NATIONAL COMPETENCY STANDARDS
FOR
FRONT OFFICE ASSOCIATE
(CERTIFICATE 2)

**TVET QUALITY COUNCIL,
BHUTAN QUALIFICATIONS AND PROFESSIONALS
CERTIFICATION AUTHORITY
THIMPHU, BHUTAN
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FOREWORD

The TVET Quality Council, BQPCA is pleased to present the National Competency Standards (NCS) for **Front Office Associate**, BQF Certificate 2, which is developed in consultation with the field experts and trainers. The main objective of developing National Competency Standards is to set up a well-defined nationally recognized TVET Qualifications that will help in setting a benchmark for the TVET Qualifications in our country aligned to the international best practices.

The standards are developed to ensure that the TVET trainees possess the desired Skills, Knowledge and Attitude required by the industries. In order to ensure the relevancy of the competencies, the standards are developed in close consultation and partnership with industry experts and trainers from training institutes.

A training system based on National Competency Standards shall ensure that the training is relevant to the needs of the labour market. As a result, future TVET trainees will be better skilled to meet the needs and expectations of industries and employers. Such a positive impact on the employability of TVET graduates will enhance the reputation of the TVET system and make it attractive to the youths.

While acknowledging the existing level of cooperation and collaboration, the Council earnestly requests employers and training providers to extend the fullest support and cooperation in development and implementation of 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 and trainers during the consultation and validation processes of the NCS development. We further look forward to improved industry engagement and active participation of trainers in the development of a quality-assured demand driven TVET system.

Director
BQPCA

ACKNOWLEDGEMENT

PACKAGING OF QUALIFICATION

CERTFICATE 2

Perform Night Audit (4224-U4-L2)

Carryout Reservation Procedures (4224-U3-L2)

Provide Reception and Accommodation Services (4224-U2-L2)

Provide Assistance Related to Facilities and Services (4224-U1-L2)

ENTRY
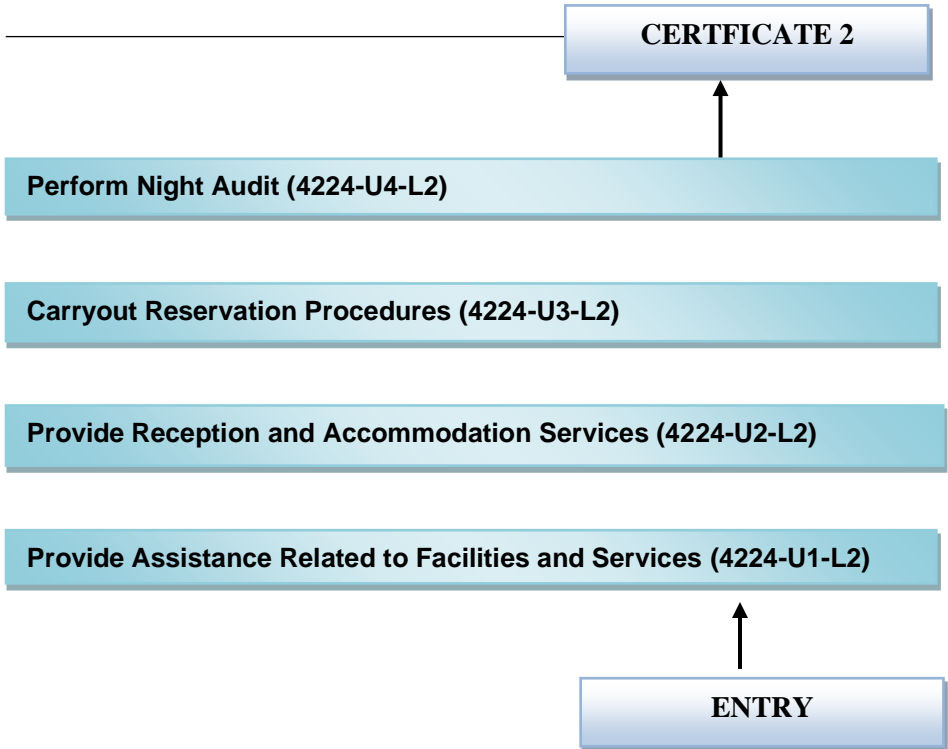
OVERVIEW OF NATIONAL COMPETECNCY STANDARDS

Unit Title	Element of Competence
1. Provide Assistance Related to Facilities and Services	1.1 Assist with Information on Facilities and Services 1.2 Facilitate Usage of Facilities
2. Provide Reception and Accommodation Services	2.1 Prepare for Guest Arrival 2.2 Perform Guest Reception Procedures 2.3 Perform Guest Check-out Procedures Prepare Front Office Records and Reports 2.4 Practice Telephone and e-mail Etiquettes 2.5 Manage Guest Feedbacks
3. Carryout Reservation Procedures	3.1 Handle Reservation System 3.2 Provide Reservation Services
4. Conduct Night Audit	4.1 Perform Monitoring of Financial Transactions 4.2 Complete Routine Records and Reports

