



**NATIONAL COMPETENCY STANDARDS
FOR
FOOD AND BEVERAGE ASSOCIATE
(NC2 & NC3)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu Bhutan
(January, 2019)**



**NATIONAL COMPETENCY STANDARDS
FOR
FOOD AND BEVERAGE ASSOCIATE
(NC2 & NC3)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu Bhutan
(January, 2019)**

First Publication 2010

First revision October, 2015

Second Revision January 2019

© Department of Occupational Standards (DOS), MoLHR

FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the revised version of National Competency Standards (NCSs) for Food and Beverage Associate. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualifications System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualifications Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director
Department of Occupational Standards
Ministry of Labour and Human Resource

ACKNOWLEDGEMENT

Validation date : 22/03/2019
Endorsement date: 19/04/2019
Date of Review : 22/03/2022 (Max. 3 years)

Technical Advisory Committee (TAC) members for the Tourism and Hospitality Sector involved in the validation of NCS:

- 1) Prem Lal Katel (**chairperson**), Taraphendeyling hotel, Thimphu
- 2) Karma Loday (**Member Secretary**), CPO, DOS, MoLHR
- 3) Karma Lhaden, BISHT, Thimphu
- 4) Sita Koirala, NLD Training Institute, Thimphu
- 5) Dorji Wangmo, Hotel Migmar, Thimphu
- 6) Ganga Nirola, RITH, Thimphu
- 7) Niki Gurung, Hotel Riverside, Thimphu
- 8) Thinley Gyeltshen, TCB, Thimphu

Subject experts involved during the consultative workshop for the development of NCS for Food and Beverage Associate:

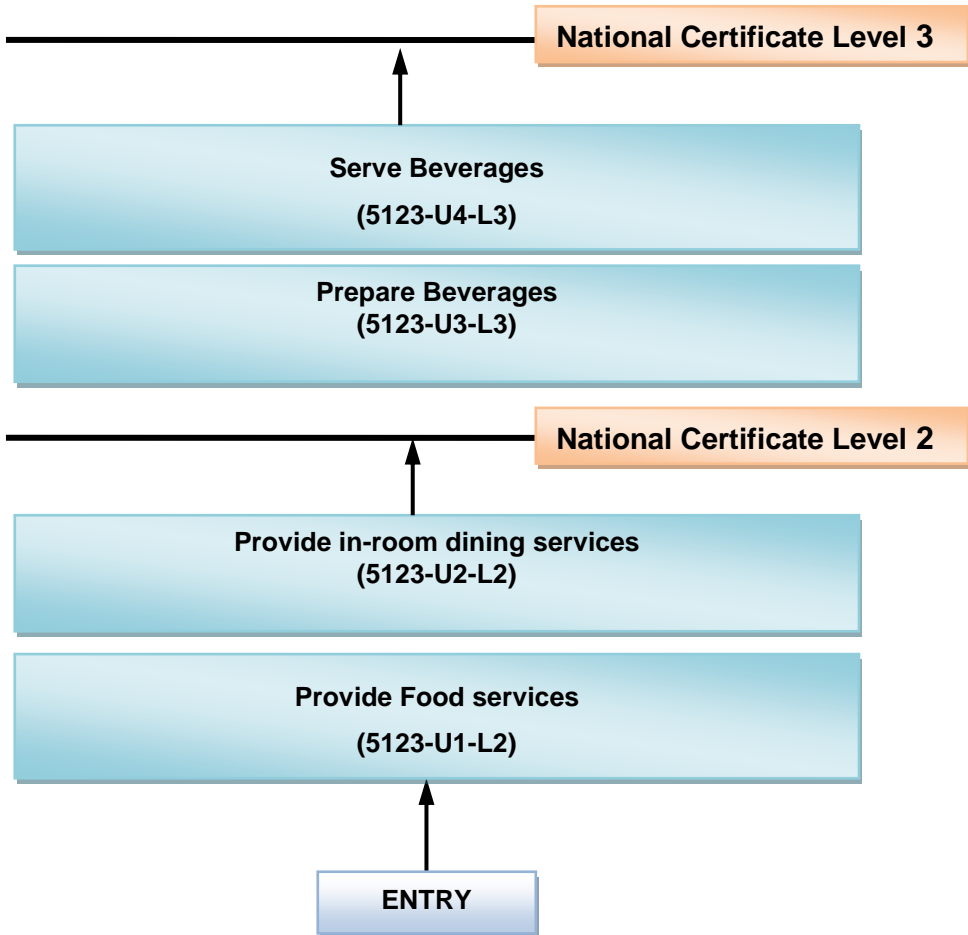
1. Khagendra Dahal, Hotel Ga Me Ga, Phuntsholing
2. Tila Ghalley, Alem Hotel, Phuntsholing
3. Leela Kumar Ghalley, Hotel Lhaki, Phuntsholing
4. Tenzin, Hotel Druk, Phuntsholing
5. Pankash Giri, Hotel Druk, Phuntsholing
6. Sangay Tenzin, Tashi Namgay Grand, Phuntsholing

