



COMPETENCY STANDARD FOR HOSPITALITY MANAGEMENT

Level: 3

(Tourism and Hospitality Sector)

Competency Standard Code: CS-TH-HM-L3-EN-V1



**National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh**

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This Competency Standard for Hospitality Management is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with Tourism and Hospitality Sector, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Hospitality Management**" is selected as one of the priority occupations of **Tourism and Hospitality** Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework (NSQF) under Bangladesh National Qualification Framework and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skill Certificate, Level-3 in Hospitality Management in Tourism and Hospitality Sector

Level Descriptors of NSQF (BNQF 1-6)

Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

CS	Competency Standard
ISC	Industry Skills Council
NSDA	National Skills Development Authority
NSQF	National Skills Qualifications Framework
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment
SCVC	Standards and Curriculum Validation Committee
STP	Skills Training Provider
SOP	Standard Operating Procedure
UoC	Unit of Competency

Approved by
----- Executive Committee (EC) Meeting of NSDA
Held on -----

Deputy Director (Admin)
and
Officer of Secretarial Duties for EC Meeting
National Skills Development Authority

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**Competency Standards for National Skill Certificate, Level-03 in
Hospitality Management in Tourism and Hospitality Sector**

Course Structure

SL No	Unit code and Title		UOC Level	Nominal (hours)
Generic Units of Competencies				
1.	GU002L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	2	15
2.	GU003L2V1	Use English in the Workplace	2	20
3.	GU006L3V1	Receive and Respond to Workplace Instructions	3	15
4.	GU008L2V1	Work in a Team Environment	2	15
Sub Total				65
Sector Specific Units of Competencies				
5.	SUTH001L1V1	Work in the Tourism and Hospitality Sector	1	20
6.	SUTH002L2V1	Practice Workplace Hygiene Procedures	2	10
7.	SUTH003L2V1	Provide Effective Guest Service	2	15
Sub Total				45
Occupation Specific Units of Competencies				
8.	OU-TH-HM-01-L3-V1	Interpret Hospitality Management	3	30
9.	OU-TH-HM-02-L3-V1	Monitor Front Office Operational Activities	3	40
10.	OU-TH-HM-03-L3-V1	Maintain Housekeeping Operations	3	50
11.	OU-TH-HM-04-L3-V1	Follow up Food and Beverage Production	3	50
12.	OU-TH-HM-05-L3-V1	Monitor Food and Beverage Service Operation	3	50
13.	OU-TH-MLMH-06-L3-V1	Coordinate Guests Service	3	30
Sub Total				250
Total Duration				360

Units & Elements at Glance

Generic Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GU002L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures 2. Follow OSH procedure 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being 	15
GU003L2V1	Use English in the Workplace	<ol style="list-style-type: none"> 1. Read and understand workplace documents in English 2. Write simple routine workplace documents in English 3. Listen to conversation in English 4. Perform conversation in English 	20
GU006L3V1	Receive and Respond to Workplace Instructions	<ol style="list-style-type: none"> 1. Interpret and follow verbal instructions 2. Read and interpret workplace documents 3. Receive and follow written instructions 4. Attend meeting and provide inputs 	15
GU008L2V1	Work in a Team Environment	<ol style="list-style-type: none"> 1. Identify team goals and processes 2. Communicate and cooperate with team members 3. Work as a team member 4. Solve problems as a team member 	15
Total hours			65

Sector specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SUTH001L1V1	Work in the Tourism and Hospitality Sector	<ol style="list-style-type: none"> 1. Describe the organization structure within the sector 2. Identify processes and procedures 3. Identify workplace requirements 4. Organize own workload 	20
SUTH002L2V1	Practice Workplace Hygiene Procedures	<ol style="list-style-type: none"> 1. Follow hygiene procedures 2. Identify and prevent hygiene risks 	10
SUTH003L2V1	Provide Effective Guest Service	<ol style="list-style-type: none"> 1. Greet guest 2. Identify needs of guests 3. Provide service to guest 4. Handle queries of guests 5. Handle complaints/conflict situations, evaluation and recommendations 	15
Total hours			45