UNIT TITLE	**Provide Assistance Related to Facilities and Services**
DESCRIPTOR	This unit covers the competencies required to assist with information on various facilities and services including membership enrollments and monitoring of facility usage
CODE	**4224-U1-L2**
CREDIT	05
ELEMENTS OF COMPETENCE	**PERFORMANCE CRITERIA**
1. Assist with Information on Facilities and Services	1.1 Offer information on ***facilities and services*** to customers following standard procedure 1.2 Convey enrollment procedures as per the job requirement following standard procedure 1.3 Convey information related to safety protocols following standard procedure
2. Facilitate Usage of Facilities	2.1 Ensure safety protocols following standard procedure 2.2 Monitor usage of facilities following standard procedure 2.3 Ensure members and guests comply with ***safety regulations*** following standard procedure

	2.4 Address disputes over entry to recreational facilities following standard procedure

RANGE STATEMENT

Facilities and services may include but not limited to:

- Shows and attractions
- Prize nights and special events
- Games and sporting facilities
- Fitness/wellness center
- Member clubs and associations
- Business center
- Community courses and training programs
- Member benefits

Safety Regulations may include:

- PPE
- Dress Code
- Age
- Gender

Critical Aspects

- Demonstrate compliance to safety regulations applicable to the facility
- Demonstrate ability to respond to inquiries on and convey information on the recreational services following standard procedures
- Demonstrate ability to facilitate entry to and usage of recreational facilities following standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
- Ethics and Integrity - Safety Regulations - Services - Facility Rules and Regulations - Types of facilities and services - Product knowledge	- Team Work - Communication - Problem Solving - Interpersonal Relationship - Creativity - Time Management

• Market Information • Tourism products and services • Sales and marketing • Grooming • PPE • 5s Pillars	

UNIT TITLE	**Provide Reception and Accommodation Services**
DESCRIPTOR	This unit covers the competencies required to prepare for guest arrival; welcome and register guests; organize guest departure; prepare front office records and reports; handle telephone calls and handle guest feedbacks
CODE	**4224-U2-L2**
CREDIT	15
ELEMENTS OF COMPETENCE	**PERFORMANCE CRITERIA**
1. Prepare for Guest Arrival	1.1 Verify ***reservation details*** following standard procedure 1.2 Allocate rooms as per the guest requirement following standard procedure 1.3 Compile occupancy forecast and distribute to relevant departments following standard procedure 1.4 Ensure reception area is ready for ***services*** following standard procedure 1.5 Prepare briefing sheet as per the arrival following standard procedure

2.	Perform Guest Check-in Procedures	2.1 Receive guest following standard procedure
		2.2 Register guest with or without reservations following standards procedure
		2.3 Convey billing details following standard procedure
		2.4 Conduct room orientation to the guest following standard procedure
		2.5 Verify occupancy report between actual and expected arrivals following standards procedure
		2.6 Provide concierge services following standard procedure
3.	Perform Guest Check-out Procedures	3.1 Review departure report following standard procedure
		3.2 Check incidentals with other departments following standard procedure
		3.3 Verify guest account following standards procedure
		3.4 Explain charges to the guest following standards procedure
		3.5 Recover keys/electronic cards from the guest following standard procedure
		3.6 Offer departure assistance following standard procedure

		3.7 Apply lost and found protocols following standard procedure
		3.8 Initiate checkouts following standard procedure
4.	Prepare Reports	4.1 Maintain front office report following standard procedure
		4.2 Submit report to relevant departments following standard procedure
		4.3 Maintain log book and guest feedbacks following standard procedure
5.	Practice Telephone and e-mail Etiquettes	5.1 Handle calls following standard procedure
		5.2 Receive and forward messages following standard procedure
		5.3 Follow up on guest request following standard procedure
6.	Manage Guest Feedbacks	6.1 Attend to service lapses following standard procedure
		6.2 Provide service recovery following standard procedures
		6.3 Encourage and analyze guest feedback following standard procedure
		6.4 Handle guest complaints following standard procedure

RANGE STATEMENT

Reservation details may include but not limited to:

- Name/company
- Contact details
- Arrival and departure times
- Length of stay
- Payment details
- Cancellation policy
- Type of accommodation required/bed configuration
- Special requests
- Rates/discounts
- Billing details
- Loyalty programs

Services may include but not limited to:

- Registration card
- Welcome amenities
- Luggage tag
- Trolly
- Key cards

Concierge Service may include but not limited to:

- Transportation
- Itinerary
- Valet Service
- Butler Service

Front Office report may include but not limited to:

- Room charge
- No show
- Stay extension and early departure

Checkout may include but not limited to:

