

Participant Handbook

Sector
Hydrocarbon

Sub-Sector
Downstream (Oil Refining and Marketing)

Occupation
Retail Distribution

Reference ID: **HYC/Q3101, Version 3.0**
NSQF Level 3



**Retail Outlet
Attendant (Oil & Gas)**

This book is sponsored by

Hydrocarbon Sector Skill Council

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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
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is hereby issued by the

HYDROCARBON SECTOR SKILL COUNCIL

for

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: 'Retail Outlet Attendant' QP No. 'HYC/Q 3101 NSQF Level 4'

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About this book

This book is designed for providing skill training and/ or upgrading the knowledge and basic skills to take up the job of a 'Retail Outlet Attendant' in the Hydrocarbon sector.

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

- HYC/N 3101 Perform Retail Outlet (Fuel Station) Activities
- HYC/N 3102 Maintain Safe and Secure Working Environment
- HYC/N 3103 Maintain Health and Hygiene habits
- HYC/N 3104 Maintain Customer-Centric Service Orientation

Symbols Used



Key Learning
Outcomes



Steps



Exercise



Tips



Notes



Objectives

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It is recommended that all trainings include the appropriate Employability Skills Module Content for the same is available here:

<https://www.skillindiadigital.gov.in/content/list>





1. Introduction

Unit 1.1 - Introduction to the Training Programme

Unit 1.2 - Introduction to the Hydrocarbon Sector

Unit 1.3 - Introduction to the Downstream Segment

Unit 1.4 - Role of a Retail Outlet Attendant



Key Learning Outcomes

At the end of this unit, you will be able to:

1. Explain the purpose of the training programme
2. State the benefits of the training programme
3. Discuss the Qualification Pack and National Occupation Standards
4. Describe the hydrocarbon sector
5. Explain what hydrocarbons are and describe the different types of Hydrocarbons
6. Describe the refining process for crude oil
7. State the different types of fuels
8. List the three major segments in the hydrocarbon sector
9. State the functions of the downstream segment
10. Explain the roles and responsibilities of a Retail Outlet Attendant

UNIT 1.1: Introduction to the Training Programme

Unit Objectives



At the end of this unit, you will be able to:

1. Explain the purpose of the training programme
2. State the benefits of the training programme
3. Discuss the Qualification Pack and National Occupation Standards

1.1.1 Introduction to the Training Programme

This training programme is developed to impart specific skills to individuals who wish to work as a Retail Outlet Attendant.

The training programme is based upon the National Occupational Standards for Retail Outlet Attendant. The National Occupational Standards have been described in the following sub-section of this session.

The training programme will enable an individual to:

- Perform specialised work such as Pre-Fuelling, Fuelling and Post-Fuelling activities.
- Follow the safety guidelines for a Retail Outlet.
- Demonstrate the handling of equipment used at a Retail Outlet.
- Follow and maintain personal health, hygiene and work in line with safety environmental protocols.
- Achieve customer satisfaction by providing excellent service.
- Build a good rapport with the customer through effective communication.

1.1.2 Benefits of the Training Programme

After successful completion of the training programme, the participants will undergo an assessment which will have a theory and a practical test.

- On successfully passing the assessment, a certificate will be awarded by the Hydrocarbon Sector Skill Council.
- This will help you in getting employed as a Retail Outlet Attendant in downstream companies or in working independently.

1.1.3 Introduction to QP and NOS

This training programme is intended to impart basic skill and knowledge relevant to a Retail Outlet Attendant and the activities required to be performed at the outlet. This programme is based on the qualification pack called Retail Outlet Attendant. The Qualification Pack Code for Retail Outlet Attendant is HYC/Q 3101. This is also called a QP. A QP consists of a set of National Occupational Standards (NOS). NOS specify the standardised level of competency a worker should possess in order to perform the enlisted function at the workplace. Under the Retail Outlet Attendant QP, there are four NOS which detail the functions to be performed at the work site by the Retail Outlet Attendant.

NOS Code	Major Function/Task
HYC/N 3101	Perform Retail Outlet (Fuel Station) Activities
HYC/N 3102	Maintain Safe and Secure Working Environment
HYC/N 3103	Maintain Health and Hygiene
HYC/N 3104	Maintain Customer-Centric Service Orientation

UNIT 1.2: Introduction to the Hydrocarbon Sector

Unit Objectives



At the end of this unit, you will be able to:

1. Describe the hydrocarbon sector
2. Explain what hydrocarbons are and describe the different types of hydrocarbons
3. Describe the refining process for crude oil
4. State the different types of fuels

1.2.1 About the Hydrocarbon Sector

The Hydrocarbon sector is one of the six-core industries in India and therefore has an impact on all the other sectors, industries, and segments in the country. Since India is a developing nation, there is an ever-increasing demand for energy and this demand further influences the growth of this sector. Today, 57 per cent of India's domestic crude oil production comes from Oil and Natural Gas Corporation (ONGC). India is also the fourth-largest importer of Liquefied Natural Gas (LNG) in the world.

One of the reasons why this sector is projected to flourish is government initiatives. State-run oil firms are working towards improving the Liquefied Petroleum Gas (LPG) infrastructure in Uttar Pradesh, which will also help create clean energy and generate employment. The Government of India (GOI) has introduced various policies in order to promote the use of biofuels for transport. Additionally GOI is also planning to build refineries in Rajasthan and Maharashtra, increase the use of LNG, and auction off oil and gas fields. GOI is also planning to create an integrated oil major that will compete in the global market.

The Hydrocarbon sector has played a vital role in the economic growth of the country.

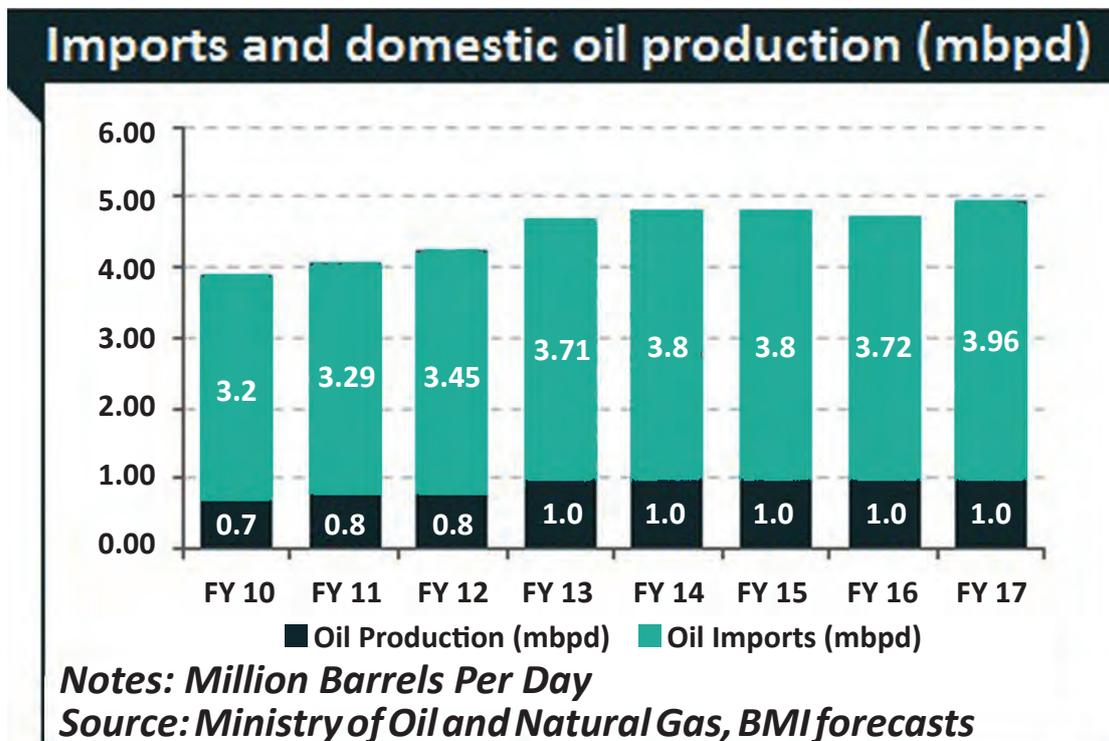


Fig. 1.2.1. Economic growth

The oil and gas (hydrocarbon) sector has seen significant growth over the past few years. India's energy consumption has almost doubled since 2000 and the potential for further rapid growth is enormous.

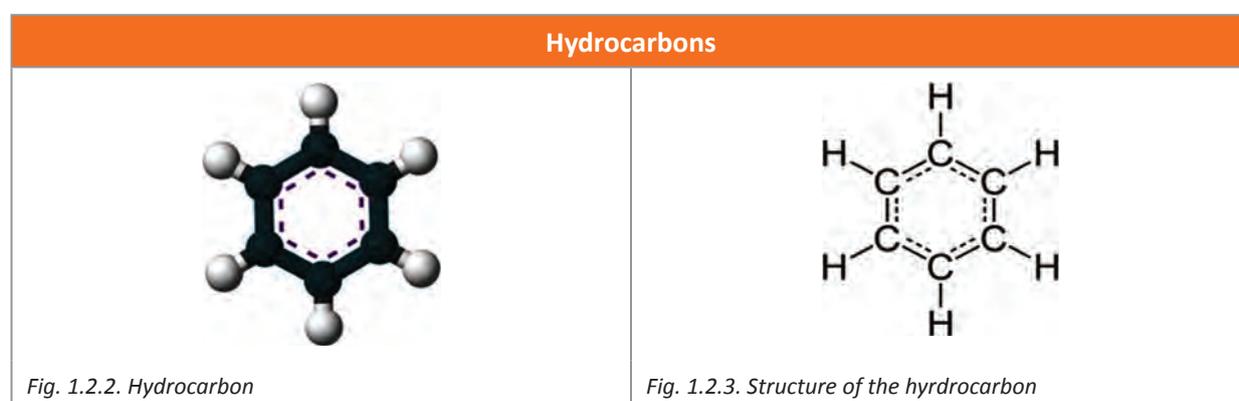
According to data¹ released by the Department of Industrial Policy and Promotion (DIPP), the petroleum and natural gas sector attracted FDI worth US\$ 6.86 billion between April 2000 and September 2017.

The Ministry of Petroleum and Natural Gas (MOP and NG) is a Ministry of the Government of India responsible for the exploration, production, refining, distribution, marketing, import, export, and conservation of petroleum, natural gas, petroleum products, and liquefied natural gas in India. They are the apex body for laying down the guidelines and rules for the petroleum and natural gas segment.

The Hydrocarbon Sector Skill Council (HSSC) plays a crucial role in the skill development ecosystem in India. Their job is to ensure that the training is relevant to industry needs and is aligned with the national skill development policy. As autonomous bodies, they front-end various activities and take measures to identify and close the skill gaps under the hydrocarbon segment.