Occupation specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
OU-TH-HM-01-L3-V1	Interpret Hospitality Management	<ol style="list-style-type: none"> 1. Interpret hospitality management 2. Identify hospitality industries 3. Interpret terminologies of hospitality 	30
OU-TH-HM-02-L3-V1	Monitor Front Office Operational Activities	<ol style="list-style-type: none"> 1. Identify and use tools and equipment for front office 2. Follow up guests arrival and check in procedure 3. Handle guest's complains 4. Maintain check out procedures 	40
OU-TH-HM-03-L3-V1	Maintain Housekeeping Operations	<ol style="list-style-type: none"> 1. Identify tools, equipment and cleaning agents for house keeping 2. Ensure premises and guest room cleanliness 3. Inspect guest room service 4. Monitor laundry service 5. Handle lost and found service 6. Follow up routine maintenance service 	50
OU-TH-HM-04-L3-V1	Follow up Food and Beverage Production	<ol style="list-style-type: none"> 1. Identify tools and equipment for food and beverage production 2. Ensure goods receiving and storing 3. Supervise food preparation and presentation 4. Monitor stewarding and kitchen cleanliness 5. Oversee waste management 	50
OU-TH- HM-05-L3-V1	Monitor Food and Beverage Service Operation	<ol style="list-style-type: none"> 1. Interpret food and beverage service 2. Ensure table set up and outlet's ambience 3. Ensure effective guests service in food and beverage outlets 4. Ensure effective room service 	50
OU-TH-HM-06-L3-V1	Coordinate Guests Service	<ol style="list-style-type: none"> 1. Assess guests requirements 2. Monitor inter-departmental activities 3. Follow up guest's complain 	30
Total Hours			250

Generic Units of Competencies

Unit Code and Title	GU002L2V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required to apply occupational safety and health (OSH) procedure in the workplace.</p> <p>It specifically includes the task of identifying OSH policies and procedures, following OSH procedure, reporting hazards and risks, responding to emergencies and maintaining personal well-being.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Identify OSH policies and procedures	<p>1.1. <u>OSH policies</u> and <u>safe operating procedures</u> are accessed and stated</p> <p>1.2. <u>Safety signs and symbols</u> are identified and followed</p> <p>1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements</p>
2. Follow OSH procedure	<p>2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required</p> <p>2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OSH procedures and practices</p> <p>2.3 A clear and tidy workplace is maintained as per workplace standard</p> <p>2.4 PPE is maintained to keep them operational and compliant with OSH regulations</p>
3. Report hazards and risks	<p>3.1 <u>Hazards</u> and risks are identified, assessed and controlled</p> <p>3.2 Incidents arising from hazards and risks are reported to designated authority</p>
4. Respond to emergencies	<p>4.1 Alarms and warning devices are responded</p> <p>4.2 Workplace <u>emergency procedures</u> are followed</p> <p>4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures</p> <p>4.4 First aid procedures are applied during emergency situations</p>
5. Maintain personal well-being	<p>5.1 OSH policies and procedures are adhered to OSH awareness programs are participated in as per workplace guidelines and procedures.</p> <p>5.2 Corrective actions are implemented to correct unsafe condition in the workplace</p> <p>5.3 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements</p>
Range of Variables	
Variables	Range (may include but not limited to):

1. OSH policies	1.1. Bangladesh standards for OSH 1.2. Fire safety rules and regulations 1.3. Code of practice 1.4. Industry guidelines
2. Safe operating procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/ gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical hazards 5.4 Mechanical and electrical hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 Evacuation
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.1 Decontamination
8. “Fit to Work” records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	

1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 stated OSH policies and safe operating procedures 1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Define OSH 2.2 OSH workplace policies and procedures 2.3 Work Safety procedures 2.4 Emergency procedures 2.5 Hazard control procedure 2.6 Different types of hazards 2.7 PPE and there uses 2.8 Personal hygiene practices 2.9 OSH awareness
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Accessing OSH policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, equipment, materials and documentation required 5.4 OSH policies and procedures
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to</p>	

conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	GN003L2V1: Use English in the workplace
Nominal Hours	20 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use English in the workplace. It specifically includes the task of reading and understanding workplace documents in English, writing simple routine workplace documents in English, listening conversation in English and performing conversation in English
Elements Of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the range of variables
1. Read and understand workplace documents in English	1.1 Workplace documents are read and understood. 1.2 Visual information is interpreted.
2. Write simple routine workplace documents in English	2.1 Simple <u>routine workplace</u> documents are prepared using key words, phrases, simple sentences and <u>visual aids</u> where appropriate. 2.2 Key information is written in the appropriate places in standard forms.
3. Listen conversation in English	3.1 Active listening in English language is demonstrated to the required workplace standard.
4. Perform conversation in English	4.1 Conversation is performed in English with peers, customers and management to the required workplace standard
Range of Variables	
Variable	Range (May include but not limited to):
1. