



**NATIONAL COMPETENCY STANDARDS  
FOR  
HOTEL OPERATION SUPERVISOR  
(ND2)**

**Department of Occupational Standards  
Ministry of Labour and Human Resources  
Thimphu, Bhutan: November 2022**

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## FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources proudly presents the National Competency Standards (NCS) for HOTEL OPERATION SUPERVISOR as part of TVET reform initiative for improving the quality of Vocational Education and Training System in Bhutan. 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 National Competency Standards is to set up a well-defined nationally recognized Vocational Qualification and Certification system that will help set a benchmark for the Technical Vocational Education and Training (VET) System in our country aligned to international best practices.

National Competency Standards is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The standards are developed to ensure that employees or vocational graduates possess and acquire the desired skills, knowledge and attitude required by industries and employers. In order to ensure this close match in supply and demand of skills, knowledge and attitude, standards have been developed in close consultation and partnership with industry experts and trainers from training institutes.

A vocational education and training system based on National Competency Standards shall ensure that 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.

While acknowledging the existing level of cooperation and collaboration, the ministry earnestly requests employers and training providers to extend the fullest support and cooperation in developing or implementing the National Competency Standards. The ultimate objective is to build a competent and productive national workforce that will contribute to the socio-economic development of our country.

We gratefully acknowledge the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward to improved engagement and active participation of the industry and employers in the development of a quality assured demand driven TVET system in the near future. Department of Occupational Standards,

Department of Occupational Standards  
Ministry of Labour and Human Resources

## ACKNOWLEDGEMENT

Validation Date: 10<sup>th</sup> November 2022

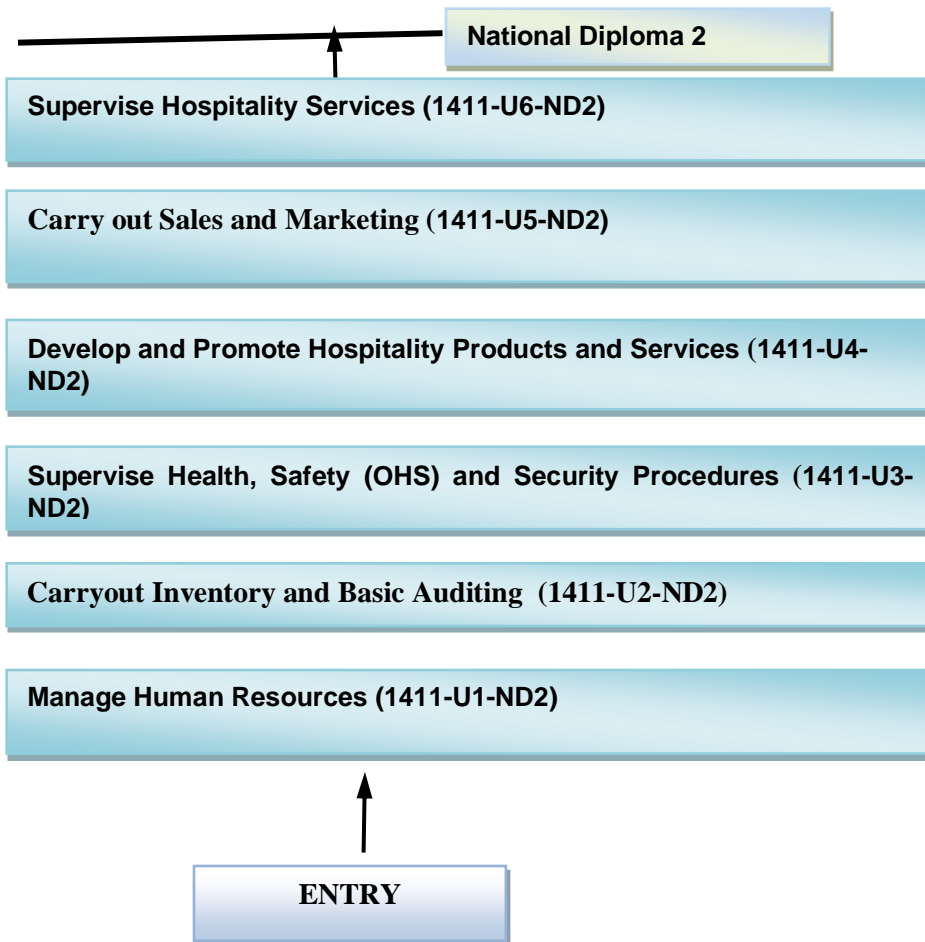
Date of Next Review: 10<sup>th</sup> November 2025 (Maximum Three years)