- Standard check-out
- In-room check-out
- Group Check-out
- Express Check-out
- Late Check-out
- Pre-check-out

Critical Aspects

- Demonstrate compliance to safety regulations applicable to work site operation

- Demonstrate skills in processing arrivals and departures for different types of guests following standard procedure
- Demonstrate ability to handle telephone etiquettes and manage guest feedback following standard procedure

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
- Ethics and Integrity - Record-keeping and preparing reports - Check-in and check-out procedures - Front Office Safety Measure - Range of needs and expectations of different types of guests - PMS (Property Management System) - Basic Finance / accounting rules - Inventory Management	- Team Work - Communication - Problem Solving - Interpersonal Relationship - Creativity - Time Management

UNIT TITLE	Carryout Reservation Procedures
DESCRIPTOR	This unit covers the competencies required to use reservation system, create and process reservations and send and receive reservation communications
CODE	**4224-U3-L3**
CREDIT	10
ELEMENTS OF COMPETENCE	**PERFORMANCE CRITERIA**
1. Handle Reservation System	1.1 Access and interpret reservation system as following standard procedure 1.2 Forecast reservation details by analyzing market intelligence following standard procedure 1.3 Use system features to access a *range of information* following standard procedure
2. Provide Reservation Services	2.1 Handle room inventory following standard procedure 2.2 Handle over-booking process following standard procedure 2.3 **Update** guest information and confirm reservation details following standard procedure

	2.4 Maintain daily updates and amendments to reservation following standard procedure

RANGE STATEMENT

Range of Information may include but not limited to:

• Costs of tourism product or service • Availability of products or services	• Programs and itinerary • Payment policy

Updating guest information may include but not limited to:

• Splitting an existing reservation • Canceling the booking • Changing the itinerary by adding or deleting products or services • Changing arrival/departure dates • Payment policy • Adding additional customers • Changing customer names	• Cross referencing multiple bookings • Entering invoicing details • Entering payment details • Entering tickets or voucher details • Confirming reservation status

Critical Aspects

- Demonstrate compliance to safety regulation applicable to work site operation
- Demonstrate competent ability to process and update reservations for range of products and services
- Demonstrate complete understanding of room inventory, room types, room rates and ancillary services

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
• Ethics and Integrity • Occupational health and safety procedures	• Team Work • Communication • Problem Solving

• Central Reservations System (CRS) • Global Distribution System (GDS) • Range of products and services offered by CRS • Phonetic alphabet • Product Knowledge • Hospitality industry terminologies • Basic computer knowledge	● Interpersonal Relationship ● Creativity ● Time Management

UNIT TITLE	**Conduct Night Audit**
DESCRIPTOR	This unit covers the competencies required to monitor financial transactions and complete routine record keeping and and reports
CODE	**4224-U4-L2**
CREDIT	**10**
ELEMENTS OF COMPETENCE	**PERFORMANCE CRITERIA**
1. Perform Monitoring of Financial Transactions	1.1 Handle cash reconciliation and cash closing activities following standard procedure 1.2 Prepare bills as per billing instructions and verify *incidentals* following standard procedure 1.3 Identify financial and system *discrepancies* and resolve following standard procedure 1.4 Monitor systems and provide feedback to supervisor/management on possible improvements/discrepancies following standard procedure
2. Complete Routine Records and Reports	2.1 Complete routine *records* and *reports* following standard procedure 2.2 Forward reports to relevant departments following standard procedure

RANGE STATEMENT

Incidentals may include but not limited to:

- Food and beverage
- Mini-bar
- Spa
- Laundry and other services
- Inter-departmental voucher

Discrepancies may include but not limited to:

- Incorrect posting
- Errors in guest folios
- Shortage/missing
- Computer errors
- Errors in source documentation

Records and reports may include but not limited to:

- Occupancy
- Room rates
- Arrivals and departures
- Sales performance
- Breakdown by department
- Commission earnings
- Supplier activity
- Sales returns
- Commercial account activity
- Foreign currency activities

Critical Aspects

- Demonstrate compliance with safety regulation applicable to work site operation
- Demonstrate compliance and understanding of cash closing process
- Demonstrate ability to verify, modify, reverse and void charges following standard procedure

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
- Ethics and Integrity - Financial reporting cycles and procedures in a front office context - Safe work practices	- Team Work - Communication - Problem Solving - Interpersonal Relationship

• Basic Accounting • Computer knowledge • Forex rates	● Creativity ● Time Management

ANNEXURE

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 the 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.

Bhutan Qualifications Framework (BQF)

Bhutan Qualifications Framework is an integrated national framework that outlines all types of qualification in Bhutan. As an established and nationally accepted instrument, the BQF has been benchmarked against international practices in terms of standards. The BQF aims to recognize all forms of learning systems, including formal, non-formal, and informal learning. It acknowledges technological advancements and recognizes contemporary

modes of delivery. It covers a broad range of education systems including the TVET education.

