



**NATIONAL COMPETENCY STANDARDS
FOR
FOOD AND BEVERAGE ASSOCIATE
(CERTIFICATE 2)**

TOURISM AND HOSPITALITY SECTOR



**TECHNICAL & VOCATIONAL EDUCATION AND
TRAINING (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 Food and Beverage Associate, 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

Date of Validation: 14th December 2024

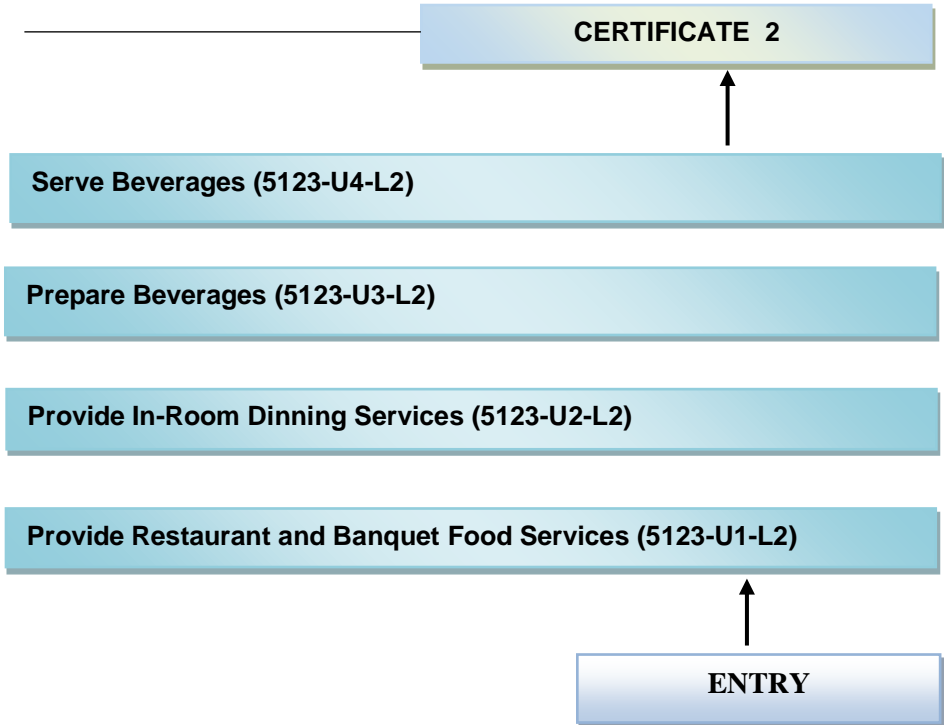
Date of Next Review: 13th December 2029

Industry Experts Involved During the Consultation Workshop to Validate NCS for F&B Associate			
SN	Name	Designation	Organization
1	Phub Lhamo	General Manager	Park Hotel
2	Shahil Rai	Manager	Lotus Villa
3	Vicky Pradhan	Manager	Central Hotel
4	Tenzin	Manager	Hotel Tara Phendeyling
5	Tila Ghalley	General Manager	Alum Hotel
6	Tshewang Dendup	F&B Incharge	Lhaki Hotel
7	Pankash Giri	Manager	Hotel Palm

Industry Experts Involved During the Consultation Workshop to Revise NCS for F&B Associate			
SN	Name	Designation	Organization
1	Bhanu Kharka	Manager	The Capital Hotel
2	Shiva Lal Kafley	General Manager	Pelyang Boutique
3	Ugyen Bidha	Trainer	NLD
4	Sonam Gyeltshen	Trainer	BITH
5	Pema Gyeltshen	F&B Manager	Hotel Norkhil
6	Thinley Chezom	F&B Manager	Zhiwaling Ascent
7	Padma Lal Tamang	F& B Manager	Pelyang Boutique
8	Dawa Choeden	F&B Associate	Hotel Soksom
9	Tandin Dorji	Manager	Hotel Tashiyoedling

Facilitator from the TVET Quality Council, BQPCA		
Prem Kumar Bhattarai	Program Officer	TVET QC, BQPCA

PACKAGING OF QUALIFICATIONS



OVERVIEW OF NATIONAL COMPETENCY STANDARDS

Unit Title	Element of Competence
1. Provide Restaurant and Banquet Food Services	1.1 Prepare for Food Service 1.2 Provide Table Services 1.3 Provide Buffet Service 1.4 Process Bill Settlement
2. Provide In-Room Dinning Services	2.1 Take Room-Service Orders 2.2 Prepare to Transfer Food and Beverages to Room 2.3 Serve Food and Beverage to Guest 2.4 Present Room Service Bills 2.5 Clear Room Service Area
3. Prepare Beverages	3.1 Prepare Alcoholic Beverage 3.2 Prepare Non- Alcoholic Beverage
4. Serve Beverages	4.1 Prepare to Serve Beverage 4.2 Serve Beverage 4.3 Process Bill Settlement