| Subject Experts Involved During the Revision of NCS for Hotel Operation Supervisor |                  |                             |   |
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| SN   | Name             | Designation                 | Working Agency                              |
| 1  | Tshewang Rinzin  | Lecturer                    | Royal Institute for Tourism and Hospitality |
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| 3  | Yeshi Pelzom     | General Manager             | Hotel Tara Phendeyling                      |
| 4  | Shiva Lal Kafley | Operation Manager           | Hotel Pelyang Boutique                      |
| 5  | Ghanashyam Dahal | General Manager             | Hotel Bhutan Peaceful Residence and SPA     |
| 6  | Ugyen Zangmo     | Executive Housekeeper       | Hotel Dusit D2 Yarkay                       |
| 7  | Pema Lhamo       | Sr. HR and Training Manager | Hotel Dusit D2 Yarkay                       |

| Subject Experts Involved During the VALIDATION of NCS for Hotel Operation Supervisor |                   |   |
|--|-------------------|---|
| Name   | Designation       | Working Agency                              |
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|--|----------------------|------------------------|---|
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**PACKAGING OF QUALIFICATIONS**



## OVERVIEW OF NATIONAL COMPETENCY STANDARDS

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| <b>1. Manage Human Resources</b>                                 | <ul style="list-style-type: none"> <li>1.1 Assist in HR Recruitment</li> <li>1.2 Provide Orientation to New Staff</li> <li>1.3 Assign Tasks to Co-workers</li> <li>1.4 Evaluate Staff Performance</li> <li>1.5 Conduct / Co-ordinate Training</li> <li>1.6 Handle Employee Benefits</li> </ul>         |
| <b>2. Carryout Basic Auditing and Inventory</b>                  | <ul style="list-style-type: none"> <li>2.1. Verify Bills</li> <li>2.2. Maintain Inventories</li> <li>2.3. Conduct Basic auditing</li> </ul>  |
| <b>3. Supervise Health, Safety (OHS) and Security Procedures</b> | <ul style="list-style-type: none"> <li>3.1 Follow and supervise workplace Procedures for Health, Safety and Security</li> <li>3.2 Food Safety</li> <li>3.3 Monitor Personal Hygiene of Staff</li> <li>3.4 Handle Emergency Situations</li> <li>3.5 Prepare Workplace Incident Reports</li> </ul>       |
| <b>4. Develop and Promote Hospitality Products and Services</b>  | <ul style="list-style-type: none"> <li>4.1 Develop /Improve Product and Services</li> <li>4.2 Promote Product and Services</li> </ul>  |
| <b>5. Carryout Sales and Marketing</b>                           | <ul style="list-style-type: none"> <li>5.1 Plan and Prepare Sales and Marketing Strategies</li> <li>5.2 Implement Sales and Marketing Activities</li> <li>5.3 Establish and Conduct Business Relationships</li> </ul>  |
| <b>6. Supervise Hospitality Services</b>                         | <ul style="list-style-type: none"> <li>6.1 Supervise Housekeeping</li> <li>6.2 Supervise Food &amp; Beverage</li> <li>6.3 Supervise Front office /Reservation Activities</li> <li>6.4 Supervise kitchen</li> <li>6.5 Coordinate with Spa and Wellness Center</li> <li>6.6 Handle Complaints</li> </ul> |

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| <b>UNIT TITLE</b>                   | <b>Manage Human Resources</b>   |
| <b>DESCRIPTOR</b>                   | This unit covers the competencies required to assist in HR recruitment, provide orientation for the new staff, assign task, evaluate staff performance, conduct / co-ordinate training and handle employee benefits.  |
| <b>CODE</b>                         | <b>1411-U1-ND2</b>  |
| <b>ELEMENTS OF COMPETENCE</b>       | <b>PERFORMANCE CRITERIA</b>   |
| 1. Assist in Recruitment            | 1.1 Develop job description / standard operating procedures in consultation with the head of department following standard procedures<br>1.2 Assist in conducting interviews following standard procedures<br>1.3 Propose staff requirement as per departmental needs following standard procedures   |
| 2. Provide Orientation to New Staff | 2.1. Conduct <b>familiarization tour</b> following standards procedures<br>2.2. Introduce Dos and Don'ts of the establishment following standard procedures<br>2.3. Introduce policy, in-house rules and internal service rules following standard procedures<br>2.4. Conduct induction test as per the establishment requirement following standard procedures |
| 3. Assign Works to co-workers       | 3.1 Prepare duty roster following standard procedures<br>3.2 Assign task based on the competency/job description of the staff as per the job requirement<br>3.3 Mobilize and assign ad-hoc activities as per the job requirement  |
| 4. Evaluate Staff Performance       | 4.1 Monitor the performance of staff following standard procedures<br>4.2 Review the performance of staff following standard procedures<br>4.3 Prepare reports on staff performance and recommend to the management for <b>necessary action</b> following standard procedures   |
| 5. Conduct / Co-ordinate Training   | 5.1 Identify the training needs of the staff as per the job requirement<br>5.2 Conduct / co-ordinate in house training as per the job requirement   |
| 6. Handle Employee Benefits         | 6.1 Assist in recording and maintaining staff <b>records</b> files as per the standard procedures<br>6.2 Process the <b>entitlements</b> of the staff as per the establishment requirements   |

