workers not classified elsewhere in Group 513, Personal care and related workers. For instance occupations in this Family should be classified which involve helping veterinary or pharmaceutical professionals or associate professionals in performing their tasks.

514 OTHER PERSONAL SERVICE WORKERS

Other personal service workers perform various tasks in order to improve the appearance of individuals, provide companionship or look after the wardrobe and other personal effects of employers, or provide embalming and funeral services.

5141 HAIRDRESSERS, BARBERS, BEAUTICIANS AND RELATED WORKERS

Hairdressers, barbers, beauticians and related workers cut and dress hair, shave and trim beards, give beauty treatment, apply cosmetics and make-up and give other kinds of treatment to individuals in order to improve their appearance.

5141.10 Hair Dresser; Hair Stylist (Ladies) cuts, washes, dyes and waves hair and performs other personal services incidental to hair dressing of women.

Covers clothings of client with towel or apron to avoid sticking of cut hair. Cuts hair according to instructions of client or according to a particular style using clippers, scissors, razors and combs. Washes, rinses and dries hair, using shampoos and solutions as necessary and bleaches, dyes or tints hair. Waves hair by wrapping it with round curlers, adding wave solutions and performing other tasks to obtain required effect. Sets hair in desired style by combing. May clean, shape and polish finger nails. May give scalp treatment to clients.

5141.15 Hair Stylist specialises in dressing hair according to latest style, period, or character portrayal, following instructions of patron MAKE-UP ARTIST, or script: Questions patron or reads instructions of MAKE-UP ARTIST or script to determine hairdressing requirements. Studies facial features of patron or performing artist and arranges, shapes, and trims hair to achieve desired effect, using fingers, combs, barber scissors, hair-waving solutions, hairpins, and other accessories. Dyes, tints, bleaches, or curls or waves hair as required. May create new style especially for patron. May clean and style wigs. May style hairpieces.

5141.20 Barber; Hair Cutter; Hair Dresser cuts hair, shaves and trims beards, moustaches and performs other personal services to customers incidental to barbering. Covers neck and clothings of customers with towel or apron to avoid cut hair fall on them. Cuts hair, shaves or trims beards or moustaches according to instructions of customers or according to particular style using clippers, scissors, razors and combs. Trims or files raised nails of hands, removes superfluous hair from eye brows, nostrils and ears. Brushes off cut hair from head and neck and washes and cleans face using hand spray and towel and applies antiseptics, cream on face. Performs other personal services such as shampooing, massaging of head by hand and recombs hair. May do massaging of body and arrange hot or cold bath in hair cutting salon. May do massaging of head and face by electric treatment. May dye and wave hair. May cut corns.

5141.30 Beautician gives various forms of beauty treatment to clients. Examines

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clients' skin and suggests suitable treatment. Applies lotions, creams and packs to stimulate circulation, lubricate tissues and remove wrinkles and lines. Massages face, neck, arms, legs or other parts of body and gives treatment for superficial skin blemishes. Removes superfluous hair by wax treatment or other method. Shapes, colours and otherwise treats eyebrows and eyelashes and applies cosmetics and advises on suitable make-up. May cut, comb and wave hair according to clients' instructions or according to particular style, tint or dye hair, and give scalp treatment. May clean, shape and polish finger nails.

5141.40 Manicurist cleans, shapes and polishes finger nails. Applies liquid polish-remover or lotion to take off old nail polish or to clean nails. Moistens nails with water before cutting with scissors or nipper and files edges of nails to shape., Applies nail paint with small brush. Cleans and sterilizes equipment. May advise customers on massage and use of creams to improve appearance of hands and arms. Is known as PEDICURIST if performs similar operations on feet, cuts or treats corns.

5141.45 Skin Care Specialist provides skin care treatments to face and body to enhance an individual's appearance. Advises clients about colors and types of makeup, and instruct them in makeup application techniques. Applies chemical peels in order to reduce fine lines and age spots. Cleanses clients' skin with water, creams and/or lotions. Demonstrates how to clean and care for skin properly, and recommend skin-care regimens. Determines which products or colours will improve clients' skin quality and appearance. Examines clients' skin, using magnifying lamps or visors when necessary, in order to evaluate skin condition and appearance. Keeps records of client needs and preferences, and the services provided. Performs simple extractions to remove blackheads. Removes body and facial hair by applying wax. Selects and applies cosmetic products such as creams, lotions, and tonics.