1.2.2 About Hydrocarbons

Hydrocarbons are organic compounds which are made up of hydrogen and carbon atoms.



Types of Hydrocarbons:

There are four basic types of hydrocarbons:

- The common usages of alkanes are in natural gas and petroleum fuels.
- Alkenes are used in the syntheses of alcohols, plastics, lacquers, detergents, and fuels.
- Acetylene is used to cut and weld steel.
- Many aromatic compounds are used as solvents to remove or thin out oil or grease-based compounds. Toluene, for example, is an ingredient in paint thinners.

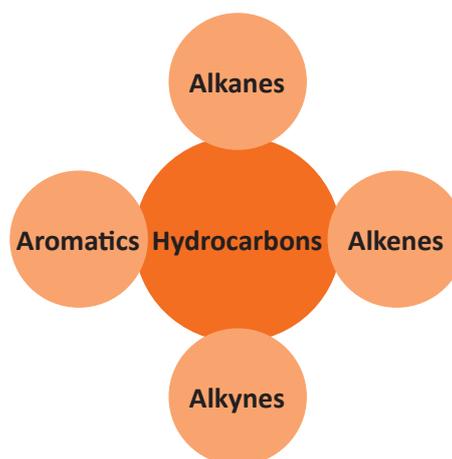


Fig. 1.2.4. Types of hydrocarbons

1- <https://www.ibef.org/industry/oil-gas-india.aspx>

Many of the fuels which we use are hydrocarbons. The majority of the hydrocarbons found naturally are present in crude oil. Crude oil is a mixture of hydrocarbons that exists as a liquid found underground or underwater. Hydrocarbons in crude oil can generally be divided into four categories:

Hydrocarbons in Crude Oil	Weight
Paraffins	15 to 60%
Napthenes	30 to 60%
Aromatics	3 to 30%
Asphaltics	6%

What is Petroleum?

Petroleum is a naturally occurring, yellow-to-black liquid found beneath the Earth's surface. It is a general term for crude oil and natural gas.

1.2.3 Refining of Crude Oil

Refining of crude oil refers to the process of converting crude oil into useful products. The process is divided into three basic steps: separation, conversion, and treatment.

1. Separation or Distillation process

Separation refers to the process of distillation. Crude oil is heated in a furnace so that hydrocarbons can be separated according to their weight and boiling point.

2. Conversion

Conversion is simply the process of changing one kind of hydrocarbon into another.

3. Treatment

Treatment is the final process of refining. One common example of treatment is the removal of sulphur from diesel fuel, which is necessary for it to meet clean air guidelines.

Distillation Process

This process is based on the principle that different substances boil at different temperatures. In the distillation process, crude oil is heated and fed into a tall steel tower called a distillation column and then separated into its components according to their boiling points. As the temperature of the crude oil in the distillation column rises, the crude oil separates itself into different components. Each component corresponds to a different type of petroleum product, depending on its boiling temperature.

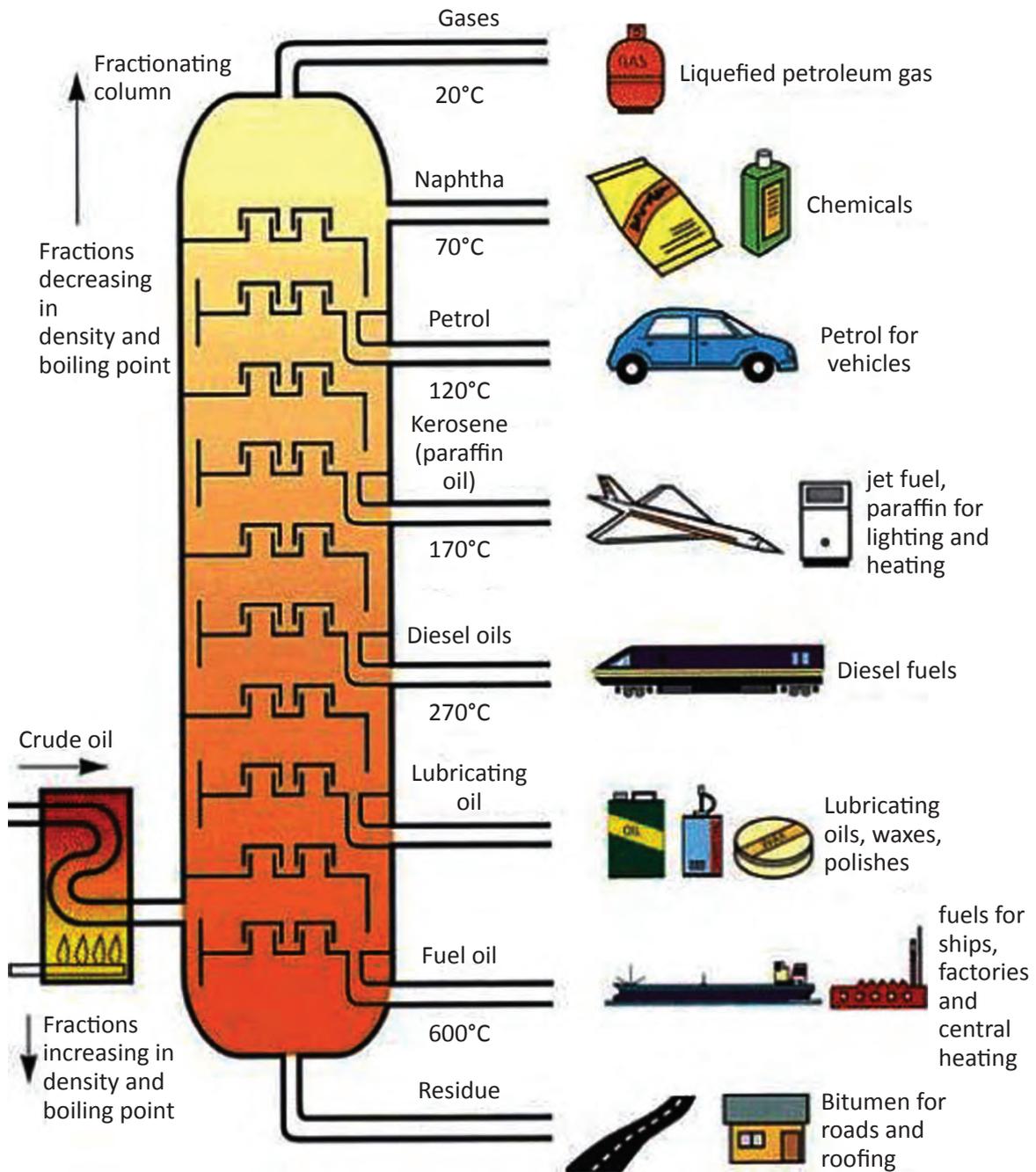


Fig. 1.2.5. Distillation process

1.2.4 Types of Fuel

There are three main types of fuels – solid fuels, liquid fuels and gaseous fuels.

Fuel Types and Examples

Solid fuels



Fig. 1.2.6. Wood



Fig. 1.2.7. Coal



Fig. 1.2.8. Cow Dung

Some more examples are coke, charcoal, etc.

Liquid fuels



Fig. 1.2.9. Diesel, Petrol



Fig. 1.2.10. Kerosene



Fig. 1.2.11. Coal Tar

Some more examples are petrol, naphtha, ethanol, etc.

Gaseous fuels



Fig. 1.2.12. CNG



Fig. 1.2.13. LPG



Fig. 1.2.14. Biogas

UNIT 1.3: Introduction to the Downstream Segment

Unit Objectives



At the end of this unit, you will be able to:

1. List the three major segments in the hydrocarbon sector
2. State the functions of the downstream segment

1.3.1 Different Segments of Hydrocarbon Sector (Petroleum Industry)

The petroleum industry is divided into three major segments: Upstream, Midstream, and Downstream.

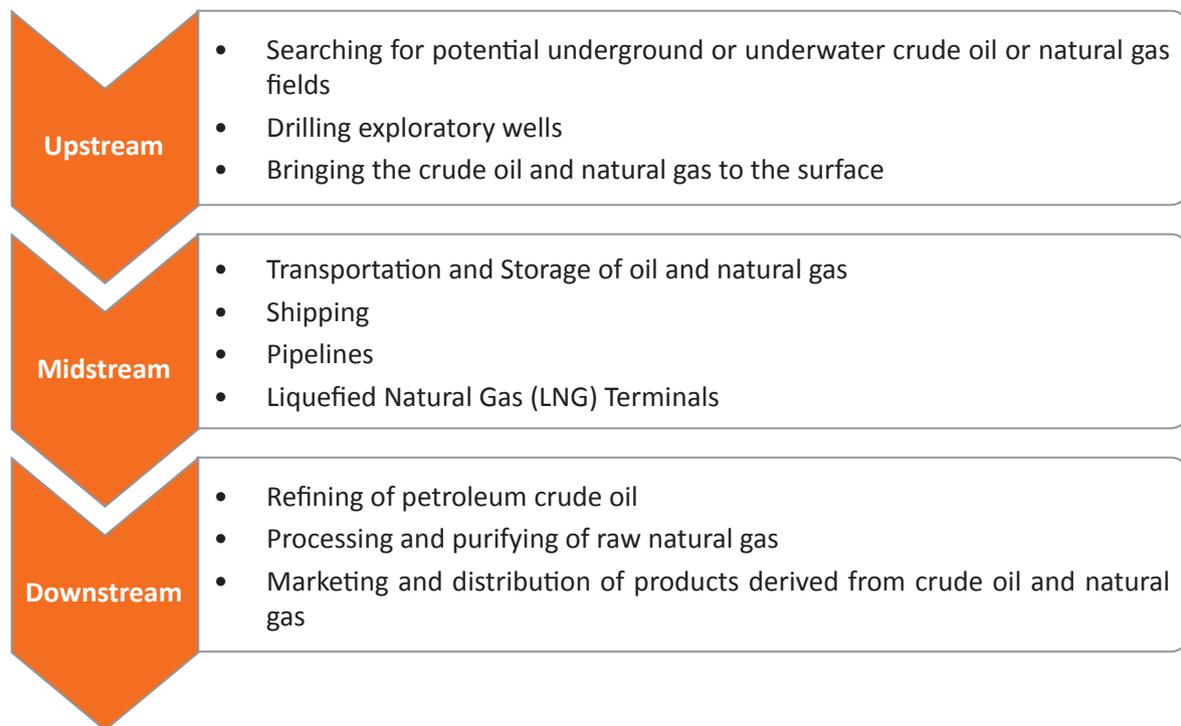


Fig. 1.3.1. Different segments of hydrocarbon sector

Processes involved in different segments of the petroleum industry:

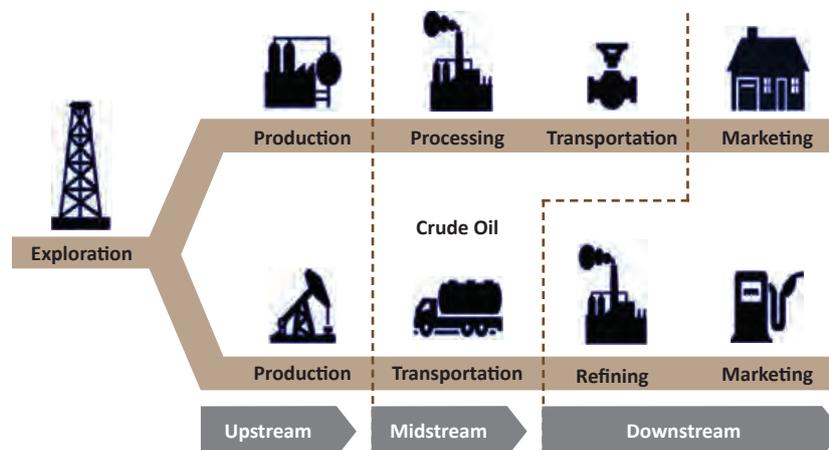


Fig. 1.3.2. Processes involved in different segments of the petroleum industry

1.3.2 About the Downstream Segment

The downstream segment involves the refining of petroleum crude oil and the processing and purifying of raw natural gas, as well as the marketing and distribution of products derived from crude oil and natural gas. The downstream segment reaches consumers through products such as petrol, kerosene, jet fuel, diesel oil, fuel oils, lubricants, waxes, asphalt, natural gas, and Liquefied Petroleum Gas (LPG), etc.