| <b>RANGE STATEMENT</b>   |  |
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| <b>Familiarization tour may include but not limited to:</b>  |  |
| <ul style="list-style-type: none"> <li>• Services</li> <li>• Properties</li> <li>• Department</li> </ul>   | <ul style="list-style-type: none"> <li>• Employees</li> <li>• Manager</li> <li>• Code of Conduct</li> </ul>    |
| <b>Records may include but not limited to:</b>   |  |
| <ul style="list-style-type: none"> <li>• New staff</li> <li>• Resigning</li> <li>• Training</li> </ul>   | <ul style="list-style-type: none"> <li>• Personal File</li> <li>• Study</li> <li>• Attendance/Leave</li> </ul> |
| <b>Necessary action may include but not limited to:</b>  |  |
| <ul style="list-style-type: none"> <li>• Promotion</li> <li>• Training</li> </ul>  | <ul style="list-style-type: none"> <li>• Increment</li> <li>• Incentives</li> </ul>                            |
| <b>Entitlement may include but not limited to:</b>   |  |
| <ul style="list-style-type: none"> <li>• Overtime</li> <li>• Provident fund</li> <li>• Gratuities</li> </ul>   | <ul style="list-style-type: none"> <li>• Service Charge</li> <li>• Bonus</li> </ul>                            |
| <b>Critical Aspects</b>  |  |
| <ul style="list-style-type: none"> <li>• Demonstrate compliance with safety regulations applicable to work site operation</li> <li>• Assign task, monitor and evaluate staff as per the establishment procedures</li> <li>• Propose staff requirement as per the departmental needs</li> <li>• Identify the training needs of the staff as per the job requirement</li> <li>• Assist in recording and maintaining staff records files following standard procedures</li> </ul> |  |

| <b>UNDERPINNING KNOWLEDGE</b>  | <b>UNDERPINNING SKILLS</b>   |
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| <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Occupational Health and Safety</li> <li>• First Aid</li> <li>• Internal Service Rules</li> <li>• Types of Hotel Management Software (Property Management Software)</li> <li>• Basic Computer Application</li> <li>• Organizational structure</li> </ul> | <ul style="list-style-type: none"> <li>• Team work</li> <li>• Communication</li> <li>• Problem solving</li> <li>• Interpersonal relationship</li> <li>• Creativity</li> <li>• Time Management</li> </ul> |



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|-------------------------------|---|
| <b>UNIT TITLE</b>             | <b>Carry out Inventory and Basic Auditing</b>   |
| <b>DESCRIPTOR</b>             | This unit covers the competencies required to verify bills, conduct basic auditing and maintain inventory   |
| <b>CODE</b>                   | <b>1411-U2-ND2</b>  |
| <b>ELEMENTS OF COMPETENCE</b> | <b>PERFORMANCE CRITERIA</b>   |
| 1. Verify Bills               | 1.1 Check and verify bills of entries following standard procedures<br>1.2 Prepare <b>sales report</b> as per the standard procedures   |
| 2. Conduct Basic Auditing     | 2.1. Check and verify <b>reports</b> (consumption, expenses, sales) following standard procedures<br>2.2. Check reconciliation of daily sales following standard procedures<br>2.3. Assist to ensure funds are accounted for and have been appropriately posted<br>2.4. Generate and verify the reports following standard procedures<br>2.5. Assist in shift closure following standard procedures |
| 3. Maintain Inventories       | 3.1 Identify department needs as per the operation requirements<br>3.2 Verify the requisition as per the standard procedures<br>3.3 Prepare and propose budgets following standard procedures<br>3.4 Verify par stock for all items following standard procedures<br>3.5 Assist with maintaining the records of inventory following standard procedures   |

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| <b>RANGE STATEMENT</b>   |           |
| <b>Sales report may include but not limited to:</b>  |           |
| • Daily  | • Monthly |
| <b>Critical Aspects</b>  |           |
| <ul style="list-style-type: none"> <li>• Demonstrate compliance with safety regulations applicable to work site operation.</li> <li>• Assist with maintaining the records of inventory following standard procedures</li> <li>• Verify par stock for all items following standard procedures</li> <li>• Prepare and propose budgets following standard procedures</li> </ul> |           |