Development Group (Facilitator):

1. Karma Loday, Chief Program Officer, DOS, MoLHR
2. Chogay Lhendup, Program Officer, DOS, MoLHR

PACKAGING OF QUALIFICATIONS

The National Competency Standards for the Food and Beverage Associate comprises four units of competencies which are clustered into following levels of qualifications.



OVERVIEW OF NATIONAL COMPETENCY STANDARDS

UNIT TITLE	ELEMENTS OF COMPETENCE
Provide Food Services	<ol style="list-style-type: none"> 1. Prepare for food service 2. Provide Table Services 3. Provide Buffet service 4. Process Bill Settlement
Provide in-room dinning services	<ol style="list-style-type: none"> 1. Take room service orders 2. Prepare to transfer food and beverages to room 3. Serve food and beverage to guest 4. Present room service bills 5. Clear room service area
Prepare Beverages	<ol style="list-style-type: none"> 1. Prepare Alcoholic Beverage 2. Prepare non- alcoholic Beverage
Serve Beverages	<ol style="list-style-type: none"> 1. Prepare to Serve Beverage 2. Serve Beverage 3. Process Bill Settlement

UNIT TITLE : **Provide Food Services**

DESCRIPTOR : This unit covers the competencies required to provide food in various forms of services like pre plated, silver, single point, buffet and A la carte as per the guest requirement following standard procedures.

CODE : **5123-U1-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for food service	1.1 Select and use required tools and equipment as per the job requirement following standard procedures. 1.2 Check cleanliness of the tools and equipment as per the standard procedures. 1.3 Take table reservation of the guest as per the standard procedures 1.4 Set up tables as per the job requirement following standard procedures 1.5 Lay out table wares as per the standard procedures. 1.6 Maintain personal grooming and hygiene as per the establishment requirement. 1.7 Set the mood/ambiance of the dining area as per standard operating procedures.
2. Provide Table Services	2.1 Greet and sit the guest as per the standard procedures 2.2 Present menu and recommend on choices to guest courteously in accordance with establishment procedures. 2.3 Respond to guest queries and menu items

	<p>as per the standard procedures</p> <p>2.4 Take the orders as per the standard procedures</p> <p>2.5 Process/transfer the order with relevant department following standard procedures</p> <p>2.6 Provide table service as per the standard procedures</p> <p>2.7 Clear the work area as per the standard procedures</p> <p>2.8 Obtain feedbacks from guest as per the standard procedures</p>
3. Provide Buffet service	<p>3.1 Select required equipment as per the job requirements.</p> <p>3.2 Clean the work area in accordance with establishment procedures following standard procedures</p> <p>3.3 Set up main buffet stations in accordance with standard procedures.</p> <p>3.4 Set up table for guest as per the standard procedures</p> <p>3.5 Lay out table wares as per the job requirement.</p> <p>3.6 Display menu tag as per the standard procedures.</p> <p>3.7 Maintain food temperature, presentation and quality in accordance with establishment requirements.</p> <p>3.8 Keep the buffet service station and service area clean throughout the service in accordance with establishment requirements.</p> <p>3.9 Dispose rubbish and food waste in the correct location in a safe and hygienic manner in accordance with establishment</p>

	3.10	requirement. Clear service areas, items and furniture and make ready for next service in a hygienic manner in accordance with establishment requirements.
4. Process bill settlement	4.1	Present the bill to host/guest as per the standard procedures.
	4.2	Process the bill settlement with relevant department in accordance with establishment requirements
	4.3	Complete required documentation in accordance with establishment requirement.