About the Downstream Segment in India



Fig. 1.3.3. Downstream segment

The Downstream Segment is also known as the oil and gas industry. The oil and gas industry is among the six core industries in India. It plays a major role in influencing the decision-making for all the other important sections of the economy. India's downstream segment has 19 refineries in the public sector and three in the private sector. Private companies such as Reliance Industries Ltd. and Essar Oil are the major refiners. In the year 2016, public sector refineries accounted for 54.42% of total refinery crude throughput and the private sector refineries' total crude throughput grew at a CAGR of 9.28%, reaching 88.7 million metric tonnes (MMT).

In the year 2016, total consumption of petroleum products by companies stood at around 183.5 MMT, higher by 11.2% in comparison with the previous fiscal year. The total number of retail outlets increased to 56,190 (including private) in April 2016 (provisional) from 53,419 in April 2015.

UNIT 1.4: Role of a Retail Outlet Attendant

Unit Objectives



At the end of this unit, you will be able to:

1. Explain the roles and responsibilities of a Retail Outlet Attendant

1.4.1 Importance of a Retail Outlet Attendant

The prime responsibility of a Retail Outlet Attendant is to refuel vehicles. He is the first person who comes in contact with the customer and represents the organisation. So, the manner in which he/she deals with a customer will create an image of the organisation in the mind of a customer. This is why he is the vital link between the organisation and the customer, as the responsibility of treating and serving the customer lies with the Retail Outlet Attendant.



Fig. 1.4.1. Retail outlet attendant at work

A customer spends only five to six minutes at a Retail Outlet, so this is a limited time to create a long lasting impression which will make the customer visit the outlet repeatedly. A Retail Outlet Attendant has to exhibit excellent service and have a customer centric approach.

As the fuel price and quality of the products offered at different Retail Outlets is at par, the only differentiating factor is the services provided at the Retail Outlet, which can be the deciding factor for customer retention. Hence, it is very important for the Retail Outlet Attendant to understand his job and the responsibilities. A Retail Outlet Attendant should be sensitive towards the customer's needs, safety aspects, and communication skills, etc.

1.4.2 Job Description of a Retail Outlet Attendant

A Retail Outlet Attendant must be aware of following as part of their job description:

- Fill petrol/diesel in the customers' vehicle, as per their requirement.
- Follow safety guidelines at the retail outlet.
- Be honest and to be a person of integrity.
- Be courteous and polite to the customer.
- Have basic reading and writing skills.
- Be well-groomed and hygienic.
- Be alert and vigilant at all times.
- Know the possible hazards and safety measures.



Fig. 1.4.2. Retail Outlet Attendant



Fig. 1.4.3. Retail Outlet Attendant



Fig. 1.4.4. Retail Outlet Attendant

Career Path of Retail Outlet Attendant

An individual may progress to the Supervisor level at the Retail Outlet.



Fig. 1.4.5. Career Path for Retail Outlet Attendant

Exercise



Read the questions carefully and answer them.

1. What are your expectations from this training programme?

2. Who is a Retail Outlet Attendant?

3. What are the three main segments of the hydrocarbon sector?

4. List the roles and responsibilities of a Retail Outlet Attendant.

Hands-on practice sessions will be conducted at the Retail Outlet

Tips



- Hydrocarbons are organic compounds which are made up of hydrogen and carbon atoms.
- The four basic types of hydrocarbons are – Alkanes, Alkenes, Alkynes and Aromatics.
- Fuels are divided into three main types – Solid fuels, Liquid fuels and Gaseous fuels.
- The three major segments of Hydrocarbon Sector are: Upstream, Midstream, and Downstream.



2. Perform Retail Outlet (Fuel Station) Activities

Unit 2.1 - About Retail Outlet

Unit 2.2 - Pre-Fuelling Activities at Retail Outlets

Unit 2.3 - Fuelling Activities at Retail Outlets

Unit 2.4 - Post-Fuelling Activities at Retail Outlets



Key Learning Outcomes

At the end of this unit, you will be able to:

1. Describe the Retail Outlet and the types of Retail Outlets
2. Perform Pre-Fuelling, Fuelling, and Post-Fuelling activities in a Retail Outlet
3. State the dos and don'ts during the Fuelling process
4. State all the safety measures to follow during the Fuelling process
5. Describe the Post-Fuelling process

UNIT 2.1: About Retail Outlets

Unit Objectives



At the end of this unit, you will be able to:

1. Describe the Retail Outlet and the types of Retail Outlets
2. Perform Pre-Fuelling, Fuelling, and Post-Fuelling activities at a Retail Outlet

2.1.1 What is a Retail Outlet?

A Retail Outlet is commonly known as a petrol pump or a gas station. The most common point of contact of customers with the oil industry is the petrol pump. This place caters to the refuelling needs of motor vehicles – two wheelers, four wheelers, and other heavy vehicles.

Following are areas of a Retail Outlet:



Fig. 2.1.1. Retail outlet



Fig. 2.1.2. Retail outlet

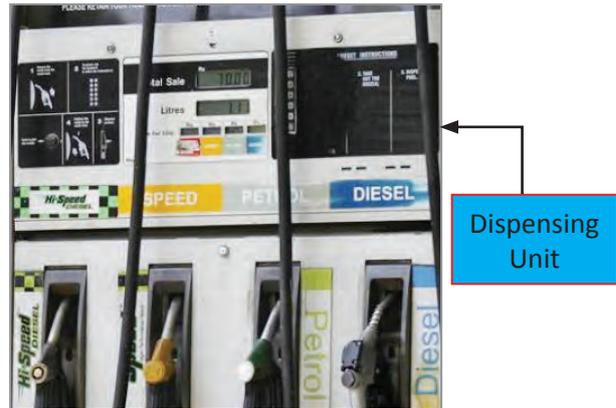


Fig. 2.1.3. Retail outlet



Fig. 2.1.4. Retail outlet



Fig. 2.1.5. Retail outlet

Retail Outlet sells petrol, diesel, CNG, Auto LPG, and other products like lubricants, engine oil, brake oil, coolants, and other consumables of the vehicles.

2.1.2 Types of Retail Outlets

There are three types of Retail Outlets, namely:



Fig.2.1.3. Rural retail outlet

Rural Retail Outlet

The Rural Retail Outlet is a small format outlet with basic amenities.



Fig.2.1.4. Urban retail outlet

Urban Retail Outlet

A retail outlet in the urban/city area is known as an urban outlet. These outlets are located in cities where the population density is higher.



Fig.2.1.5. Highway retail outlet

Highway Retail Outlet

Retail outlets situated on national highways or state highways are called Highway Retail Outlets. They are a large format outlet with extended amenities.

Characteristics of all three Retail Outlets:

Characteristics of a Rural Retail Outlet:

- The majority of customers in rural areas are from an agricultural background.
- There are seasonal sales of High Speed Diesel (HSD) for Diesel Generator (DG) sets/tractors etc. as per crop requirements.
- A few of these Retail Outlets also sell seeds/manure required by farmers.

Characteristics of an Urban Retail Outlet:

- This Retail Outlet caters to customers who are always in hurry as they look for quick services.
- They also look for facilities like car wash, ATMs, eating joints and washrooms, etc.
- Convenience stores are an added advantage for urban outlets.

Characteristics of a Highway Retail Outlet:

- These outlets are vast in their size in comparison to the rural and urban outlets.
- A majority of the customers are heavy vehicle drivers and they usually drive for long hours at a stretch. They need facilities like secured parking, *dhaba*, rest rooms, toilets and bathing facilities etc.

2.1.3 Products and Services at a Retail Outlet

A Retail Outlet Attendant should be aware of the Products and Services that are available at a Retail Outlet.

2.1.3.1 Products at a Retail Outlet

Petrol, Diesel, CNG, Auto LPG, and Lubricants are products sold at a Retail Outlet.

Motor Spirit (MS) commonly known as Petrol, is used mainly for passenger vehicles such as two, three, and four wheelers.

Characteristics of Petrol:

- A Petrol fueled internal combustion engine obtains energy from combustion of gasoline's various hydrocarbon species with oxygen from the ambient air, yielding carbon dioxide and water exhaust.
- The density of petrol ranges from 720 to 775 kg/m³ at 15°C.

Flammability:

Petrol burns in a limited range of its vapour phase and, coupled with its volatility, this makes leaks highly dangerous when sources of ignition are present.

- Normal Petrol: It is normally used as a fuel for spark ignition internal combustion engines such as passenger cars, two wheelers, three wheelers, etc.
- Branded Petrol: This is preferred by new generation vehicles. It is slightly costlier than normal petrol. It has additives for optimising the performance of vehicles. It provides benefits like cleaning and prevention of carbon deposits, reduced smoke / emissions, better acceleration and pick up and a smooth driving experience.
- Ethanol Blended Petrol: The Ministry of Petroleum and Natural Gas has put in place the specifications for the marketing of Ethanol Blended Petrol (EBP). Currently 10% Ethanol is blended in Petrol and sold in the market. EBP is also known as Gasohol.

This is an initiative by the Government of India, because of the environmental benefits that Ethanol has. It is the most environmentally friendly alternative to fuel that works in the cars we already have. It reduces greenhouse gas emissions by as much as 59 percent relative to gasoline, and keeps harmful chemicals out of air.