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| <b>UNDERPINNING KNOWLEDGE</b>  | <b>UNDERPINNING SKILLS</b>   |
| <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Property Management Software</li> <li>• Relevant Accounting software</li> <li>• Occupational Health &amp; Safety</li> <li>• First Aid</li> <li>• Auditing Procedures</li> <li>• Computer Application</li> <li>• Estimation and Costing</li> <li>• Inventory Management</li> </ul> | <ul style="list-style-type: none"> <li>• Team work</li> <li>• Communication</li> <li>• Problem solving</li> <li>• Interpersonal relationship</li> <li>• Creativity</li> <li>• Time Management</li> </ul> |

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| <b>UNIT TITLE</b>   | <b>Supervise Health, Safety &amp; Security Procedures</b>   |
| <b>DESCRIPTOR</b>   | This unit covers the competencies required to follow and supervise workplace procedures for health, safety and security. It also covers monitoring of food safety, personal hygiene of staff, handle emergency situations and preparation of workplace incident reports   |
| <b>CODE</b>   | <b>1411-U3-ND2</b>  |
| <b>ELEMENTS OF COMPETENCE</b>                                 | <b>PERFORMANCE CRITERIA</b>   |
| 1. Follow and Supervise Workplace Health, Safety and Security | <p>1.1 Ensure the establishment's health, safety and security procedures are followed as per the standard procedures</p> <p>1.2 Maintain clean workplace and surrounding at all times following standard procedures.</p> <p>1.3 Ensure hygiene risks are identified and prevented in the workplace following standard procedures</p> <p>1.4 Ensure the safety directions and safety signages are in place following standard procedures</p> <p>1.5 Ensure Personal Protective Equipment are used following standard procedures</p> <p>1.6 Conduct <b>disaster</b> management drills following standard procedures</p> <p>1.7 Implement and monitor procedures for controlling hazards and risk following standard procedures</p> <p>1.8 Ensure cleaning equipment and chemical are maintained and stored safely following standard procedures</p> <p>1.9 Implement proper waste management following standard procedures</p> <p>1.10 Ensure any suspicious activities are promptly reported to the management following standard procedures</p> <p>1.11 Ensure proper key control as per the job requirements following standard procedures</p> |
| 2. Monitor Food Safety  | <p>2.1. Monitor food safety following standard procedures</p> <p>2.2. Monitor proper food handling and storage practices following standard procedures</p> <p>2.3. Implement food safety training following standard procedures</p>   |
| 3. Monitor Personal Hygiene of Staff                          | <p>3.1 Monitor safe personal hygiene standards are followed as standard procedures</p> <p>3.2 Monitor personal grooming of the staff as per the standard procedures</p>   |
| 4. Handle Emergency Situations                                | <p>4.1 Identify emergency situations and take required actions following standard procedures</p> <p>4.2 Develop and impement emergency procedures following standard procedures</p>   |
| 5. Prepare Workplace Incidences Reports                       | 5.1 Maintain health safety and security records following standard procedures   |

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|  | 5.2 Prepare workplace incidences report following standard procedures |
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| <b>RANGE STATEMENT</b>   |   |
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| <b>Disaster may include but not limited to:</b>  |   |
| <ul style="list-style-type: none"> <li>• Fire</li> <li>• Earthquake</li> </ul>   | <ul style="list-style-type: none"> <li>• Flood</li> </ul> |
| <b>Critical Aspects</b>  |   |
| <ul style="list-style-type: none"> <li>• Demonstrate compliance with safety regulations applicable to work site operation.</li> <li>• Ensure the establishment's health, safety and security procedures are followed as per the standard procedures</li> </ul> |   |

| <b>UNDERPINNING KNOWLEDGE</b>   | <b>UNDERPINNING SKILLS</b>   |
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| <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Occupational Health &amp; Safety Regulation</li> <li>• First Aid</li> <li>• Security and Safety Procedures</li> <li>• Hazard Analysis Critical Control Point(HACCP)</li> <li>• Waste management</li> <li>• Food Safety rules</li> <li>• Disaster management</li> </ul> | <ul style="list-style-type: none"> <li>• Team work</li> <li>• Communication</li> <li>• Problem solving</li> <li>• Interpersonal relationship</li> <li>• Creativity</li> <li>• Time Management</li> </ul> |