RANGE STATEMENT	
Table services may include but not limited to:	
<ul style="list-style-type: none"> • Silver • Gueridon 	<ul style="list-style-type: none"> • Pre plated • Single point • Family style (Bowl service)
Tools and Equipment may include but not limited to:	
<ul style="list-style-type: none"> • Plates • Under liners 	<ul style="list-style-type: none"> • Cutleries • Condiments
Table wares may include but not limited to:	
<ul style="list-style-type: none"> • Cutleries • Napkins • Flat wares 	<ul style="list-style-type: none"> • Glass wares • Crockeries
Equipment may include but not limited to:	
<ul style="list-style-type: none"> • Chafing Dishes 	<ul style="list-style-type: none"> • Warmers
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Take order from the guest as per the establishment requirement. 	

- Set up guest tables and buffet stations as per the standard procedures
- Maintain food temperature, presentation and quality in accordance with establishment requirements.

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • Product/menu Knowledge • Food Safety regulations • Sequence of service(SOS) • Types of Buffet layout • Waste management • Grooming • Work ethics • Cultural background of the guest • Different Food service styles • Banquet Setup 	<ul style="list-style-type: none"> • Communication • Interpersonal relationship • Team Work • Problem Solving skills • Negotiation skills • Patience

UNIT TITLE : **Provide in-room dining services**

DESCRIPTOR : This unit covers the competencies to provide in-room dining services; serving the food and beverages in the room as per the guest requirements following standard procedures.

CODE : **5123-U2-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Take room service orders	1.1 Attend promptly and courteously to telephone call in accordance with establishment requirement 1.2 Take the orders from guest in accordance with standard procedures 1.3 Advise guests of approximate time of delivery as per the establishment requirement 1.4 Transfer orders promptly to respective departments for preparation as per the establishment requirement
2. Prepare to transfer food and beverages to room	2.1 Prepare room service equipment and materials for use in accordance with job requirement following standard procedures. 2.2 Select and check service equipment and materials for cleanliness and damages in accordance with standard procedures. 2.3 Check orders and room number / guest name before leaving the kitchen for delivery in accordance with establishment requirement. 2.4 Transfer food and beverage to the rooms as per the standard procedures. 2.5 Maintain personal grooming and hygiene as

	per the standard procedures
3. Serve food and beverage to guest	<p>3.1 Enter guest rooms as per the standard procedures.</p> <p>3.2 Arrange the table/trolleys/furniture as per the guest preference following standard procedures.</p> <p>3.3 Serve food and beverages as per the standard procedures</p> <p>3.4 Maintain food and beverage temperature as per the job requirement following standard procedures</p>
4. Present room service bills	<p>4.1 Verify bills with guest for accuracy and present in accordance with establishment procedures.</p> <p>4.2 Hand over the bills to the relevant department for processing as per the standard procedures.</p>
5. Clear room service area	<p>5.1 Clear the room as per the guest request following standard procedures.</p> <p>5.2 Return trays and trolleys from the room and clean in accordance with establishment requirement.</p>

RANGE STATEMENT

Room service equipment may include but not limited to:

- Trays and trolleys
- Toasters
- Warming equipment / lids
- Crockery
- Linen
- Glassware
- Printed materials
- Wine / bottle openers
- Cutlery

Critical Aspects:

- Demonstrate compliance with safety regulations applicable to work

operations at all times.