High Speed Diesel (HSD) commonly known as Diesel preferred for heavy vehicles.

Characteristics of High Speed Diesel:

- Diesel fuel is a form of light fuel oil, very similar to kerosene (paraffin). However, diesel engines, especially older or simple designs that lack precision electronic injection systems, can run on a wide variety of other fuels.
- Density of Diesel ranges from 815-845 kg/m³ at 15°C.

Flammability:

Diesel fuel is less flammable than Petrol, leading to a lower risk of fire caused by fuel in a vehicle equipped with a diesel engine. However, because it evaporates slowly, any spills on a roadway can pose a slip hazard to vehicles. After the light fractions have evaporated, a greasy slick is left on the road which reduces tyre grip and traction, and can cause vehicles to skid.

- Normal Diesel: These are used in heavy commercial vehicles, buses, tractors, motor cars, pump sets and in various other diesel engine driven applications.
- Branded Diesel: Branded Diesel contains additives intended to improve gas mileage, reduce carbon monoxide and increase performance.

Compressed Natural Gas (CNG): CNG is an environment-friendly fuel.

Characteristics of CNG:

- CNG is made by compressing natural gas is mainly composed of methane (CH₄) to less than 1 per cent of the volume it occupies at standard atmospheric pressure. It is stored and distributed in hard containers at a pressure of 20–25 Megapascal (2,900–3,600 psi), usually in cylindrical or spherical shapes.
- CNG's volumetric energy density is estimated to be 42 percent that of liquefied natural gas, and 25 percent that of diesel fuel.

Flammability:

CNG is highly flammable because it's lighter than Petrol and Diesel, since it is lighter than air, and odourless it vanishes in to thin air. If it comes in contact with any source ignition, it can cause fire hazards.

- CNG is available at select outlets of companies in some cities. There are also Standalone Retail Outlets for CNG in select cities.
- CNG can be used in vehicles which are fitted with a special kit to be able to run on this fuel. The vehicle needs mechanical change for this purpose.
- Its availability is being gradually increased at urban Retail Outlets.

Auto Liquefied Petroleum Gas (ALPG):

ALPG is a clean and environment-friendly fuel. When LPG is used to fuel internal combustion engines, it is often referred to as autogas or auto propane.

Characteristics of Auto LPG:

- LPG burns more than higher molecular weight hydrocarbons because it releases less particulates. LPG at atmospheric pressure and temperature is a gas which is 1.5 to 2.0 times heavier than air. It is easily liquefied under moderate pressures. The density of the liquid is approximately half that of water and ranges from 0.525 to 0.580 at 15 degree Celsius.
- Since LPG vapour is heavier than air, it would normally settle down at ground level/ low lying places, and accumulate in depressions.

Flammability:

- LPG has an explosive range of 1.8% to 9.5% volume of gas in air. This is considerably narrower than other common gaseous fuels. This gives an indication of hazard of LPG vapour accumulated in low lying area in the eventuality of the leakage or spillage. The auto-ignition temperature of LPG is around 410-580 degree Celsius, and it will not ignite on its own at normal temperature.
- Entrapped air in the vapour is hazardous in an unpurged vessel/ cylinder during pumping/ filling-in operation. In view of this it is not advisable to use air pressure to unload LPG cargoes or tankers.

Lubricants:

This is a vital product for the healthy life of an engine. A lubricant is a viscous product used in the engine for its smooth functioning and to reduce the wear and tear of the engine. Different grades of lubricants are needed for different engines, gear boxes and other components. There are different engine oils for different vehicles like two wheelers, four wheelers, and other heavy motor vehicles.

2 1.3.2 Services at a Retail Outlet

A Retail Outlet offers a range of services, as shown:



Fig. 2.1.6. Air service

Air Service provided at Retail Outlet are as per standards prescribed by the vehicle manufacturers viz., accurate air pressure for different vehicles, rear and front tyers etc. Further, Air Towers are located at convenient place in a Retail Outlet for quick service to the customer.



Fig. 2.1.7. Oil-change service

Oil change service is quick service provided at a Retail Outlet for a vehicle's engine, piston, brake etc. as these parts generate heat due to friction/ wear and tear.



Fig. 2.1.8. PUC service

Pollution Under Control (PUC) Service is related to vehicle exhaust emission such as carbon monoxide, carbon dioxide, hydrocarbons, and nitrogen oxides, and such gases contribute to global warming. PUC helps in checking the emission levels of our vehicles.

PUC certificate is mandatory for vehicles.



Fig. 2.1.9. Vehicle-wash service

Vehicle-Wash Service is provided at retail outlet if the customer wants to use it.



Fig. 2.1.10. Windscreen cleaning

Windscreen Cleaning is important as a dirty windscreen is potentially dangerous because it limits the driver's ability to see the road.



Fig. 2.1.11. Allied retail business

Allied Retail Business implies that the retail outlet has an alliance with ATM, general stores, eateries, or supermarkets. These facilities are offered for the customer's convenience.



Fig. 2.1.12. Drinking water facilities

Clean Drinking Water is provided at a Retail Outlet.



Fig. 2.1.13. Washroom facilities

Clean Washroom Facilities are provided for the customer's comfort.

Quality and Quantity checks provided at a Retail Outlet:

The facility to check the quality and quantity of fuel at a retail outlet are value-added facilities.

Quality: The term “quality” implies that the product customer is buying meets the prescribed specifications and is free from any contamination or adulteration. The customers can ensure quality by carrying out specific checks for different products as listed below:

2.1.3.3 Products at a Retail Outlet

Filter Paper Test

There is a possibility of adulteration in the fuel, do the following steps to check the quality:

Step 1: Clean the tip of the dispensing nozzle to remove stains.

Step 2: Dispense a drop of petrol on the filter paper from the nozzle.

Result: The petrol will evaporate in about 2 minutes. If it leaves no stain on the filter paper, then you can conclude that the fuel is unadulterated or clear. If it leaves any stain then, there is a possibility of adulteration.



Fig. 2.1.14. Dispense a drop of petrol on the filter paper from the nozzle



Fig. 2.1.15. Petrol evaporating from filter paper



Fig. 2.1.16. No adulteration found

- Density Check (for Petrol and Diesel, including branded fuels)



Fig. 2.1.17. Density check

Steps for checking the density of fuel:

Step 1: A 500 ml jar, calibrated hydrometer, thermometer and American Society for Testing of Materials (ASTM) conversion charts are required to carry out a density test. The hydrometer is a very simple instrument for measuring the density of any liquid. Density of every fuel is different from each other.

Step 2: Fill about 3/4th of the jar with the product taken through the nozzle of the dispensing unit.

Step 3: Dip the thermometer and hydrometer in the jar and record the temperature and density.

Step 4: The actual density observed is then converted to density at 15 degree centigrade with the help of the conversion chart. This converted density is then compared with the reference density taken from the density register maintained by the retail outlet.

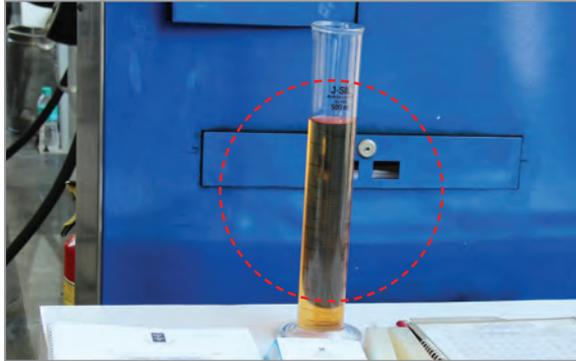


Fig. 2.1.18. A 500 ml jar with fuel



Fig. 2.1.19. Using calibrated hydrometer, thermometer



Fig. 2.1.20. Checking the density of a fuel

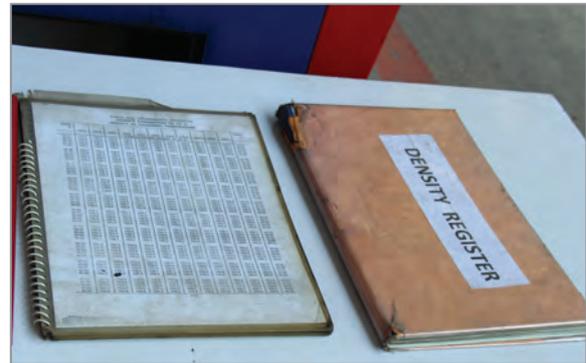


Fig. 2.1.21. Density check register

Checks for Lubricants: Check the seal of the container, date of manufacture and name of the manufacturer. For the convenience of the two/three wheeler segment, retail outlets generally provide self-mixing (petrol-oil mix) dispensers, 2T dispensers and they also keep tamper proof 2T/4T pouches.



Fig. 2.1.19. Lubricants at retail outlet

Quantity:

It is mandatory for each Retail Outlet to keep a calibrated 5 litre measure, stamped by the Weights and Measures Department, to verify quantity.

Quantity can be checked with the 5 litre measure. The permissible variation due to any unforeseen malfunctioning of the dispensing unit is 25 ml in 5 litres which is to be rectified immediately.



Fig. 2.1.19. Checked with the 5 litre measure

UNIT 2.2: Pre-Fuelling Activities at Retail Outlets

Unit Objectives



At the end of this unit, you will be able to:

1. Explain the uses and types of Dispensing Unit
2. Perform all Pre-Fuelling activities

2.2.1 Fuel Dispensing Unit

A fuel dispenser is a machine at a filling station that is used to pump petrol, diesel, CNG, Auto LPG, or other types of fuel into vehicles.

Structure and working of a Fuel Dispenser:

A modern fuel dispenser is logically divided into two main parts, one is electronic "head" containing an embedded computer to control the action of the pump, drive the pump's displays, and communicate to an indoor sales system; and second is, the mechanical section which in a 'self contained' unit has an electric motor, pumping unit, meters, pulsers and valves to physically pump and control the fuel flow.

Hydraulic Section

Hydraulic section contains a rotary pump for drawing fuel from the storage tank and a solenoid/pilot valve to ensure that fuel flows only toward the dispenser and not back into the pump.

Fuel nozzles

Nozzles are attached to the pump via flexible hoses, allowing them to be placed into the vehicle's filling inlet. The hoses are robust to survive heavy wear and tear, including exposure to weather and being driven over, and are often attached using heavy spring or coil arrangements to provide additional strength.

Fuel dispenser contains a continuously running electric motor between the storage tank and the hydraulics portion of the unit for the purpose of maintaining a partial vacuum at the rotary pump inlet. When the nozzle opens, the storage tank draws suction pressure from the inlet, causing fuel to flow toward the pumping unit.

Types of Dispensing Unit:

- Mono Dispensing unit.
- Multi Point Dispensing unit.
- Multi Nozzle Dispensing unit.
- Space Less Dispensing unit.