UNIT TITLE	Provide Restaurant and Banquet Food Services
DESCRIPTOR	This unit covers the competencies required to provide food in various forms of services like pre plated, silver, single point, buffet, set menu (Table Dehote (TDH) and A-La-Carte as per the guest requirement following standard procedure
CODE	5123-U1-L2
CREDIT	15
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for Food Services	1.1 Maintain personal grooming and hygiene following standard procedure 1.2 Set the ambience of the dining area following standard procedure 1.3 Take table reservation of the guest following standard procedure 1.4 Set up table as per the job requirement following standard procedure
2. Provide Table Services	2.1 Receive the guest following standard procedure 2.2 Present menu following standard procedure 2.3 Take the orders following standard procedure

	<p>2.4 Offer table services following standard procedure</p> <p>2.5 Obtain feedbacks from guest following standard procedure</p> <p>2.6 Clear the table following standard procedure</p>
3. Provide Buffet Services	<p>3.1 Clean the buffet area following standard procedure</p> <p>3.2 Set up buffet station following standard procedure</p> <p>3.3 Set up table for guest following standard procedure</p> <p>3.4 Maintain food standard following standard procedure</p> <p>3.5 Maintain the cleanliness of buffet service station and service area following standard procedure</p> <p>3.6 Perform post-buffet services following standard procedure</p>
4. Perform Bill Settlement	<p>4.1 Prepare the bill following standard procedure</p> <p>4.2 Present the bill to the host/guest following standard procedure</p> <p>4.3 Process the bill with relevant department/agencies following standard procedure</p>

RANGE STATEMENT	
Table services may include but not limited to:	
<ul style="list-style-type: none"> • Silver • Gueridon • Pre- plated 	<ul style="list-style-type: none"> • Single point • Family style (Bowl service)
Food standard may include but not limited to:	
<ul style="list-style-type: none"> • Temperature 	<ul style="list-style-type: none"> • Presentation
Critical Aspects	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times • Demonstrate competencies to provide table and buffet services • Demonstrate competencies to maintain food standard following standard procedure • Demonstrate competencies on billing procedure 	

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

<ul style="list-style-type: none">• Banquet Setup• Dietary Restriction• 5S pillar	
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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
CREDIT	7
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Take Room Service Orders	1.1 Handle telephone call to take order following standard procedure 1.2 Convey guests of approximate time of delivery following standard procedure 1.3 Repeat guest order following standard procedure 1.4 Place KOT/BOT following standard procedure
2. Prepare to Serve Food and Beverages to Guest room	2.1 Maintain grooming and personal hygiene following standard procedure 2.2 Prepare room service equipment following standard procedure 2.3 Deliver food and beverage to the rooms following standard procedure

3. Serve Food and Beverage to Guest	<p>3.1 Enter guest rooms following standard procedure</p> <p>3.2 Arrange the table/trolleys/furniture as per job requirement following standard procedure</p> <p>3.3 Serve food and beverages as per the standard procedure</p>
4. Perform Post-Room-Service Activities	<p>4.1 Present room service bills to relevant individual following standard procedure</p> <p>4.2 Clear the room as per the guest request following standard procedure</p> <p>4.3 Liaise with relevant department for clearance following standard procedure</p>

RANGE STATEMENT

Room service equipment may include but not limited to:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Trays and trolleys • Crockery • Linen • Glassware | <ul style="list-style-type: none"> • Printed materials • Wine / bottle openers • Cutlery |
|--|---|

Critical Aspects

- Demonstrate compliance with safety regulations applicable to work operations at all times
- Take in room dining service order from the guest as per standard procedures

- Demonstrate competencies in providing in room dining services following standard procedure
- Demonstrate competencies in settlement of bills

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS • First aid • Equipment and materials • Item 86 • Product knowledge • Liquor Regulation • Food safety regulations • Telephone Etiquette • 5S pillars 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management

UNIT TITLE	Prepare Beverages
DESCRIPTOR	This unit covers the competencies required to prepare alcoholic, non alcoholic and any other drinks following standard procedures
CODE	5123-U3-L3
CREDIT	15
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare Alcoholic Beverages	1.1 Use Personal Protective Equipment (PPE) as per the job requirement following standard procedure 1.2 Mise en place following standard procedure 1.3 Prepare <i>Alcoholic beverages</i> as per the job requirement following standard procedures
2. Prepare Non-Alcoholic Beverages	2.1 Use Personal Protective Equipment (PPE) as per the job requirement following standard procedure 2.2 Mise en place following standard procedure 2.3 Prepare <i>non-alcoholic beverages</i> as per the guest requirement following standard procedure

RANGE STATEMENT
Alcoholic Beverages may include but not limited to:

<ul style="list-style-type: none"> • Cocktails • Distilled alcohol 	<ul style="list-style-type: none"> • Fermented alcohol
Non- Alcoholic Beverages may include but not limited to:	
<ul style="list-style-type: none"> • Mocktails • Cold Beverage 	<ul style="list-style-type: none"> • Hot Beverage • Soft Beverage
Critical Aspects	
<ul style="list-style-type: none"> • Demonstrate compliance with hygiene and safety regulations applicable to work operations at all times • Demonstrate competencies to prepare alcoholic and non-alcoholic beverages as per the job requirement following standard procedure 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational health and Safety regulations (OHS) • First Aid • Product/menu • Food safety regulations • Liquor regulations • Hygiene practices • Beverage Storage • Basic stock management • Basic computer knowledge • 5S Pillars 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management