Implementation of TVET Qualifications

* RPL = Recognition of Prior Learning

TVET Qualifications Levels

TVET Qualifications has seven levels as per the BQF. The seven levels are as follows:

Bhutan Qualifications Framework 2023

Table 2: Qualification Types and Levels Based on Education Sector.

BQF Level	Community Education	School Education	TVET	Higher Education	Monastic Education
8				Doctoral Degree	*Khewang* མཁས་དབང་།
7			Master's Degree Postgraduate Diploma Postgraduate Certificate	Master's Degree Postgraduate Diploma Postgraduate Certificate	*Tsugla Gongma* གཙུག་ལག་གོང་མ།
6			Applied Degree	Bachelor's Degree Bachelor's Degree (Honours) Graduate Diploma Graduate Certificate	*Tsugla Wogma* གཙུག་ལག་འོག་མ།
5			Advanced Diploma	Advanced Diploma	
4			Diploma	Diploma	
3		Bhutan Higher Secondary Education Certificate	Certificate 3		*Dringrim Gongma* འབྲིང་རིམ་གོང་མ།
2		Bhutan Certificate for Secondary Education	Certificate 2		*Dringrim Barma* འབྲིང་རིམ་བར་མ།
1	ALC		Certificate 1		

Level Descriptors

The TVET Qualification levels are set based on the level descriptors, as defined in the BQF. The detail of the qualification level descriptor is as follow:

Level	Knowledge Knowledge that is:	Skills Demonstrate skills that involve:	Values Demonstrate values that involve:	Application Applied in contexts that involve:
4	Broad theoretical, technical and operational	Selecting and applying a range of standard processes relevant to varied and sometimes unpredictable tasks Selecting and applying a range of solutions involving formulation of solutions to resolve complex issues Demonstrating a high level of proficiency in English and Dzongkha	Strong level of awareness of self and others; and an appreciation of belief system, role of social norms, and the importance of relationship building Application of ethical norms and legal rules in decision-making; and comprehending the correlation between values and behavior Commitment to own profession and quality of work	Stable tasks with predictable changes Broad guidance with some self-direction that requires sound judgement Taking some responsibility for planning and coordination with others
3	Theoretical with some technical and operational processes	Applying a range of standard processes to known but varied tasks Selecting and applying a range of solutions to familiar and unfamiliar problems	Sound level of self-awareness and beliefs; and ability to apply social norms and build relationships Application of a set of ethical norms	Stable tasks with some aspects of change General guidance and supervision that require discretion and judgement

		Communicating effectively and clearly, both oral and written, in both English and Dzongkha	Commitment to own field of interest and apply self-management of learning and performance	Adapting to own behaviour to work with others
2	Basic, factual and conceptual	Applying standard processes relevant to carry out known tasks Applying a set of known solutions to solve simple and straightforward issues Using simple and direct exchange of information on familiar and routine matters Developing basic proficiency in Dzongkha and English	Some level of self-awareness and beliefs, and appreciation of social norms; and significance of relationships Awareness of ethical norms, and openness to different activities Developing own knowledge and skills	Structured and stable tasks General support and Supervision that require some discretion and judgement Collaboration with others to achieve goals
1	Foundational, every day and general	Applying operational literacy, numeracy skills required to carry out simple tasks Applying simple solutions to solve simple and straightforward everyday issues Communicating using everyday expressions and simple phrases in	Basic awareness of self, beliefs, and social norms; and understand the significance of relationships Basic awareness of fundamental ethical norms, basic civil rights, and responsibilities Willingness to understand tasks and motivated to	Highly structured tasks with close support and supervision Minimal Discretion and judgement Readiness to work together and share knowledge with others

|		Dzongkha and English	implement them successfully	

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 practices. 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 Technical and 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.
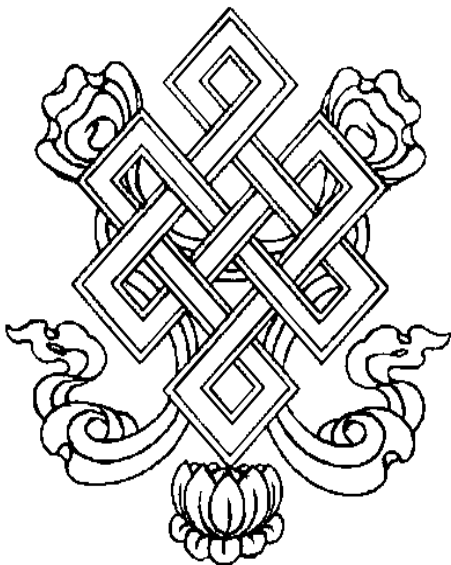
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