Fig. 2.2.1. Dual pump dispensing unit

A dispensing unit is the machine used to refuel the vehicles. It displays the following:

- Types of fuel that it contains
- Units of fuel being dispensed in customer's vehicle
- Sale amount that customer needs to pay
- Price per Litre



Fig. 2.2.2. Multi point dispensing unit



Fig. 2.2.3. CNG dispensing unit

2.2.2 Pre-Fuelling Activities

Pre-Fuelling Activities

A Retail Outlet Attendant should be at the island at all times. He/she must perform the following pre-fuelling activities:



Fig. 2.2.4. Directing the customer to island

- Direct the customer to the island, if required.



Fig. 2.2.5. Park vehicle close to dispensing unit

- Ask him to park their vehicle in a way that he/she is able to see the dispensing unit, and ask the customer to switch off the engine.



Fig. 2.2.6. Greeting the customer

- Greet the customer.



Fig. 2.2.7. Mobile phone not allowed near dispensing unit

- Make sure that the customer's cell phone is not used anywhere near the dispensing unit.
- Brief the customer about any scheme/ offer available at the retail outlet.



Fig. 2.2.8. Retail outlet attendant asking customer for preferred fuel

- Ask the customer whether they need petrol or diesel.
- Prompt the customer to know if he or she wants to fill the tank to the full.
- Suggest branded products.
- Confirm the customer order by repeating the fuel type and quantity.



Fig. 2.2.9. Customer near dispensing unit which reflects zero before fuelling begins

- Show the customer that the dispensing unit reflects zero before fuelling their vehicle and get their acknowledgement.

UNIT 2.3: Fuelling Activities at Retail Outlets

Unit Objectives



At the end of this unit, you will be able to:

1. State the dos and don'ts during the fuelling process
2. State all the safety measures to follow during the fuelling process

2.3.1 Fuelling Activities

A Retail Outlet Attendant must perform the following activities while fuelling a vehicle:



Fig. 2.3.1. Do not drag the hose

- Ensure the hose is not dragged to make it reach the vehicle as this can damage the hose.



Fig. 2.3.2. Hose at a safe distance from the vehicle

- Keep the hose at a safe distance from the vehicle.
- Ensure nozzle cuff guard fits properly over the vehicle tank opening.



Fig. 2.3.3. Hold the nozzle till fuelling is complete

- Hold the nozzle till fuelling is completed.
- Ensure the engine of the vehicle is turned off, and the driver along with the passengers is alighted from the vehicle in case of CNG. In case of two wheelers, ask the rider and pillion rider to dismount.



Fig. 2.3.4. Nozzles/vapour guards/caps are in normal position

- Ensure nozzles/vapour guards/caps are in normal position.
- In case of CNG, place rubber mat on the battery terminal while filling.



Fig. 2.3.5. Attendant completed the fuelling process

- Show final meter reading and sales amount to the customer.

UNIT 2.4: Post-Fuelling Activities at Retail Outlet

Unit Objectives

At the end of this unit, you will be able to:

1. Describe the Post-Fuelling process

2.4.1 Various Modes of Payment

There are two kinds of transaction:

- Cash Transactions.
- Electronic Transactions.

2.4.1.1 Cash Transactions



When a customer pays cash for the products that he/she purchased, prefer taking exact tender from the customer in terms of cash. If the customer does not have change, then ensure that you return the change to the customer.

2.4.1.2 Electronic Transactions



E-wallets, online payment, credit card, debit card, loyalty cards, etc. are electronic modes of transaction. If the customer is making an electronic payment then the transaction should be done two feet away from the dispensing unit.

2.4.2 Post-Fuelling Activities

After fuelling the vehicle, a Retail Outlet Attendant is expected to promptly wipe away drops of fuel, if spilled near the fill point. Additionally, he/she must offer lubricants, brake fluids, coolants, gear oil and battery water, engine oils to the customer.

A Retail Outlet Attendant must perform the following post-fuelling activities:

Billing

- In automated outlets, the bill is generated from the dispensing unit / Outdoor Printing Terminal (OPT) and the same needs to be handed over to the customer.
- Always ask the customer about which mode of payment they want to use.
- If an automated option is not used at the outlet, a manual bill is to be handed over to the customer necessarily.
- The card swiping machine should be kept at each island to facilitate quick closure of the transaction.
- Provide a cash memo and convey the amount returned.
- Prompt the customer for checking the air in their vehicle.



Fig. 2.4.1. Billing activities

2.4.3 Customer Feedback

A Retail Outlet Attendant must always ask for feedback from the customer. There is a feedback register maintained at the outlet.

A Retail Outlet Attendant must:

- Request the customer to give a written feedback in the register.
- Wait patiently till the customer writes the feedback.
- Thank them for sharing their feedback.
- Ensure that the same is forwarded to the concerned authority for their review.

2.4.4 Accounting of Sales

At the end of the shift, take the closing reading and find out the quantity of sale from the Dispensing unit.

The Retail Outlet Attendant should deposit the cash and credit card sale transactions to the concerned authorities according to the sales made from the Dispensing unit allocated to him.

Exercise



Read the questions carefully and answer them.

1. What is a Retail Outlet and what are the types of Retail Outlets?

2. List the products available at the Retail Outlet.

3. List the services listed at the Retail Outlet.

4. What is Accounting of Sales?

5. List the activities in the Post Fuelling.

6. List Fuelling Activities.

7. What is Fuel Dispensing Unit?

Hands-on practice sessions will be conducted at the Retail Outlet

3. Maintain Safe and Secure Working Environment



Unit 3.1 - Measures for Safe and Secure Environment

Unit 3.2 - Safety while Handling CNG (During an Emergency)

Unit 3.3 - Fire Safety



Key Learning Outcomes

At the end of this unit, you will be able to:

1. Explain the safety hazards at a Retail Outlet
2. Identify the safety measures for a customer at a Retail Outlet
3. Practice measures for a safe and secure environment
4. Describe the refuelling process of a CNG vehicle
5. Identify the Safety Measures while refuelling a CNG vehicle
6. Explain the importance of the fire triangle
7. List the different types of a fire
8. Describe the procedure to use a fire extinguisher

UNIT 3.1: Measures to Ensure Safe and Secure Environment

Unit Objectives



At the end of this unit, you will be able to:

1. Explain the safety hazards at a Retail Outlet
2. Identify the safety measures for a customer at a Retail Outlet
3. Practice measures for a safe and secure environment

3.1.1 Safety Hazards at a Retail Outlet

Safety at a Retail Outlet is of utmost importance. Safety symbols and cautionary instructions should be displayed at various places at a retail outlet. Additionally, helpline numbers like that of the ambulance, fire brigade, police, and nearest hospital should be provided to the Retail Outlet Attendant; he can use these in case of emergencies.

Emergency Service		
1	POLICE	100 /
2	FIRE	101 /
3	AMBULANCE	102 /
4	DEALER NO.	
5		

Fig. 3.1.1.1. Generic emergency service number at retail outlet

EMERGENCY SERVICES			
आपतकालीन सूविधायें			
BP - BKC			
COMPANY OWNED COMPANY OPERATED OUTLET (COCO)			
Doctor Dispensary Dr. RASHEED	8879139023	डॉक्टर र. रशीद	887
Breakdown / Accident MARUTI	18004200	ब्रेक डाउन / अकाल मारुती	180
Towing HANIF	26502456	टोइंग हनीफ	265
Road side Repair / Gar ASHPAK	9930817694	रोड साइड	993
Tyre Service VINAY	9870834826	टायर सेवा	987
Police Station BKC (Near HPC RD)	26504481	पोलीस स्टेशन (नजदीक एचपीसी रोड)	265
Hospital ASIAN HEART HOSPITAL	66986666	हॉस्पिटल एशियन हार्ट हॉस्पिटल	669

Fig. 3.1.2. Emergency service number at retail outlet

3.1.1 Safety Hazards at a Retail Outlet

There are three types of safety hazards that can occur at a Retail Outlet:



Fig. 3.1.3. Staff should be trained in fire fighting

Fuel Storage:

The retail outlet deals with a highly flammable product, which may pose several risks like fire/explosion, environmental damage, health effects, etc. All the staff members should be adequately trained in fire fighting and other safety measures.



Fig. 3.1.4. Avoid inappropriate movement

Vehicle Movement:

Inappropriate movement of cars and other vehicles on the forecourt can lead to accidental collision with structures, people and other vehicles.



Fig. 3.1.5. The possibility of mishaps increases during the monsoon

Mishaps:

The monsoon increases the possibility of slips, trips and falls. The Retail Outlet Attendant must be trained to look after all such mishaps that happen at the retail outlet. If there are fuel and oil spillages on the forecourt, it should be promptly managed.

3.1.2 Safety Measures for a Customer at a Retail Outlet

Petroleum products are highly inflammable and are, therefore, dangerous if not handled properly. Their handling is strictly governed and following is a set of safety measures for a customer at a retail outlet:

- Switch off the engine before taking delivery of fuel.
- DO NOT smoke within the petrol pump premises.
- Never light a match stick within the petrol pump premises.
- Never ignore the safety signs that have been displayed in the outlet. They help in avoiding any emergency and come in handy during an emergency.



Fig. 3.1.6. Safety signs at a retail outlet

- Never use mobile phones near the Dispensing Unit, as electric charges are generated from its battery. This can result in a major fire if an electric charge comes in contact with the fuel vapours floating in and around the fuelling station.



Fig. 3.1.7. List of dos and dont's at a retail outlet

- It is not advisable to carry petrol/diesel in plastic/glass bottles, as they can generate static electricity and can ignite an explosion in the outlet and affect the nearby area.



Fig. 3.1.8. Safety notice at a retail outlet



Fig. 3.1.9. Safety signs at retail outlet

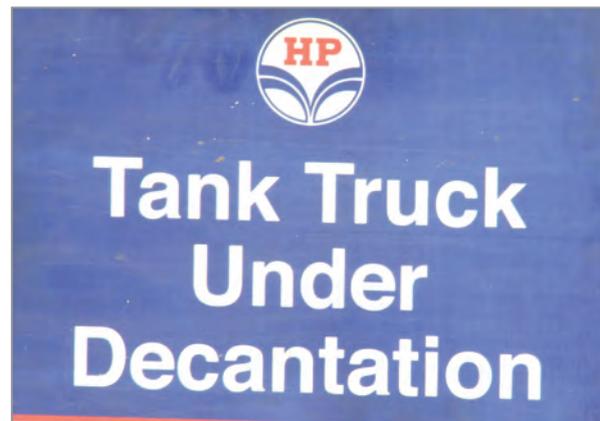


Fig. 3.1.10. Safety notice during decantation

- All attendants are expected to keep their mobile phones in the locker/office/area allocated by the office.
- During decantation, the attendant should follow all the safety measures and fuel should not be dispensed during tanker decantation.