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| <b>UNIT TITLE</b>                        | <b>Develop and Promote Hospitality Products and Services</b>  |
| <b>DESCRIPTOR</b>                        | This unit covers the competencies required to develop or improve hospitality products and services and to promote the product and services  |
| <b>CODE</b>                              | <b>1411-U4-ND2</b>  |
| <b>ELEMENTS OF COMPETENCE</b>            | <b>PERFORMANCE CRITERIA</b>   |
| 1. Develop /Improve Product and Services | 1.1 Identify and analyze new market following standard procedures<br>1.2 Carry out cost benefit analysis following standard procedures<br>1.3 Prepare cost estimate as per the market situation<br>1.4 Develop product and services as per the market preferences and choices |
| 2. Promote Product and Services          | 2.1 Plan and market products and services following standard procedures<br>2.2 Monitor and obtain feedbacks following standard procedures<br>2.3 Compile and analyze feedbacks following standard procedures<br>2.4 Improve the product and services based on the feedbacks   |

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| <b>RANGE STATEMENT</b>   |
| <b>Critical Aspects</b>  |
| <ul style="list-style-type: none"> <li>• Demonstrate compliance with safety regulations applicable to work site operation</li> <li>• Develop product and services as per the market preferences and choices</li> <li>• Develop marketing strategies following standard procedures</li> </ul> |

| <b>UNDERPINNING KNOWLEDGE</b>  | <b>UNDERPINNING SKILLS</b>   |
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| <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Occupational Health and Safety(OHS)</li> <li>• First Aid</li> <li>• Basic Research</li> <li>• Sales and Marketing</li> <li>• Estimation and costing</li> <li>• Product knowledge</li> </ul> | <ul style="list-style-type: none"> <li>• Team work</li> <li>• Communication</li> <li>• Problem solving</li> <li>• Interpersonal relationship</li> <li>• Creativity</li> <li>• Time Management</li> </ul> |

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| <b>UNIT TITLE</b>                                  | <b>Carry out Sales and Marketing</b>  |
| <b>DESCRIPTOR</b>                                  | This unit covers the competencies required to plan prepare sales and marketing activities, to implement sales and marketing activities and to establish and conduct business relationships  |
| <b>CODE</b>  | <b>1411-U5-ND2</b>  |
| <b>ELEMENTS OF COMPETENCE</b>                      | <b>PERFORMANCE CRITERIA</b>   |
| 1. Plan and Prepare Sales and Marketing Strategies | 1.1 Identify effective marketing activities following standard procedures<br>1.2 Develop marketing strategies following standard procedures<br>1.3 Plan sales and marketing activities to identified target customers<br>1.4 Prepare sales and <b>marketing materials</b> following standard procedures<br>1.5 Determine the cost of sales and marketing activities following standard procedures |
| 2. Implement Sales and Marketing Activities        | 2.1. Distribute sales and marketing materials following standard procedures<br>2.2. Make informative and effective presentation to customers about products and services following standard procedures<br>2.3. Carry out digital marketing as per the standard procedures<br>2.4. Prepare report on sales and marketing activities following standard procedures                                  |
| 3. Establish and Conduct Business Relationships    | 3.1 Build business relationships to meet customer/suppliers' expectations following standard procedures<br>3.2 Foster and maintain business relationships following standard procedures   |

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| <b>RANGE STATEMENT</b>  |   |
| <b>Marketing materials may include but not limited to:</b>  |   |
| <ul style="list-style-type: none"> <li>• Brochure</li> <li>• Tariff/Quotations</li> <li>• Business card</li> <li>• Slide presentation</li> </ul>  | <ul style="list-style-type: none"> <li>• Leaflets</li> <li>• Display/stand</li> <li>• Social media</li> <li>• Tele-marketing</li> </ul> |
| <b>Critical Aspects</b>   |   |
| <ul style="list-style-type: none"> <li>• Demonstrate compliance with safety regulations applicable to work site operation</li> <li>• Identify effective marketing activities following standard procedures</li> <li>• Foster and maintain business relationships following standard procedures</li> </ul> |   |

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| <b>UNDERPINNING KNOWLEDGE</b>  | <b>UNDERPINNING SKILLS</b>   |
| <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Occupational Health and Safety(OHS)</li> <li>• First Aid</li> <li>• Products and Services</li> <li>• Marketing strategies</li> <li>• Estimation and Costing</li> <li>• Advanced Computer Application</li> </ul> | <ul style="list-style-type: none"> <li>• Team work</li> <li>• Communication</li> <li>• Problem solving</li> <li>• Interpersonal relationship</li> <li>• Creativity</li> <li>• Time Management</li> </ul> |