5141.50 Make-up Man applies make-up to faces of actors and other performers to improve or alter their appearance for studio or stage productions. Examines casting list and requisitions wigs, beards and other

materials needed. Applies make-up, such as grease paint, rouge, lipstick, face powder, wigs and beards to impart desired facial characteristic or expression to Actor or Actress. Issues instructions to Hair Dresser as to style of hair dressing required.

5141.60 Dresser, Stage and Studio designs, maintains, selects costumes and dresses Actors and Actresses for stage and studio performance. Determines type of dresses required for dressing Actors and Actresses in playing various roles, in consultation with **Art Director**. Designs dresses for tailoring and ensures that completed dresses fulfill requirement of character to be depicted. Dresses Actors and Actresses or assists them in dressing appropriately for stage or studio. May keep dresses and cloths, and maintain accounts. May alter or repair dresses. May get cloths washed and pressed after use.

5141.70 Wigman designs wigs, beards, moustaches etc. as per requirement and fits them on Actors of stage and studio. Selects wig, beard or moustache appropriate to character or role. Attaches wig or hair pieces on to wig block, model using hammer and tack or pins. Combs and sets hair according to specification by water-waiving or with paper spills. Sprays hair with lacquer to keep hair in place. Places wig on electric heater for drying and ensures that wig has acquired required shape and pattern. Removes wig from wigblock, model after pulling out tacks or pins and applies spirit gum on them. Fixes them on face, head, etc. of Actor or Actress as required. Inserts hair clips where necessary and adjusts wig to convenience of Actor or Actress. May apply make up such as paints, lipstick, powder, etc. to Actor or . Actresses.

5141.80 Bath Attendant, attends to clients taking bath and administers elementary massage to improve their sense of well-being. Prepares water or steam-bath and attends clients during bathing. Rubs body of client with soap and sponge to clean pores of skin and gives client a shower or pours water to wash off soap from body. May help client in drying body with towel and in dressing after bath.

5141.90 Hairdressers, Barbers, Beauticians and Related Workers, other

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include all other hairdressers, barbers, beauticians and related workers not elsewhere classified.

5142 COMPANIONS AND VALETS

Companions and valets provide companionship and attend to various personal needs of the employer.

5143 UNDERTAKERS AND EMBALMERS

Undertakers and embalmers perform various tasks in the disposal of dead human bodies.

5143.10 Undertaker supervises arrangements for funeral including provision of coffin, burial clothes, flowers, etc., according to requirements. Obtains data from family for supply of coffin of suitable size and arrange for digging of grave of required dimensions, and type. Provides burial clothes of kind required for draping coffin and covering body and arranges for hearse (vehicle for conveying coffin) to transport body to grave yard ; wreaths and flowers required for occasion . supervises lowering of coffin into grave by bearers. Suggests kinds of tomb-stone available and makes arrangements for its preparation and installation on grave. May make arrangements for band for occasion. May arrange for examination of corpses after getting necessary permission from authorities and transfer remains in hermetically sealed coffin and arrange for transport of remains to clients.

5143.20 Embalmer preserves dead human bodies by injecting and applying preserving medicines to retard or arrest process of decay or decomposition. Washes body with germicidal soap; sews lips shut, and packs orifices with cotton to prevent leakage; drains blood from body by cutting artery and injects preservative or embalming fluid into body under gravitational pressure. Moves parts of dead body manually for injected fluid to spread thoroughly. Punctures internal organs through abdomen to remove fluids and gases. Closes incisions and restores disfigured bodies to their normal appearance by affixing pieces of moulded wax or other material to injured portions of

body. Dresses body and places it in coffin for preservation till specified period.