UNIT 3.2: Safety while Handling CNG

Unit Objectives



At the end of this unit, you will be able to:

1. Describe the refuelling process of a CNG vehicle
2. Identify the Safety Measures while refuelling a CNG vehicle

3.2.1 Safety while Handling CNG

Natural gas is a clean, low cost, domestically available alternative fuel that can power our vehicles. The advantages of energy independence by reducing foreign oil imports, the reduced cost compared to petrol and less emissions have been well documented. However, there may still be a misconception about the safety of Compressed Natural Gas (CNG) compared to petrol.

All fuel sources contain energy that is released through combustion and any fuel can be potentially dangerous if not properly handled. Throughout time, we have learned to harness these fuels for heating, light and powering our vehicles.

Natural gas or methane is a non toxic gas that is lighter than air. This means that it will not puddle (like petrol) or sink to the ground like propane, which is heavier than air. Instead, Natural Gas will rise and dissipate in the atmosphere while also having a higher ignition temperature.

Safety Measures while Handling CNG:

- Always ask the customer to park the vehicle about 2 to 3 feet away from sources of ignition fire, and switch off the vehicle's engine.
- Ask the driver along with the passengers to step outside the vehicle during the process of refuelling.
- Check for the CNG Compliance Plate while refuelling a vehicle. CNG Compliance Plate is a mandatory prerequisite. This is the compliance certificate issued by the company that fits CNG kit in the vehicle.

The following safety measures are for the customer, which Retail Outlet Attendant should be aware of:

- Always use an approved CNG kit and cylinder.
- Avoid using sub-standard cylinder and fittings.
- Never install LPG, Propane or any other cylinder instead of a CNG cylinder.



Fig. 3.2.1. CNG compliance plate



Fig. 3.2.2. Switch OFF the engine



Fig. 3.2.3. Uncap the nozzle, before dispensing CNG



Fig. 3.2.4. Dispensing CNG

If the receptacle on the vehicle and the nozzle on the dispenser do not match, do NOT use an adaptor to refuel the vehicle. Industry standard nozzles and receptacles have been designed with optimal safety in mind to prevent accidents. If an adaptor is used, safety can be compromised, particularly in relation to the high pressure these systems operate under.



Fig. 3.2.2. Defective nozzle should be avoided

Retail Outlet Attendants need to take care of the following Safety Measures while Handling CNG and during emergency:

- Immediately stop filling gas from all dispensers and close all the dispensing points.
- Isolate the gas supply and follow the emergency procedures.
- Shut the power supply.
- Push/ direct all the vehicles out of the station and ensure that no one comes in.
- Inform the concerned authority.
- Change or repair the damaged equipment.
- Start operation only after the control room's approval.

UNIT 3.3: Fire Safety

Unit Objectives



At the end of this unit, you will be able to:

1. Explain the importance of the fire triangle
2. List the different types of fire
3. Describe the procedure to use a fire extinguisher

3.3.1 Fire Safety

Retail Outlets are at a high risk of fire mishaps, as this place has facilities like electrical room, generator room, compressor room, and fuel dispensing units. These facilities can cause major fire hazards that could harm both employees and customers. To ensure you are prepared for any fires that may arise, always keep fire extinguishers handy and make sure all employees are trained to use them. Schedule routine fire extinguisher inspections to verify that they function properly.

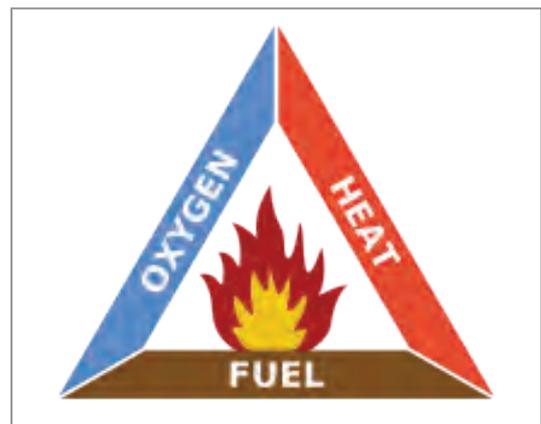


Fig. 3.3.1. Fire triangle

The Fire Triangle is a diagram used most often to explain the components needed to start a fire. The sides of the triangle show the necessary ingredients for fire: heat, fuel and oxygen.

- Heat: The burning source.
- Fuel: Solid, liquid, or gas that burns.
- Oxygen: It supports the chemical process where fuel reacts with oxygen to produce fire.

Fire is extinguished when one of these components is controlled.

3.3.2 Types of fire

Based on the materials involved, fire has been classified into four different types:

Fire Class Type	Description
Class A	Solids that are not metals – wood, paper, cloth, trash, plastics
Class B	Flammable liquids – petrol, oil, kerosene, alcohol, grease, acetone, solvents and paint
Class C	Flammable gas and live electrical equipment— LPG, Natural Gas, Methane, etc. and Electrical Equipment – overloaded switchboards, faulty equipment and damaged wires
Class D	Metals—potassium, sodium, aluminum, magnesium

Note: Class B and C fire types are vital information for a Retail Outlet Attendant, as they can happen in a Retail Outlet.

Choosing the right extinguisher:

Choosing the right extinguisher can prevent property damage and save lives					
Types of Fire Extinguishers →		Water	Foam	CO ₂	Dry Chemical
Types of Fire ↓					
	Class A: Paper, Wood, Plastic Fabric, Rubber, Trash 	✓	✓	✗	✓
	Class B: Oil, Petrol, Some Paints and Solvents 	✗	✓	✓	✓
	Class C: Electrical Equipment, Appliances, Computers 	✗	✗	✓	✓

Fig. 3.3.2. Types of fire and fire extinguisher

3.3.3 Types of Fire Extinguishers and their Uses

Different types of fire extinguishers are designed to fight different classes of fire. Each type has a label telling which type of fire it can extinguish. The five most common types of fire extinguishers are:

1. Sand Buckets
2. Water Spray
3. Mechanical Foam Type
4. Carbon dioxide (CO₂)
5. Dry Chemical Powder (DCP)

Types of Fire Extinguishers	Uses
	<ul style="list-style-type: none"> • These are used to extinguish Class B fires. • Sand is thrown on the fire. • Sand absorbs the fuel generating fire.

Fig. 3.3.3. Sand buckets

Types of Fire Extinguishers	Uses
 <p data-bbox="316 607 660 633">Fig. 3.3.4. Water spray extinguisher</p>	<ul data-bbox="815 371 1401 521" style="list-style-type: none"> • These are used to extinguish Class A fires. • The heat of vaporisation of water is much higher. • It reduces the volume of oxygen in the fire.
 <p data-bbox="328 1016 647 1043">Fig. 3.3.5. Mechanical foam type</p>	<ul data-bbox="863 754 1398 947" style="list-style-type: none"> • These are used to fight Class A and B fires. • Due to its fast spreading coverage action that takes over the fuel surface, it results in fast extinguishment.
 <p data-bbox="363 1429 609 1456">Fig. 3.3.6. Carbon dioxide</p>	<ul data-bbox="815 1149 1401 1373" style="list-style-type: none"> • These are used to fight Class B and C fires. • Carbon dioxide is a non-flammable gas that takes away the oxygen element of the fire. • Carbon dioxide is very cold as it comes out of the extinguisher, so it cools the fuel as well. • It is useful for offices and electrical fire.
 <p data-bbox="331 1839 641 1865">Fig. 3.3.7. Dry Chemical Powder</p>	<ul data-bbox="815 1563 1401 1787" style="list-style-type: none"> • These are designed for extinguishing Class A, B and C fires. • Dry chemical extinguishers put out fire by coating the fuel with a thin layer of dust. • It separates the fuel from the oxygen in the air.

Procedure to Use Fire Extinguisher

It is easy to remember how to use a fire extinguisher if you remember the **PASS** technique.

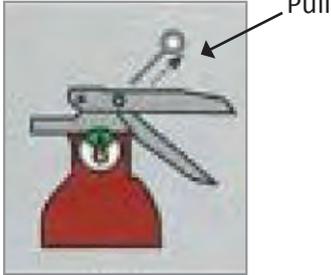
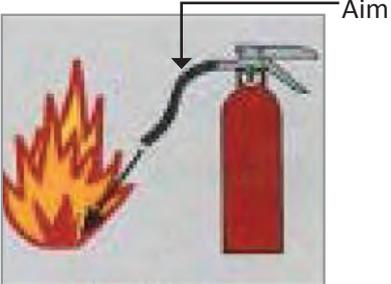
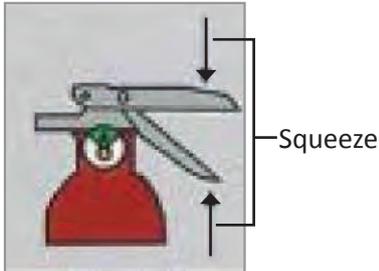
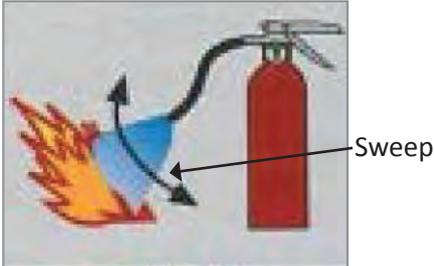
P - Pull	A - Aim	S - Squeeze	S - Sweep
<p>Step 1 – Pull: Pull the pin located at the top of the fire extinguisher. This will break the seal and unlock the fire extinguisher.</p>			
<p>Step 2 – Aim: Aim low, pointing at the base of the fire. Do not aim in the opposite direction of air. Instead, aim from the direction of air. If this is not followed, there is a chance that person using the fire extinguisher can get hurt.</p>			
<p>Step 3 – Squeeze: Squeeze the handle to release the extinguishing substance to put out the fire.</p>			
<p>Step 4 – Sweep: Start using the extinguisher from a safe distance away, and then slowly move forward. Using a sweeping motion, sweep the extinguisher from one side to another at the base of the fire until the fire is completely out. Once the fire is out, keep an eye on the area. If the fire re-ignites, repeat the steps 2, 3 and 4.</p>			

Fig. 3.3.8. Procedure to use fire extinguishers

Note:

- Maintain a safe distance (approximately 6 to 8 feet) while using a fire extinguisher.
- Ensure that you are standing in the same direction as the air flowing (if you stand in the opposite direction you might end up as the victim of fire).
- While aiming, point to the base of fire or root of fire ignited, because when you squeeze the extinguisher, it creates an foam surface on the fire, and stops one of the factors causing the fire.

Exercise



Read the questions carefully and answer them.

1. What are the emergency numbers available at the Retail Outlet?

2. Mobile Phone cannot be used near a _____, because their battery can generate electric charge, which can cause fire.

3. As a safety measure, the vehicle must be parked at what distance?

4. List the types of Fire.

5. Sand Buckets, Water Spray, Mechanical Foam Type, Carbon Dioxide, Dry Chemical Powder are types of _____.

Hands-on practice sessions will be conducted at the Retail Outlet





4. Maintain Health and Hygiene

Unit 4.1 - Cleanliness around Workplace

Unit 4.2 - Personal Hygiene Practices

Unit 4.3 - Precautionary Health Measures



Key Learning Outcomes

At the end of this unit, you will be able to:

1. Describe ways to Maintain Cleanliness around Workplace
2. Describe the ways to Maintain a Good Health and Physical Fitness
3. Explain the habits to Maintain Personal Hygiene
4. Describe how to Maintain Dental Hygiene
5. Explain the term 'Grooming' and how to be well groomed
6. State the Precautionary Health Measures

UNIT 4.1: Cleanliness around Workplace

Unit Objectives

At the end of this unit, you will be able to:

1. Describe ways to Maintain Cleanliness around Workplace
2. Describe the ways to Maintain a Good Health and Physical Fitness

4.1.1 Cleanliness around Workplace

Employees spend several hours at their workplace. Unclean and unhealthy work environment can affect their health and also increase the chances of injuries. It is responsibility to ensure and maintain clean and safe workplace.

Following are the practices to maintain cleanliness around workplace:

1. **Maintain clean and dry floor area:** The floors can become slippery if water or petrol is spilled in the area. Slippery floors increase the chances of accidents and injuries. It is responsibility of Retail Outlet Attendant to ensure and maintain clean and safe workplace.
2. **Avoid messy work area:** A messy and disorganised workplace where by not keeping the tools and equipments in proper place, it can increase the risks of accidents. Hence, it is important to maintain a clean and organised workplace.
3. **Use of Disinfectants:** Disinfectant is a chemical liquid that kills germs. At workplace, there is more risk of spread of germs since workplace in open area, Retail Outlet Attendant is more likely to catch infection and illness, that's why use appropriate disinfectant for sanitising the workplace, yourself is necessary all the time.
4. **Maintain essential light level:** Adequate lights in the workplace is required all the time, so that the Retail Outlet Attendant are able to perform their tasks without any difficulties. Inadequate lighting can increase the chances of accidents. Lights are required so that the Attendants are able to perform their tasks without any difficulties. Thus, there should be proper and adequate lighting to prevent accidents and maintain a safe work environment.
5. **Proper waste disposal:** Adequate dust bins should be placed at the workplace to appropriately dispose unwanted and waste materials.

UNIT 4.2: Personal Hygiene Practices

Unit Objectives



At the end of this unit, you will be able to:

1. Explain the habits to Maintain Personal Hygiene
2. Describe how to Maintain Dental Hygiene
3. Explain the term 'Grooming' and how to be well groomed

4.2.1 Ways to Maintain Good Health

Very often, your performance and behaviour both at work and home depends on your health. An unhealthy person can easily fall ill due to improper diet, lack of hygiene and bad habits like smoking and drinking alcohol. It is, therefore, important to stay healthy. Following are the ways to maintain good health:

1. Maintain personal hygiene (cleanliness) at all times.
2. Wash your hands or clean them using a hand wash or a sanitiser (a chemical gel that kills the germs present on the skin).
3. Have a balanced and healthy meal.
4. Avoid junk food.
5. Have a sound sleep of 6 to 8 hours daily.
6. Exercise regularly to keep yourself fit.
7. While on the job, do some jaw, shoulder, neck and back exercises to prevent any injuries.
8. Stay away from pan masala, gutka, cigarettes, alcohol, etc. that will affect your health.

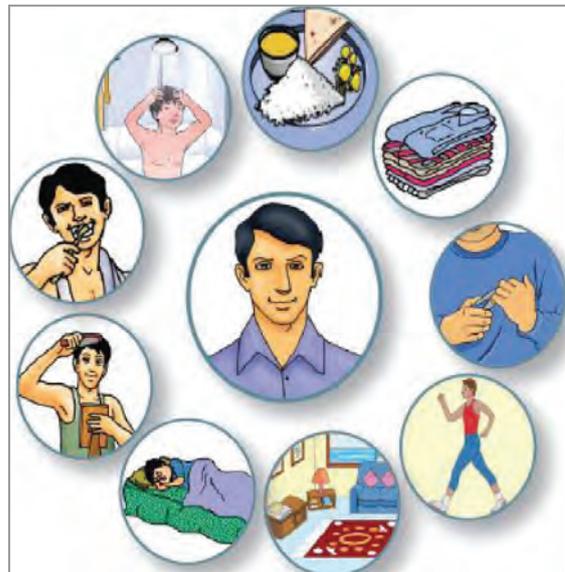


Fig. 4.1.1. Personal Hygiene

Physical Fitness

You have to be physically fit and strong to perform your daily activities at work. Following are the tips that can help you maintain physical fitness:

1. Eat well before leaving for work.
2. Do not skip any meals and eat at regular intervals.
3. Have a glass of milk daily.
4. Do regular physical exercises to make your body strong.
5. Do stretching exercises of hands, neck and shoulders before lifting any heavy objects.

4.2.2 Personal Hygiene Practices

Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases. Hygiene is of utmost importance for everyone who wishes to be healthy. You have to maintain high standards of hygiene at all times. Remember, as Retail Outlet Attendant, you are representing your company and your personality will reflect the image of your company.

You must follow the following practices to maintain personal hygiene:

1. Bath daily and shampoo your hair as often as necessary.
2. Do not spit at public places.
3. Cover your nose and mouth while sneezing or coughing. Also, wash your hands immediately after sneezing.
4. Never dig your nose in public.
5. Trim your nails and keep them clean.
6. Wash your hands with soap and water before beginning work.
7. Wipe your hands with clean towel; never wipe your hands on your uniform.
8. Keep your uniform neat and tidy.
9. Wash your hands before and after meals.
10. Wash your hands with soap and water after visiting toilet.
11. When you are unwell, consult a doctor; avoid going to work if there are chances that your sickness may increase or the disease may spread.
12. Cover your wounds with a band-aid.

Personal Hygiene at a Glance

Body	Avoid body odour	<ul style="list-style-type: none"> • Take a bath daily. • Use a deodorant. 	
Mouth	Avoid bad breath	<ul style="list-style-type: none"> • Brush your teeth twice a day. • Do not smoke or drink alcohol or chew tobacco/gutka. • Use a mouth freshener. 	

Fig. 4.1.2. Personal Hygiene

4.2.3 Ways to Maintain Dental Hygiene

Good oral and dental hygiene can help prevent bad breath, tooth decay and gum disease and keep your teeth strong. Here are the ways to maintain dental hygiene:

1. Brush your teeth twice a day i.e. in the morning and at night.
2. Rinse your mouth well after each meal.
3. Do not drink alcohol and smoke cigarettes; do not chew tobacco or gutka.
4. Use a mouth freshener to prevent bad breath.
5. Visit a dentist in case of any dental related problems like cavities, gum diseases, bad breath, etc.



Fig. 4.1.3. Mouth freshener

4.2.4 Grooming

Wearing clean and tidy clothes and looking presentable is called grooming. Being well-groomed makes you feel confident. It not only helps to create a positive image of yourself but also of your company. Unclean or untidy people are not liked by anyone. Therefore, for a good impression, grooming is necessary.

What would customers think when they see you are well dressed and well-groomed?

- They will respect you.
- They will perceive you are confident.
- They will be comfortable to talk or interact with you.
- They will be impressed by your overall appearance.

To be well-groomed, a Retail Outlet Attendant needs to follow the practises listed below:

1. Always wear clean and well-ironed uniforms.
2. Wear your identity card at all times.
3. Keep hair short and well-combed.
4. Shave regularly.
5. Trim your nails and keep them clean.
6. Avoid wearing too many accessories and jewellery.
7. Wear proper footwear, shoes as part of uniform.

Wearing a Proper Uniform:

1. Gives a sense of belongingness and pride
2. Easy to identify with the brand, especially for an outsider
3. Always wear complete belt/sock/shoes/name batch/cap

UNIT 4.3: Precautionary Health Measures

Unit Objectives

At the end of this unit, you will be able to:

1. State the Precautionary Health Measures

4.3.1 Precautionary Health Measures

You need to be healthy and physically fit to perform various tasks at work place. Precautionary health measures need to be taken to prevent various diseases, injuries or any health related issues. There are certain precautionary health measures you need to follow while at work:

1. Inform and report on personal health issues related to injury and infectious diseases.
2. Use a tissue or a hand kerchief to cover your mouth while sneezing or coughing.
3. Turn away from people and food items while sneezing or coughing.
4. Wash or wipe your hands immediately after sneezing or coughing.
5. Undergo preventive health check-ups at regular intervals.
6. Take proper treatment from the doctor in case of illness and injuries.
7. Do stretching exercises involving your hands, neck and shoulders before lifting any heavy objects.
8. Have a general sense of hygiene and appreciation for cleanliness.

Exercise

Read the questions carefully and answer them.

1. Which one of these is a balanced and healthy meal?
 - a. Bread, sandwich, samosa, etc.
 - b. Dal and rice
 - c. Dal, rice, chapati, vegetables, etc.
2. While lifting a cylinder, you should bend your back and knees forward to lift the cylinder.
 - a. True
 - b. False
3. You should avoid going to work if there are chances that your sickness may increase or the disease may spread.
 - a. True
 - b. False
4. To maintain dental hygiene, you should not chew tobacco or _____.
 - a. chewing gum
 - b. chocolate
 - c. gutka

5. Maintain Customer-Centric Service Orientation



Unit 5.1 - Engaging with Customers for Assessing Service Quality Requirement

Unit 5.2 - Customer Satisfaction



Key Learning Outcomes

At the end of this unit, you will be able to:

1. Demonstrate the engagement with customers to understand their service quality requirements
2. Perform in accordance with customer requirements

UNIT 5.1: Engaging with Customers for Assessing Service Quality Requirements

Unit Objectives

At the end of this unit, you will be able to:

1. Demonstrate the engagement with customers to understand their service quality requirements

5.1.1 Engaging with Customers for Assessing Service Quality Requirements

Customer engagement is the emotional connection between a customer and a brand. Highly engaged customers buy more, promote more, and are more loyal. Providing a high-quality customer experience is an important component in your customer engagement strategy.



Fig. 5.1.1. Engaging with customers

5.1.2 What is a Customer Centric Approach?

Customer centricity refers to giving a lot of importance to the customer's needs, including his latent needs. It means putting additional efforts to ensure the customer is really happy with your work.



Fig. 5.1.2. Customer centric approach

5.1.3 Need for Customer Centric Approach

For any business or organisation to work successfully, it is important that its customers are satisfied. Their satisfaction helps to ensure that they are retained with the corporation. Also, when one customer is happy, it is likely that the customer may refer you or your corporation to someone else.