- Take order from the guest as per standard procedures
- Handling food and beverages in hygienic manner.
- Provide in room dining services on time as per the guest requirement.
- Maintain and serve food and beverages at required temperature

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• Equipment and materials• Product knowledge of the menu and wine list• First aid• OHS• Liquor regulation• Food safety regulations• Time management• Telephone Etiquette	<ul style="list-style-type: none">• Team work• Communication• Numeracy• Literacy• Interpersonal relationships• Handling guest Complaint• Problem solving skills• Negotiation skills

UNIT TITLE : **Prepare Beverages**

DESCRIPTOR : This unit covers the competencies required to prepare alcoholic, non alcoholic and any other drinks in hygienic manner following standard procedures.

CODE : **5123-U3-L3**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare Alcoholic beverage	1.1 Select required tools, equipment and ingredients and set as per the job requirement. 1.2 Check for breakages and cleanliness of equipment and materials as per the standard procedures. 1.3 Prepare Alcoholic beverage as per the guest requirement following standard procedures.
2. Prepare Non-Alcoholic Beverage	2.1 Select required tools, equipment and ingredients and set as per the job requirement. 2.2 Check for breakages and cleanliness of equipment and materials as per the standard procedures. 2.3 Prepare non-alcoholic beverage as per the guest requirement following standard procedures.

RANGE STATEMENT	
Ingredients may include but not limited to:	
<ul style="list-style-type: none"> • Spirits • Fruits 	<ul style="list-style-type: none"> • Mint • Lemon
Alcoholic Beverages may include but not limited to:	
<ul style="list-style-type: none"> • Cocktails 	
Ingredients may include but not limited to:	
<ul style="list-style-type: none"> • Juices • Fruits 	<ul style="list-style-type: none"> • Mints
Non- Alcoholic Beverages may include but not limited to:	
<ul style="list-style-type: none"> • Mocktails • Tea 	<ul style="list-style-type: none"> • Coffee • Fruit juice
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Prepare alcoholic and non-alcoholic beverages as per the guest requirement following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Product/menu knowledge • Food safety regulations • Liquor regulations • Ingredients used in non alcoholic beverages • Types of alcoholic beverages (Local and International) • Hygiene practices 	<ul style="list-style-type: none"> • Team work • Communication • Interpersonal relationship • Problem solving • Literacy and numeracy • Negotiation skills

<ul style="list-style-type: none">• First Aid• Beverage Storage• Basic stock management• Basic computer knowledge• Occupational health and Safety regulations (OHS)	
---	--

UNIT TITLE : Serve Beverages

DESCRIPTOR: This unit covers the competencies required to serve alcoholic, non alcoholic and any other drinks to guest in hygienic manner following standard procedures.

CODE : 5123-U4-L3

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Prepare to serve beverage	1.1 Greet and sit the guest courteously in accordance with establishment requirements 1.2 Present beverage menu and recommend on beverage choices to guest courteously in accordance with establishment procedures 1.3 Respond to guest queries and menu items as per the standard procedures 1.4 Take the order in accordance with establishment requirements following standard procedures 1.5 Maintain personal grooming and hygiene as per the establishment requirement.
Serve Beverage	2.1 Carry the drinks to the guest as per the standard procedures. 2.2 Serve the drinks at required temperature as per the guest order following standard procedures. 2.3 Restock beverages following standard procedures. 2.4 Clean service tools and work area in accordance with standard procedures. 2.5 Obtain feedbacks from guest in accordance with establishment requirements.
Process bill settlement	3.1 Process bill settlement with relevant department in accordance with establishment

	requirements.
3.2	Complete required documentation in accordance with establishment requirement.

RANGE STATEMENT	
Bill settlement may include but not limited to:	
<ul style="list-style-type: none"> • Cash • Credit / debit cards 	<ul style="list-style-type: none"> • Cheque • Traveler cheque
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Take the order with guest in accordance with establishment requirements. • Serve the drinks as per the standard procedures. 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Product/menu knowledge • Food safety regulations • Sequence of Service • Liquor regulations • Ingredients used in non alcoholic beverages • Types of alcoholic beverages (Local and International) • Hygiene practices • First Aid • Occupational health and Safety regulations (OHS) 	<ul style="list-style-type: none"> • Team work • Communication • Interpersonal relationship • Problem solving • Literacy and numeracy