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-L2
CREDIT	3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare to Serve Beverage	1.1 Maintain grooming and personal hygiene as following standard procedure 1.2 Welcome guest following standard procedure 1.3 Present beverage menu following standard procedure 1.4 Take order following standard procedure
2. Serve Beverage	2.1 Serve the drinks as per the job requirement following standard procedure 2.2 Obtain feedbacks from guest following standard procedure 2.3 Clear work area following standard procedure

3. Process Bill for Settlement	3.1 Verify bills with guest following standard procedure 3.2 Submit the bills for settlement following standard procedure
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RANGE STATEMENT
Critical Aspects
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times • Demonstrate competencies to take order with guest in accordance with establishment requirements • Demonstrate competencies to serve beverages following standard procedure

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational health and Safety regulations (OHS) • First Aid • Product/menu • Food safety regulations • Sequence of Service • Liquor regulations • Hygiene practices 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • 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 have seven levels as per the BQF 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	<i>Khewang</i> མཁས་དབང་།
7			Master's Degree Postgraduate Diploma Postgraduate Certificate	Master's Degree Postgraduate Diploma Postgraduate Certificate	<i>Tsugla Gongma</i> གཞུག་ལག་གོང་མ།
6			Applied Degree	Bachelor's Degree Bachelor's Degree (Honours) Graduate Diploma Graduate Certificate	<i>Tsugla Wogma</i> གཞུག་ལག་འོག་མ།
5			Advanced Diploma	Advanced Diploma	
4			Diploma	Diploma	
3		Bhutan Higher Secondary Education Certificate	Certificate 3		<i>Dringrim Gongma</i> འགྲིང་རིམ་གོང་མ།
2		Bhutan Certificate for Secondary Education	Certificate 2		<i>Dringrim Barma</i> འགྲིང་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 follows:

Level	<i>Knowledge</i>	<i>Skills</i>	<i>Values</i>	<i>Application</i>
	<i>Knowledge that is:</i>	<i>Demonstrate skills that involve:</i>	<i>Demonstrate values that involve:</i>	<i>Applied in contexts that involve:</i>
4	Broad theoretical, technical and operational	<p>Selecting and applying a range of standard processes relevant to varied and sometimes unpredictable tasks</p> <p>Selecting and applying a range of solutions involving formulation of solutions to resolve complex issues</p> <p>Demonstrating a high level of proficiency in English and Dzongkha</p>	<p>Strong level of awareness of self and others; and an appreciation of belief system, role of social norms, and the importance of relationship building</p> <p>Application of ethical norms and legal rules in decision-making; and comprehending the correlation between values and behavior</p> <p>Commitment to own profession and quality of work</p>	<p>Stable tasks with predictable changes</p> <p>Broad guidance with some self-direction that requires sound judgement</p> <p>Taking some responsibility for planning and coordination with others</p>

3	<p>Theoretical with some technical and operational processes</p>	<p>Applying a range of standard processes to known but varied tasks</p> <p>Selecting and applying a range of solutions to familiar and unfamiliar problems</p> <p>Communicating effectively and clearly, both oral and written, in both English and Dzongkha</p>	<p>Sound level of self-awareness and beliefs; and ability to apply social norms and build relationships</p> <p>Application of a set of ethical norms</p> <p>Commitment to own field of interest and apply self-management of learning and performance</p>	<p>Stable tasks with some aspects of change</p> <p>General guidance and supervision that require discretion and judgement</p> <p>Adapting to own behaviour to work with others</p>
2	<p>Basic, factual and conceptual</p>	<p>Applying standard processes relevant to carry out known tasks</p> <p>Applying a set of known solutions to solve simple and straightforward issues</p> <p>Using simple and direct exchange of information on familiar and routine matters</p>	<p>Some level of self-awareness and beliefs, and appreciation of social norms; and significance of relationships</p> <p>Awareness of ethical norms, and openness to different activities</p>	<p>Structured and stable tasks</p> <p>General support and Supervision that require some discretion and judgement</p> <p>Collaboration with others to achieve goals</p>

		Developing basic proficiency in Dzongkha and English	Developing own knowledge and skills	
1	Foundational , every day and general	<p>Applying operational literacy, numeracy skills required to carry out simple tasks</p> <p>Applying simple solutions to solve simple and straightforward everyday issues</p> <p>Communicating using everyday expressions and simple phrases in Dzongkha and English</p>	<p>Basic awareness of self, beliefs, and social norms; and understand the significance of relationships</p> <p>Basic awareness of fundamental ethical norms, basic civil rights, and responsibilities</p> <p>Willingness to understand tasks and motivated to implement them successfully</p>	<p>Highly structured tasks with close support and supervision</p> <p>Minimal Discretion and judgement</p> <p>Readiness to work together and share knowledge with others</p>

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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