5143.30 Grave Digger digs graves with pick and shovel in grave-yards, cemeteries and church-yards. Marks out dimensions of grave on ground, digs earth with pick and shovel to excavate soil to required depth. Braces sides of excavation with wooden props when necessary to prevent coverings during or after burial of body. Refills grave with earth after burial of dead body or lowering coffin in grave and covering it with planks or stone slabs to protect body being exhumed by carnivorous animals such as jackals, stray dogs. May assist in lowering coffin into grave using ropes or cloth, etc.

5143.90 Under Takers and Embalmers, other include all other workers engaged in preparing of dead bodies for burial, cremation, preservation or other purposes, not elsewhere classified.

5149 OTHER PERSONAL SERVICES WORKERS n.e.c.

This Family covers personal service workers not elsewhere classified in Group 514, Other personal services workers. For instance occupations in this Family should be classified which involve performing duties of club or nightclub hostesses or hosts.

515 ASTROLOGERS, FORTUNE-TELLERS AND RELATED WORKERS

Astrologers, fortune-tellers and related workers predict future events in persons' lives by practicing astrology or by other techniques and give warnings and advice on possible courses of action.

5151 ASTROLOGERS AND RELATED WORKERS

Astrologers and related workers predict future events in persons' lives by practicing astrology or related techniques and give warnings and advice on possible courses of action.

5151.10 Astrologer casts horoscope of persons, showing position and influence of stars and planets at time of birth and interprets horoscope to relate past and to

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forecast future events in their lives. Casts and interprets horoscope of persons, showing position and influence of stars and planets on individuals regarding their health, longevity, prosperity, family and social life etc. Determines auspicious time for various human activities such as marriages, journeys, religious ceremonies etc. Advises individuals about precautions to be taken and religious rites to be performed to avoid evil influences of stars and planets. May prescribe to wear specific stones (jewels), metals or roots of trees or plants to reduce adverse planetary effects and for promoting of better prospects.

5151.90 Astrologers and Related Workers, other include those who predict future events in persons' lives by practicing astrology or related techniques and give warnings and advice on possible courses of action not elsewhere classified.

5152 FORTUNE-TELLERS, PALMISTS AND RELATED WORKERS

Fortune-tellers, palmists and related workers recount past and forecast future events on the basis of the characteristics of clients' palms, samples of playing cards drawn at random or other factors.

5152.10 Palmist interprets lines and other symbols on palms, feet or forehead of persons to relate their past and forecast future events in their lives. Examines palms, feet or forehead of individuals and studies lines and other symbols noting their position and if necessary by taking impression on paper. Makes scientific study by measuring lines, examining mounts, colour of nails, shape of hand, fingers etc. using magnifying glass if required. May prescribe to wear specific stones (jewels), metals or roots of trees or plants for better prospects.

5152.90 Fortune-tellers, Palmists and Related Workers, other practice art of fortune-telling and treat physical and mental ailments by spiritual powers and include those predicting future events or preparing talismans not elsewhere classified such as:

Card Reader if relates past and forecasts future events of individuals by reading and interpreting playing cards picked by Customer or by reading content of hand-

written card picked by trained birds from pack of cards scripted with variety of predictions of past and future events.

Nadi Jyotishi measures shadows of individuals and reads out past and forecasts future on the basis of measurements from book known as 'Chhaya Shastra'.

Numerologist explains occult significance of numbers and their influence and relation of human life. Calculates one's lucky or important number and number value of one's name and suggests auspicious time for effecting important transactions and decisions.

Faith Healer if engaged in treatment of physical and mental ailments and discomforts of individuals by giving talisman and performing special rites and charms.

516 PROTECTIVE SERVICE WORKERS

Protective service workers protect individuals and property against fire and other hazards, maintain law and order and enforce laws and regulations.

5161 FIRE FIGHTERS

Fire fighters prevent, fight and try to extinguish fires, rescue persons and salvage property and goods during and after fires and major accidents.