Annexure

1.1. National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

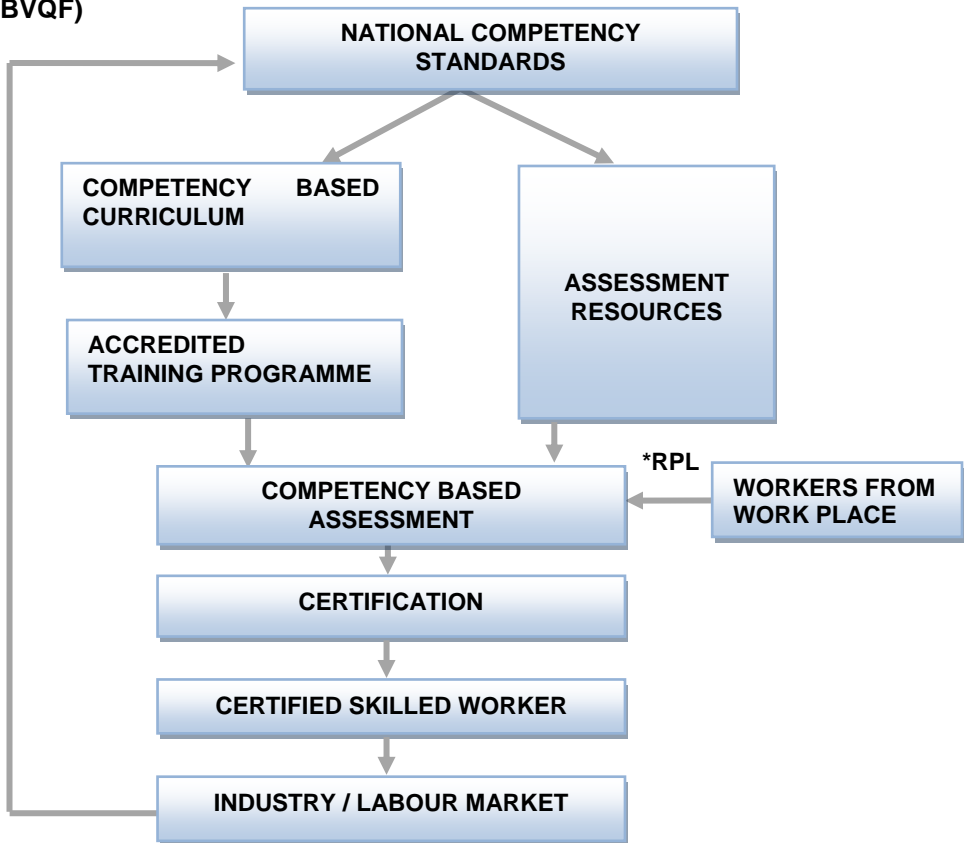
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

1.2. Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1 (Semi Skilled)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Are narrow in range.• Are established and familiar.• Offer a clear choice of routine responses.• Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">• Basic operational knowledge and skill.• Utilization of basic available information.• Known solutions to familiar problems.• Little generation of new ideas.	<ul style="list-style-type: none">• In directed activity.• Under general supervision and quality control.• With some responsibility for quantity and quality.• With no responsibility for guiding others.

National Certificate Level 2 (Craftsman)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a range of well-developed skills. • Offer a significant choice of procedures requiring prioritization. • Are employed within a range of familiar context. 	<ul style="list-style-type: none"> • Some relevant theoretical knowledge. • Interpretation of available information. • Discretion and judgments. • A range of known responses to familiar problems 	<ul style="list-style-type: none"> • In directed activity with some autonomy. • Under general supervision and quality checking. • With significant responsibility for the quantity and quality of output. • With some possible responsibility for the output of others.

National Certificate Level 3 (Master craftsman)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Requires a wide range of technical or scholastic skills. • Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes. • Are employed in a variety of familiar and unfamiliar contexts. 	<ul style="list-style-type: none"> • A broad knowledge base which incorporates some theoretical concepts. • Analytical interpretation of information. • Informed judgment. • A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and quality of output. • With possible responsibility for the output of others.