- |                     |  |
|---------------------|--|
| • Digital Marketing |  |
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| <b>UNIT TITLE</b>                                  | <b>Supervise Hospitality Services</b>   |
| <b>DESCRIPTOR</b>                                  | This unit covers the competencies required to supervise housekeeping, F&B, kitchen, front office /reservation activities, coordinate spa and wellness center and to handle complaints   |
| <b>CODE</b>  | <b>1411-U6-ND2</b>  |
| <b>ELEMENTS OF COMPETENCE</b>                      | <b>PERFORMANCE CRITERIA</b>   |
| 1. Supervise Housekeeping                          | <p>1.1 Coordinate with the department following standard procedures</p> <p>1.2 Ensure usage of PPE following standard procedures</p> <p>1.3 Inspect the room presentation following standard procedures</p> <p>1.4 Handle lost and found service following standard procedures</p> <p>1.5 Oversee the occupancy report following standard procedures</p> <p>1.6 Monitor <b>public areas</b> as per the standard procedures</p> <p>1.7 Check the stock and put up requisition following standard procedures</p> <p>1.8 Ensure the log books are maintained following standard procedures</p>   |
| 2. Supervise Food & Beverage                       | <p>2.1. Coordinate with the department and plan menu following standard procedures</p> <p>2.2. Oversee F&amp;B outlet setup following standard procedures</p> <p>2.3. Monitor and ensure the <b>services</b> are provided following standard procedures</p> <p>2.4. Review and follow-up on feedbacks from the guest following standard procedures</p> <p>2.5. Ensure etiquettes are followed following standard procedures</p> <p>2.6. Check the stock and put-up requisition following standard procedures</p> <p>2.7. Ensure log books are maintained and followed up following standard procedures</p>  |
| 3. Supervise Front office / Reservation Activities | <p>3.1 Ensure reservation requests are documented and met as per the client's requirement</p> <p>3.2 Coordinate with the department and confirm reservation as per the standard procedures</p> <p>3.3 Oversee the department presentation and activities following standard procedures</p> <p>3.4 Allocate guest room as per the arrival list following standard procedures</p> <p>3.5 Monitor check -in and check -out following standard procedures</p> <p>3.6 Monitor telephone etiquettes are followed following standard procedures</p> <p>3.7 Ensure <b>log books</b> are maintained as per the standard procedure</p> <p>3.8 Check the stock and put up requisition following standard procedures</p> <p>3.9 Review and follow-up on feedbacks received from the guest following standard procedures</p> |

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| 4. Supervise kitchen                         | <p>4.1 Coordinate with the department following standard procedures</p> <p>4.2 Ensure KOT (kitchen order ticket) procedures are followed following standard procedures</p> <p>4.3 Check the stock and put up requisition following standard procedures</p> <p>4.4 Determine and ensure food cost control following standard procedures</p> <p>4.5 Monitor quality and presentation of foods following standard procedures</p> <p>4.6 Monitor hygiene and cleanliness of the kitchen following standard procedures</p> <p>4.7 Ensure log books are maintained following standard procedures</p> <p>4.8 Review and follow-up on feedbacks received from the guest following standard procedures</p> |
| 5 Coordinate with Spa and Wellness Center    | <p>5.1 Coordinate with the department following standard procedures</p> <p>5.2 Ensure SPA menu is prepared following standard procedures</p> <p>5.3 Coordinate and ensure the services are provided following standard procedures</p> <p>5.4 Review and follow-up on feedbacks received from the guest following standard procedures</p> <p>5.5 Ensure telephone etiquettes are followed standard procedures</p> <p>5.6 Check the stock and put up requisition following standard procedures</p> <p>5.7 Ensure log books are maintained and followed up following standard procedures</p>   |
| 6 Facilitate and Supervise Maintenance works | <p>6.1 Coordinate with the department following standard procedures</p> <p>6.2 Facilitate maintenance works (plumbing, electrical, carpentry, painting, equipment, ICT) following standard procedures</p>   |
| 7 Handle complaints                          | <p>7.1 Analyze and resolve complaints with concerned departments following standard procedures</p> <p>7.2 Follow up with the concerned personnel/departments following standard procedures</p> <p>7.3 Prepare and maintain reports following standard procedures</p>  |

| <b>RANGE STATEMENT</b>  |  |
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| <b>Public areas may include but not limited to:</b>   |  |
| <ul style="list-style-type: none"> <li>• Toilet</li> <li>• Lobby</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Surrounding</li> <li>• Back area</li> </ul>               |
| <b>Services may include but not limited to:</b>   |  |
| <ul style="list-style-type: none"> <li>• Food</li> </ul>  | <ul style="list-style-type: none"> <li>• Beverage</li> </ul>                                       |
| <b>Log books maintain may include but not limited to:</b>   |  |
| <ul style="list-style-type: none"> <li>• Wake up calls</li> <li>• Lost and found</li> <li>• Messages</li> </ul> | <ul style="list-style-type: none"> <li>• Keys</li> <li>• Luggage</li> <li>• Maintenance</li> </ul> |



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|---|--|
| <b>Maintenance works may include but not limited to:</b>  |  |
| <ul style="list-style-type: none"> <li>• Plumbing</li> <li>• Electrical</li> <li>• Carpentry</li> </ul>   | <ul style="list-style-type: none"> <li>• Painting</li> <li>• Equipment</li> <li>• ICT</li> </ul> |
| <b>Critical Aspects</b>   |  |
| <ul style="list-style-type: none"> <li>• Demonstrate compliance with safety regulations applicable to work site operation</li> <li>• Analyze and resolve complaints following standard procedures</li> <li>• Supervise guest services effectively following standard procedures</li> <li>• Supervise departmental activities following standard procedures</li> </ul> |  |

| <b>UNDERPINNING KNOWLEDGE</b>   | <b>UNDERPINNING SKILLS</b>   |
|---|--|
| <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Occupational Health and Safety</li> <li>• Cross culture awareness</li> <li>• First Aid</li> <li>• Basic estimation and costing</li> <li>• Foreign exchange rates</li> <li>• Product and service</li> </ul> | <ul style="list-style-type: none"> <li>• Team work</li> <li>• Communication</li> <li>• Problem solving</li> <li>• Interpersonal relationship</li> <li>• Creativity</li> <li>• Time Management</li> </ul> |

## 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.

### 1.2 Purpose of National Competency Standards

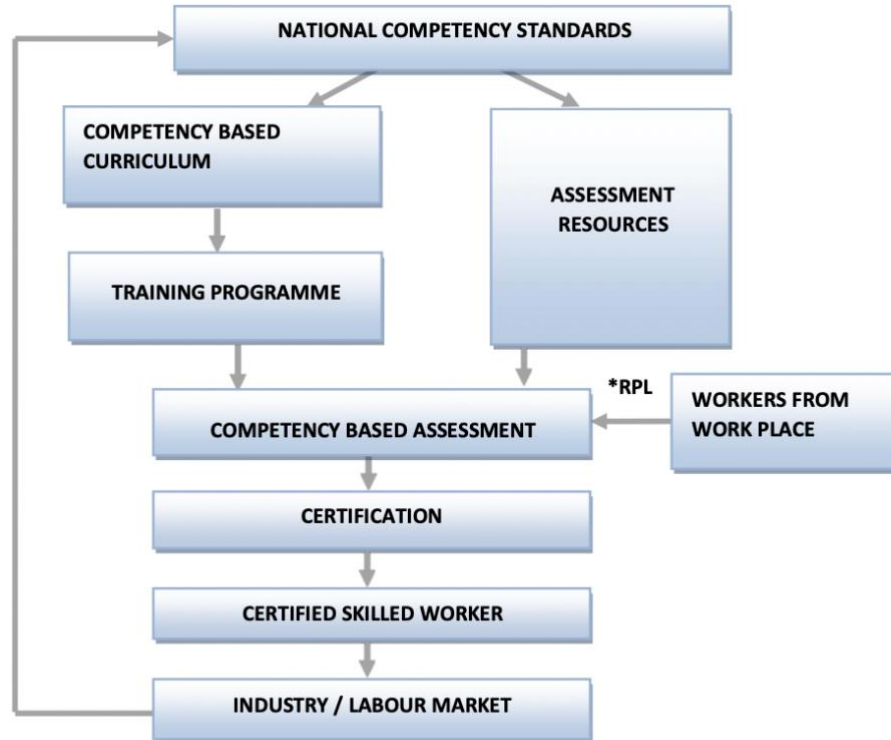
National Competency Standards serve a number of purposes including:

- 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.

### 1.3 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.

### 1.4 Components of the Bhutan Vocational Qualifications Framework (BVQF)



\* RPL = Recognition of Prior Learning

### 1.5 BVQF Levels

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

National Diploma 2 (ND2)

National Diploma1 (ND1)

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

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

#### National Certificate level 2

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

### National Certificate Level 3

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

### National Diploma 1 (ND1)

| Carry out processes that:  | Learning demand:  | Responsibilities which are applied:   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Require wide range of specialized technical or scholastic skills.</li> <li>• Involve a wide choice of standard procedures</li> <li>• Are employed in a variety of routine &amp; non-routine contexts</li> </ul> | <ul style="list-style-type: none"> <li>• A broad knowledge based with substantial depth in some areas</li> <li>• Analytical interpretation of wide range of data</li> <li>• Determination of appropriate methods &amp; procedures in response to a range of concrete problems with same theoretical elements</li> </ul> | <ul style="list-style-type: none"> <li>• Self-directed and sometimes directed activity</li> <li>• Under broad general guidelines for functions</li> <li>• With full responsibility for the nature, quantity &amp; quality of outcomes</li> <li>• With possible responsibility for the achievement of team output</li> </ul> |