5161.10 Fire Fighter; Fireman (Fire Service), fights fires as member of fire fighting force using fire fighting equipment to extinguish fire, rescue people and property from fire and performs sentry duty. Visits scene of fire on motor vehicle equipped with fire fighting material, water pumps etc. on receipt of fire information. Connects and mans hose to spray water or chemicals on fire, or uses portable fire extinguisher in places not accessible with hose. Demolishes parts of buildings or other structure as necessary, to clear passage and to prevent further spread of fire. Rescues trapped persons and administers artificial respiration to those overcome by heat or fire. Maintains fire fighting equipments in perfect condition

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and performs sentry duty at fire station according to roster. May perform other services during emergencies or natural calamities such as flood, storm by rescuing people in danger, manning hoses to assist police to control rioters, extricating persons or animals from places not easily accessible etc. May drive fire truck. May undertake minor repairs to equipment.

5161.90 Fire Fighters, other include all other Fire Fighters engaged in extinguishing or controlling fire not elsewhere classified.

5162 POLICE OFFICERS

Police officers maintain law and order and enforce laws and regulations.

5162.10 Police Constable; Constable maintains law and order in his beat, serves summons and warrants, arrests criminals, controls traffic and guards treasures and important Government establishments and property. Receives instructions about his duty and special assignments. Familiarises himself with area and persons living in his beat and watches suspicious character and disreputable establishments and reports to superior officers any unusual or unexplained events. Performs services such as serving summons and warrants, Directs traffic, assuming authority in case of accident, rendering first aid to injured. Conducts investigation of petty cases and arrests criminals under warrant and keep them into custody, escorts criminals to jail, court or in journey. Guards Government securities, and prohibited areas and establishments. Keeps records, and makes report of activities to his superior officers. May perform duties of armed guard, criminal investigation, traffic control and be designated as CAONSTABLE, ARMED POLICE; CONSTABLE, C.I.D.; CONSTABLE, TRAFFIC.

5162.20 Sepoy, Customs; guards national borders, ports, aerodromes, etc. for preventing smuggling of goods. Guards vital points in Docks, Bunders and airports. Keeps watch over suspected vessels and assists Searcher, Customs in carrying out searches when ordered. Escorts uncleared packages to godowns for deposit. May be required to work as peon.

5162.30 Constable, Excise examines baggages, houses, shops, etc. for preventing smuggling or manufacture, storage and sale of illicit goods. Examines luggage of passengers in railway trains, or platform, bus stations to detect illegal possession. Searches shops, godowns, houses for illegal storage of excisable goods. Guards exits of factory and reports cases of unauthorized or illegal traffic of goods to Excise Inspector. Checks consignments physically with relevant clearance documents when excisable goods are being removed from factories, godowns, etc. May perform unskilled office duties e.g. Carrying of dak.

5162.90 Police Officers, other include all other protective services officers involved in maintaining law and order and enforcing laws and regulations not elsewhere classified.

5163 PRISON GUARDS

Prison guards watch over and maintain discipline among inmates of prisons, reformatories or penitentiaries.

5163.10 Warder, Jail guards inmates of jails, reformatory or penitentiary, sees to their needs and maintains discipline. Searches arriving prisoners, and puts their valuables in safe custody. Escorts prisoners to cell and locks them in and makes periodic inspection of cells. Supervises prisoners at work and patrols prison areas and walls to prevent escape of prisoners. Counts prisoners at odd hours and reports missing or shortage to Head Warder or Jailer. Supervises serving of meals to prisoners and reports illness of convicts to Jailer. May serve meals to prisoners. May teach prisoners in any craft or vocation.

5163.90 Prison Guards, other include those who watch over and maintain discipline among inmates of prisons, reformatories or penitentiaries not elsewhere classified.

5169 PROTECTIVE SERVICE WORKERS n.e.c.

This Family covers protective services workers not classified elsewhere in Group 516, Protective services workers. For instance in this Family those occupations

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should be classified which involve patrolling of buildings and areas for preventing illegal entry, theft, violence and other unlawful acts, and who, if necessary, use force to prevent such acts and apprehend perpetrators, as well as those who act as bodyguards.