1.3. PURPOSE

This qualification is designed for people interested in a career as Food and Beverage Associate at the Certificate level. It comprises of four units that cover the essential knowledge and skills required for people working as a Food and Beverage Associate.

The pre-requisite for the candidates aspiring to pursue certificate level in Food and Beverage Associate should have minimum educational requirement.

It provides industry specific skills and demands a level of performance that will enable new recruits to the industry to be immediately productive.

1.4. CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the National competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual national competency standards

Coding the individual skills standard has a multiple purpose:

- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

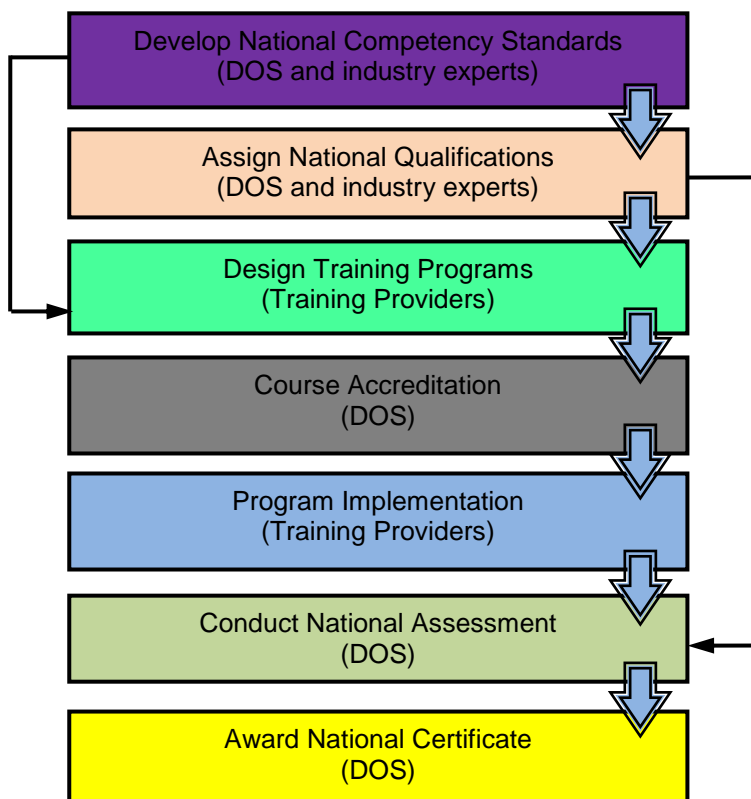
A job can include a number of competencies described in the national competency standards.

However, in order to follow a logical order, only national competency standards related to each other and following a logical sequence in terms

of training delivery, from the simple to the complex, are clustered into a module. Some standards are so complex that they need to stand alone.

To illustrate with an example, the ILO assigns the code 5123 to the occupation of food and beverage associates and related trades. Therefore, in the Bhutan's context, the occupation Food and Beverage Associate has been assigned the code 5123 in the National Coding System. The first unit is assigned the code U1. Levels are assigned the code L and follow a logical progression from the National Certificate Level 1 (NC I) to the National Certificate Level 3 (NC III). Therefore the National Certificate Level 1 is assigned the code L1.

Implementation and operational procedures for National Competency Standards (NCS)



1.5 ASSESSMENT GUIDE

Form of assessment

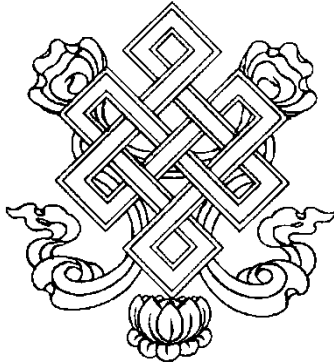
- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through written form of assessment.

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipment, materials and documents.
- The candidate must complete the assessment in an accepted time frame



**Department of Occupational Standards
Ministry of Labour & Human Resources
Thongsel Lam, Lower Motithang
P.O. Box 1036, Thimphu.
Tel: 02-331611, Fax: 02-326873
www.molhr.gov.bt**