### National Diploma 2 (ND2)

| Carry out processes that:   | Learning demand:  | Responsibilities which are applied:   |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Require a wide range of technical or scholastic skills.</li> <li>• Offer a wide choice of standard and non- standard procedures</li> <li>• Are employed in a variety of routine and non- routine contexts</li> </ul> | <ul style="list-style-type: none"> <li>• Specialist knowledge with depth in more than one area</li> <li>• Analysis reformatting and evaluation of a wide range of information</li> <li>• Formulation of appropriate responses to resolve both concrete and abstract problems</li> </ul> | <ul style="list-style-type: none"> <li>• In self-directed activity.</li> <li>• Under broad guidance and evaluation.</li> <li>• With complete responsibility for quantity and quality of output.</li> <li>• With possible responsibility for the quality and quantity of output of others</li> </ul> |

## 1.6 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

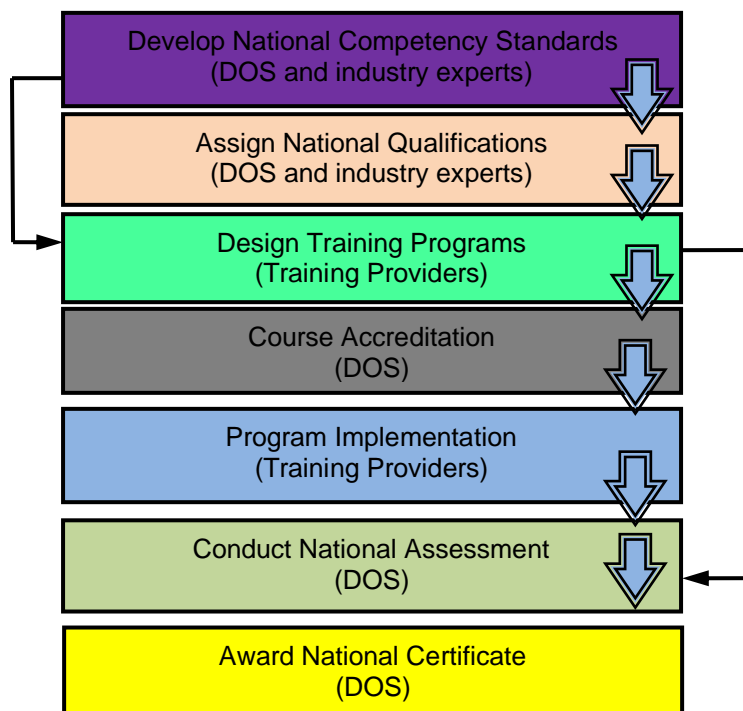
Coding the individual skills standard has a multiple purpose:

- 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.

### Implementation and operational procedures for National Competency Standards (NCS)



**Key:**

MoLHR–Ministry of Labour and Human Resources  
DOS – Department of Occupational Standards

## **1.7 ASSESSMENT GUIDE**

### **Form of assessments**

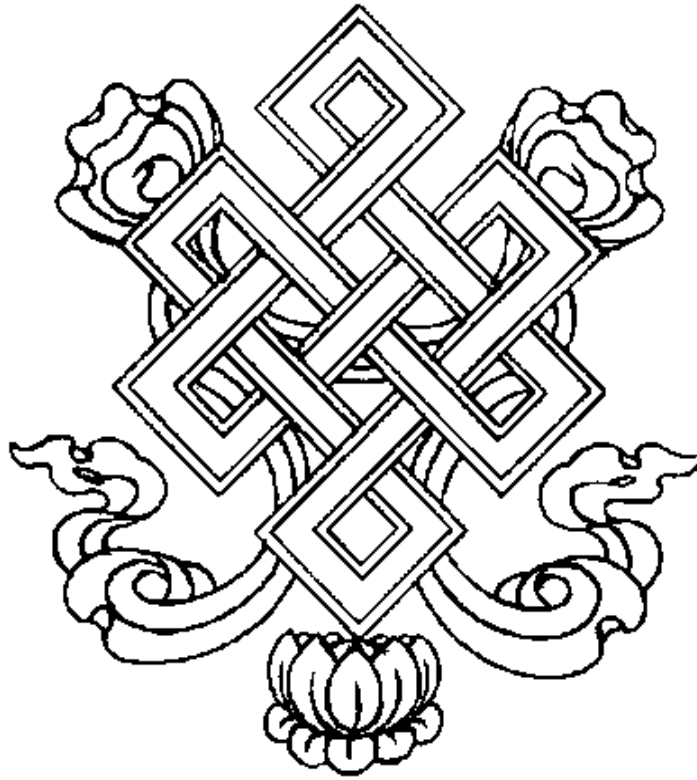
- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

### **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, equipments, materials and documents.
- Candidate must complete the assessment in industry accepted time frame.



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