5169.10 Security Officer makes arrangements to guard industrial plants, establishments, buildings and other property from fire, thefts, pilferage and unauthorized entry, and enforces such preventive measures as necessary to eliminate them. Plans, controls and supervises security arrangements of industrial plants, establishments, buildings, men, material and other moveable and immovable property against fire, thefts; pilferage, unauthorized entry and personal hazards. Allots duties to security personnel at the gates of workshops, stores, ware-houses, water works and administrative buildings to check unauthorized entry of men and passage of material. Issues gate passes to visitors desiring entry into restricted premises and checks security personnel on duty. Enquires in to complaints of unauthorized entry of men and material and cases of theft etc. and reports the matter to police for further action. Maintains discipline amongst security personnel. Looks after welfare of security personnel such as housing, messing, arranges their transfers from one department to another; assists fire fighting personnel in case of fires.

5169.20 Home Guard assists police in maintaining law and order and serves as second line of defence in cases of emergencies. Reports to respective police station or area headquarter as scheduled, according to duty roster or standing orders and receives instructions on tasks assigned. Visits allotted area and assists police in maintaining law and order, regulating traffic, preventing crimes and other civic duties as may be assigned. Instructs people on air raid precautions, fire-fighting, first aids etc., and keeps up their morale during emergencies. Performs security and civil defence services, when required. May assist in guarding Govt. buildings, important places, railway stations, etc.

5169.90 Protective Service Workers, other involve patrolling of buildings and areas for

preventing illegal entry, theft, violence and other unlawful acts, and who, if necessary, use force to prevent such acts and apprehend perpetrators, as well as those who act as bodyguards not elsewhere classified.

52 MODELS, SALESPERSONS AND DEMONSTRATORS

Models, salespersons and demonstrators pose as models for artistic creation and display, or demonstrate and sell goods in wholesale or retail shops and similar establishments, as well as at stalls and in markets.

521 FASHION AND OTHER MODELS

Fashion and other models wear and display clothing and other items for sale or pose as models for advertising or for artistic creation.

5210 FASHION AND OTHER MODELS

Fashion and other models wear and display clothing and other items for sale or pose as models for advertising or for artistic creation.

5210.10 Model, Fashion models garments and accessories, such as jewellery, foot wear, cosmetics, hand bags, etc. for display to respective designers, and customers. Dresses in sample or completed garment, matching jewellery, etc. and stands, turns and walks to demonstrate features such as quality, style and design to observers at fashion shows, private showings and retail establishments. May be designated as MANNEQUIN, if models garments only. May participate in entertainment shows. May inform prospective purchasers as to model, number and price and where they can be purchased. May select own accessories.

5210.20 Model poses draped or nude for painting, drawing or clay modeling according to directions of artists, modeller, sculptor or photographer. Poses according to instructions of Artist, Modeller or Sculptor in sitting standing, reclining position or in act of doing work like pouring, lifting, carrying etc.; changes pose when required by artist or model and rests at intervals.

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5210.90 Fashion and Other Models, other include those who wear and display clothing and other items for sale or pose as models for advertising or for artistic creation not elsewhere classified.

522 SHOP SALESPERSONS AND DEMONSTRATORS

Shop salespersons and demonstrators demonstrate and sell goods in wholesale establishments or retail establishments and demonstrate and explain functions and qualities of these goods.

5220 Shop Salespersons and Demonstrators

Demonstrate and sell goods in wholesale establishments to retailers and large-scale consumers or to customers in retail establishments.

5220.10 Sales Supervisor, Wholesale Trade supervises wholesale business of any commodity in particular area of specified zone to effect better sale and improve supply and demand position. Contacts businessmen and takes stock of available business in his area. Directs **Representatives** or area **Salesmen** to contact prospective retail businessmen. Advises **Stockists** and Distributors to supply goods as required and maintains registers of sales effected. Supervises work of **Representatives** or area **Salesmen** to popularise and promote business by undertaking advertisement and publicity drives and looks into complaints of service and defective or poor quality of goods for improvement. Informs head office of market trends and of defects or complaints noticed in products, suggesting improvements to avoid adverse effects on business. Submits prescribed returns and reports performance of juniors and subordinates to head office for service benefits or otherwise. May accompany **Representatives** on sale drives and to train them.

5220.15 Sales Supervisor, Retail Trade supervises performance of **Sales girls** and **Salesmen** in department stores, emporia, etc. to coordinate their functions and ensure smooth selling activities. Gets merchandise properly arranged by **Shop Attendants**

according to quality, demand, price range, etc. and labels them for display to prospective **Buyers**. Ensures that **Salesmen, Retail** and **Shop Assistants** attend to customers promptly and politely and effects sales in regular manner by creating purchasing interest in customers. Watches measuring or weighing, collection of money, packing and other selling activities and ensures cordial and renewed interest of customers for future purchases. Maintains stock of goods in demand and replenishes them as necessary. May personally attend to customers during rush hours. May take special interest in attending, introducing new items and selling articles to patrons, foreigners and important persons. May handle cash and maintain stock and sales accounts. May work as Field Supervisor, coordinate function of Sales Representatives and publicise marketing activities.

5220.20 Supervisor, Customer Technical Services coordinates technical liaison services between management, production department, sales department, and customers with newly developed techniques or practices in processing company products, and to inform customers of new types, specifications, and end-uses of products. Confers with production department managers to assist in specific classification of products from quality assurance position, report on new product or process technology of competitors, and to discuss new specifications required by customers. Directs investigation of customer complaints regarding quality, tolerances, specifications, and delivered condition of products. Records, analyzes, and informs concerned personnel of production quality assurance, and sales departments of status and disposition of customer complaints and claims. Negotiates settlement of claims, for which company is responsible, within limits prescribed by management. May survey potential markets for increasing sales.

5220.22 Call Centre Operator call Centre Operator receives telephone calls from potential clients and existing customers regarding the products and services offered by an organisation. He/She answers incoming telephone calls from existing or prospective customers; interviews caller to

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establish the nature of any complaint or the requirements of the client; informs customers on any immediate action to be taken, advises on services available and sells additional products or services; maintains details of calls received, the action taken as a result of a call and updates customer records as required; arrange for field staff to visit the caller if further assistance is required. May also be called Call Centre Information Clerk

5220.25 Technical Demonstrator (Sales); Representative (Sales) demonstrates correct method of using products, machinery, plants, etc. for achieving best results and assists Technical Representative in computing costs, preparing estimates and blue-prints erecting and servicing machinery, plant, etc. Visits prospective clients and demonstrates correct and efficient method of using products, machinery, plants, etc. Assists Technical Representative in computing cost, working out estimates, preparing blue-prints, etc. Attends to erection of machinery or plants and ensures that work is completed according to specifications. May attend to servicing of machinery or plant after sale. May also train client or his representative in correct handling and maintenance of products, machinery, plants, etc.

5220.30 Salesman, Wholesale; Sales Assistant, Wholesale sells goods in wholesale establishment to retailers and large scale consumers. Attends to customers visiting establishment and ascertains their requirements. Instructs Shop Assistant to bring samples of required goods and shows them to customers, explaining their use, mechanical complications, merits, durability and other distinguishing features. Arranges demonstration of goods if considered necessary. Quotes prices and discusses other terms of sale. Negotiates for credit facilities, date of delivery, etc. and books orders. Arranges for delivery of goods to customers within stipulated time. Studies market trends and keeps customers informed of market conditions and fluctuations in prices. Introduces new items of goods, if any, and induces customers to purchase and stock them. Assists Wholesale Dealer in Stock-taking and other matters connected with running of Wholesale establishment. May book orders on telephone and arrange to deliver goods at

given address. May grant credit facilities to customers in consultation with Wholesale Dealer. May prepare bills, receive payment for goods sold and maintain account. May work on salary or commission or on both and may be designated according to goods sold.

5220.35 Salesman, Retail Sales/Assistant, Retail Counter Salesman; sells goods to customers in retail establishment. Arranges display of goods in shop. Attends to customer visiting shop. Ascertains his requirements. Shows him different varieties of required goods or articles, explaining their use, merits, durability and other distinguishing features, quotes prices and helps customers in selecting goods. Measures and weights goods ordered and packs them in paper bag, carton etc. Hands over packet to customer and collects money from him. May prepare cash-memos, collect money and hand it over to cashier of Retail Dealers. Ensures that goods are kept in neat and tidy manner. May be designated according to type of goods sold.

5220.40 Shop Assistant; Counterhand assists Salesman, Retail in effecting sales of goods to customers and keeping goods neat and tidy in retail shop or departmental store. Attends shop or establishment before its opening time, supervises its cleaning and dusting and ensures that all goods are kept neat and tidy. Brings required types of goods from stock by measuring or weighing and packs them in paper, carton etc. Delivers them to customer on premises or at place specified. Informs Salesman or Dealer items of goods which are in short supply and which need to be replenished. Takes delivery of goods purchased from manufacturer agents, dealers, Railway stations etc. Assists Dealers in stock-taking and performs all other duties as assigned to him by Dealer or Salesman. May prepare bills, receive payment, check stock and maintain stock register. May be designated according to commodity sold.

5220.45 Petrol Pump Salesman; Petrol Pump Attendant sells petrol, oil, lubricants and other small automobile accessories to customers visiting petrol pump (service station). Greets customers and ascertains their requirements of petrol, oil, etc. Opens cap of petrol tank of vehicle and inserts

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nozzle of petrol pipe into it. Presses lever of nozzle to release required quantity of petrol. Opens bonnet of vehicle and checks quantity of mobile oil within engine chamber by observing level mark on gauge rod. Advise customers of engine oil requirement. Pours required quantity of oil into engine using funnel, under directions of customers. Removes cap of radiator of vehicle and checks water/coolant level, pours water/coolant to fill radiator/coolant bottle when necessary. Checks air-pressure in wheels and pumps air as required. Collects money or credit-slips from customers for items sold. Keeps record of daily transactions. Keeps petrol pump, air compressor, oil barrels, drums and other equipments clean.

5220.50 Wholesale Dealer; Whole Seller; Merchant and Shopkeeper, Wholesale Trade purchases goods in bulk direct from manufacturers, producers or importers and runs wholesale business, working on own account, by selling them for profit to **Retailers** industrial, commercial and other large consumers. Studies market trends and estimates requirements of goods in which he deals. Ascertains prevailing rates and examines them for making purchases at competitive rates. Contacts producers, manufacturers or other agents, settles terms and conditions of purchase and places orders for goods required. Ensures that goods supplied conform to required standards. Displays and shows samples of goods to customers. Books orders and arranges supply of goods to customers within stipulated time. Extends credit facilities to customers and advises them on supply and demand position of goods and prevailing market prices. Keeps in touch with Government rules and regulations such as sales-tax, income-tax, shop and commercial establishment act, etc. Maintains records of purchases and sales effected. Attends to correspondence relating to business. May publicise goods to stimulate sales. May act as **Commission Agent, Selling Agent, Stockist** etc. for goods in which he deals.

5220.55 Retail Dealer; Retailer; Merchant and Shopkeeper, Retail Trade purchases goods in small quantities and runs retail business, working on own account, by selling them to customers. Estimates

requirements of goods. Contacts **Wholesale Dealers, Selling Agent, Stockists** etc. and purchases goods at competitive rates. Ensures neatness and cleanliness of premises and proper display and storage of goods. Checks stock and sales registers every morning. Prepares bills or cash memos for goods sold and collects money from customers. Extend credit facilities to regular and reliable customers. Studies market fluctuations intelligently to decide selling prices of goods in stock. Maintains day-to-day account of transactions made. Performs all tasks usually assigned to **Salesmen or Shop Assistants** in big establishments such as attending and showing goods to customers, weighing, measuring and packing goods etc. May attend to correspondence and perform clerical tasks.

5220.60 Selling Agent sells goods in allotted area on behalf of one or more producers, or manufactures according to their instructions on salary or commission basis. Introduces his products in allotted area by displaying samples, distributing catalogues, contacts by Commercial Traveler and other publicity media. Keeps stock of goods as necessary. Discusses and finalises terms regarding sales, commission, credit facilities, etc. Books orders and supplies products either from stock in hand or arranges expeditious supply through his principals. Keeps record of transactions made and charges commission on sales effected. Attends to all correspondence, enquiries relating to sale and servicing of goods sold or supplied. Keeps producer or manufacturer informed of market conditions, competitive products, etc. and devises means to promote sales in consultation with him. May appoint sub-agents, if necessary. May undertake servicing and repairing of goods supplied. May be known as Sole Selling Agent if producer or manufacturer has no other agent in area. May be designated according to products sold.

5220.65 Stockist stocks goods of one or more producers or manufacturers and sells them to dealers or large consumers at prescribed rates. Contacts producers, manufacturers or their agents to discuss and settle terms and conditions of sales, rate of commission, credit facilities etc. Estimates requirements and places orders with

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producers, manufacturers or their agents for supplying goods. Ensures that goods supplied conform to agreed standards. Arranges for proper storage of goods and sells them to dealers or large consumers at prescribed rates. Extends credit facilities to customers if effected. Collects his commission from producers, manufacturers or agents. Keeps in touch with Government rules and regulations on sales-tax, income-tax, shop and commercial establishment Act, etc. and maintains necessary records. May supply goods against orders booked by authorised employees of producers and manufacturers. May also work as Purchasing Agent, Selling Agent, etc. on behalf of Government or other agencies.

5220.90 Salesmen, Shop Assistants and Related Workers, other includes all other Salesmen, Shop Assistants and Demonstrators engaged in sales services, not elsewhere classified.

523 STALL AND MARKET SALESPERSONS

Stall and market salespersons sell various goods such as leather or textile craft products, wood carvings, embroidery, lace, or newspapers, periodicals, postcards, cigarettes, chocolates and ice-creams, at stalls which are usually placed, by license, at particular places in streets or other open spaces, or they sell fruit, vegetables and other, mostly perishable, foodstuffs in markets.

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5230.10 Advertising Sales Agent sells or solicits advertising, including graphic art, advertising space in publications, custom made signs, or TV and radio advertising

time. May obtain leases for outdoor advertising sites or persuade retailer to use sales promotion display items. Consults with company officials, sales departments, and advertising agencies in order to develop promotional plans. Delivers advertising or illustration proofs to customers for approval. Draws up contracts for advertising work, and collect payments due. Explains to customers how specific types of advertising will help promote their products or services in the most effective way possible. Identifies new advertising markets, and propose products to serve them. Locates and contact potential clients in order to offer advertising services. Maintains assigned account bases while developing new accounts. Obtains and studies information about clients' products, needs, problems, advertising history, and business practices in order to offer effective sales presentations and appropriate product assistance. Prepares and delivers sales presentations to new and existing customers in order to sell new advertising programmes, and to protect and increase existing advertising.

5230.20 Shop Attendant performs number of low skilled tasks in wholesale or retail business establishment such as opening and closing of shop; keeping premises neat and clean; bringing articles from stock or show cases to counter or from manufacturers, dealers or railway stations to establishment premises; opening packages and storing articles at proper places and assisting Shop Assistant in measuring, weighing and packing of articles. May attend to local dak, bank transactions and run other errands.

5230.30 Telemarketing Salesperson solicits business for an establishment or clients via the telephone or e-mail, advises clients and processes financial and other queries and procedures. Gives details of various goods or services and of the firm's terms of sale by contacting clients via telephone or email; identifies requirements, following up on deliveries and entering events into a computer system; dispatches tasks to other units, when relevant; invoices or handles payments, when necessary; sends letters, information sheets and other documents to clients; performs related tasks; supervises other workers.

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5230.90 Stall and Market Salespersons, other include those who sell various goods such as leather or textile craft products, wood carvings, embroidery, lace, or newspapers, periodicals, postcards, cigarettes, chocolates and ice-creams, at stalls which are usually placed, by license, at particular places in streets or other open spaces, or they sell fruit, vegetables and other, mostly perishable, foodstuffs in markets not elsewhere classified.