Fig. 5.1.3. Customer centric approach

5.1.4 How to Make the Customer Happy?

When you are interacting with the customer, ensure that:

- your body language conveys confidence.
- the customer is comfortable while talking to you.
- you are able to answer the doubts asked by the customer.
- you are able to stay calm even if the customer is irritating you.
- you ask the customer for feedback.

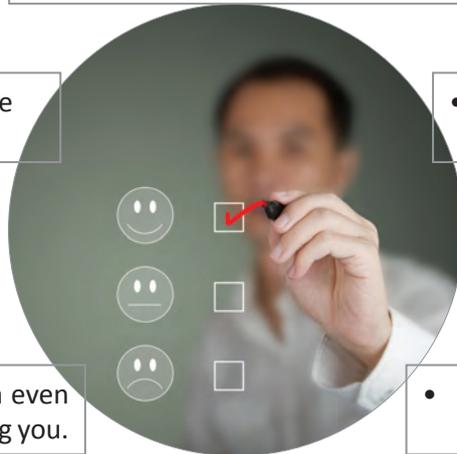


Fig. 5.1.4. Tips to make the customer happy

5.1.5 Dealing with the Customer

5.1.5.1 Greeting the Customer

Customer is the most important visitor at the Retail Outlet, and hence, he should be greeted and welcomed suitably, as follows:



Fig. 5.1.5. Greeting the customer

Greet all customers with an elegant smile.

The Retail Outlet Attendant should be dressed in a proper and complete uniform.

5.1.5.2 Expressing Thanks

Expressing thanks to the customer is an indication of our gratitude for buying the product from our Retail Outlet.



Fig. 5.1.6. Thank you to the customer

Say 'Thank you'.

Thank you for helping us serve you.

5.1.5.3 Walk an extra mile for 100% customer satisfaction

The Retail Outlet Attendant should display that he cares for the customers by doing the following:

- Prompt the Customer to take Quality and Quantity Checks: The same would build a feeling of trust and positive image for the Retail Outlet in the minds of the customer.
- The Retail Outlet Attendant is expected to have complete knowledge of the other products, various services, facilities and the schemes prevailing at the Retail Outlet in order to relay the information to the desiring customers and communicate the same to the customer:
 - Other products - Engine Oil, Distilled Water for Battery, Coolant, Brake Oil.
 - Facility available - Clean Toilet, Clean Drinking Water, Air Tower, Windshield cleaning, Loyalty card, Insurance and PUC.
 - Rest Rooms, Bathing Room and Common Kitchen or Clean *Dhabha* available for Truck Crews for Highway Outlets.

- You as a Retail Outlet Attendant are expected to respond appropriately, when you may come across such situations:
 - In case of CNG, passengers and driver not alighting the vehicle while fuelling.
 - Two wheeler vehicles pillion and the rider not getting down from the vehicle.
 - Customer using mobile phone at the Retail Outlet.
 - Insisting on refueling their vehicle when sales are discontinued during the process of decantation.

These rules exist for safety of the customers and you should be able to explain the reasons to the customer.

- All segments of customers should be treated with same respect. Attendant is expected to extend support and assistance to Senior Citizens, physically challenged and women with infants.
- In case of customer's vehicle break down in the outlet premises extend assistance.
- When you ask for feedback from the customer show respect, and ensure they feel that you value all the suggestions they provide. Valuing the customer's feedback makes one person feel important. Also, ensure that the feedback is shared with the Supervisor.
 - For example, if a customer suggests giving Best of Luck Card to the Students appearing for Board exam. Inform the customer that you will forward this suggestion to your Supervisor to check if this can be implemented.

Festive Season/Occasions

During festivities and special occasions follow the practices set by the organisation:



Fig. 5.1.7. Seasons' greetings

- For example wish them on festivals like New Year, ID, Diwali, and Christmas.
- If your outlet chooses to celebrate festivals in any different way for example, distributing sweets, cards, or flowers you need to follow that practice.

Additional effort to address the following:

- Peak hours (especially for urban outlets) make your service swift and precise.
- Explain to the customer why they need to get down during the refuelling process, and wear helmets because fumes from the fuel can hurt their vision.
- Customers for highway retail outlets are drivers traveling long distance. Make efforts so they should feel safe with their vehicles outside when they are using the facilities to freshen up and eating.
- Ensure that the facilities like washroom and eating joints are clean.
- L board vehicles - don't rush the driver, and be extra sensitive.

UNIT 5.2: Customer Satisfaction

Unit Objectives



At the end of this unit, you will be able to:

1. Perform in accordance with customer requirements

5.2.1 Qualities and Skills needed to Handle Complaints

As a Retail Outlet Attendant you will come across following complaints:

Type of complaint	Your Response
1. Short filling	1. Show the meter, and automated bill. If the customer still insists on short filling, then, suggest quantity check.
2. Improper services	2. Apologise to the customer, then if in position, rectify the problem.
3. Slow services	3. Explain properly, the reasons for slow services, inform that each customer is as important for us.

Handling complaints can be stressful, that is why the following set of qualities and skills are essential for a Retail Outlet Attendant to possess:

- Confidence is one of the most important components of delivering great service to your customers. If you are confident about your work it reflects in your behaviour.
- Customer service requires a lot of patience. Sometimes, your customers will be angry with you, and there are going to be situations where your customers will need extra attention to understand things. So, always be patient with your customer.
- Being polite means being aware of feelings of the customers, and respecting those feelings. Customer may not always notice politeness but they usually notice rudeness or inconsiderate behaviour. So, always be polite in your conduct and behaviour.
- Resilience is the capacity to recover quickly from difficulties, in customer centric job you need to build resilience in handling difficult customers.
- Empathy is the ability to share or understand the feelings of others. It's an essential element of everyday relationships and can be equally powerful when it comes to company-customer relationships. Be empathetic towards your customer.



Fig. 5.2.1. Retail outlet attendant handling complaint

5.2.2 Tips to Handle Complaints

Following are a few tips to Handle Complaints:



Fig. 5.2.2. Tips to handle complaints

- Pacify an angry customer.
- Listen to the customer's complaint.
- Apologise to the customer for any inconvenience.
- NEVER give excuses.
- Do not make the customer feel unattended.
- NEVER argue with the customer.
- Make efforts to convert an unhappy customer into a happy customer.

Exercise



Read the questions carefully and answer them.

When you will work as a Retail Outlet Attendant you will come across the many situations where customer is complaining or has a problem. Following are a three sample situations, along with expected reaction from you, you have read the options carefully and select the ones appropriate.

Scenario – 1

During peak hour, if an agitated customer visits the Retail Outlet and picks up a fight with you over long queue at the Outlet. Your reaction would be:

- to empathise/understand that the customer is in haste and has an urgency to reach his destination.
- to be angry at the customer and ask the customer to keep quite.
- to stay calm and try not to react to any of the arguments.
- to change the island you are working at
- to be patient while hearing customer's complaint.
- to ask the Forecourt Supervisor for some assistance to expedite his activities.
- tell the customer to refuel and leave the premises.
- should offer some water to such customers to calm him down.

Situation – 2

As a Retail Outlet Attendant, you inadvertently fill petrol in a Diesel car.

- you should accept his mistake.
- tell the customer that he/she has should have paid attention during the refuelling process.
- apologize to the customer.
- avoid informing the customer about this error and let the customer leave the outlet premises
- immediately bring the same to the notice of your supervisor.
- make efforts to de-fuel the vehicle and expenses of the same to be borne by the Retail Outlet.



6. Annexure



S No.	Module No.	Unit No. and Name	Topic Name	Page No.	URL	QR Code (s)
1	Module 1	Unit 1.1 Introduction to the training program	1.1 Introduction to the training program	15	https://www.youtube.com/watch?v=FsyAlv5Azws	 Indian Oil Petrol Pump Walkthrough
2	Module 1	Unit 1.1 Introduction to the training program	1.1 Introduction to the training program	15	https://www.youtube.com/watch?v=2k4OTERUCyc	 PETROL STATION DESIGN
3	Module 2	Unit 2.1 Perform Retail Outlet (Fuel Station) Activities	2.1 Perform Retail Outlet (Fuel Station) Activities	39	https://www.youtube.com/watch?v=FsyAlv5Azws	 Indian Oil Petrol Pump Walkthrough
4	Module 2	Unit 2.1 Perform Retail Outlet (Fuel Station) Activities	2.1 Perform Retail Outlet (Fuel Station) Activities	39	https://www.youtube.com/watch?v=wRKVg-1MOfM	 Petrol Pump- How it works?
5	Module 2	Unit 2.1 Perform Retail Outlet (Fuel Station) Activities	2.1 Perform Retail Outlet (Fuel Station) Activities	39	https://www.youtube.com/watch?v=UZ-lm4YZEfl	 Bharat Petroleum training film
6	Module 3	Unit 3.1 Maintain Safe and Secure Working Environment (HYC/N 3102)	3.1 Maintain Safe and Secure Working Environment (HYC/N 3102)	55	https://www.youtube.com/watch?v=embKUGDyPEc	 Safety at petrol pump - Indian Oil

S No.	Module No.	Unit No. and Name	Topic Name	Page No.	URL	QR Code (s)
7	Module 3	Unit 3.1 Maintain Safe and Secure Working Environment (HYC/N 3102)	3.1 Maintain Safe and Secure Working Environment (HYC/N 3102)	55	https://www.youtube.com/watch?v=SWP4ur1bloY	 Stay Safe at Petrol Pumps
8	Module 4	Unit 4.1 Maintain Health and Hygiene	4.1 Maintain Health and Hygiene	65	https://www.youtube.com/watch?v=USGq89hxZIU	 GAS STATION CLEANING
9	Module 4	Unit 4.1 Maintain Health and Hygiene	4.1 Maintain Health and Hygiene	65	https://www.youtube.com/watch?v=OoBhRg1hZ0s	 Industrial Hygiene: Petrol Station - Health & Safety Guidelines
10	Module 5	Unit 5.1 Maintain Customer-Centric Service Orientation	5.1 Maintain Customer-Centric Service Orientation	77	https://www.youtube.com/watch?v=qG62hPjkISU	 IndianOil petrol pumps are now automatic
11	Module 5	Unit 5.1 Maintain Customer-Centric Service Orientation	5.1 Maintain Customer-Centric Service Orientation	77	https://www.youtube.com/watch?v=8Gibb1AKBoY	 BPCL Fuel Station- Automation
12	Module 5	Unit 5.1 Maintain Customer-Centric Service Orientation	5.1 Maintain Customer-Centric Service Orientation	77	https://www.youtube.com/watch?v=M0cLRd_DzSc	 Petrol And Gas Station Vocabulary



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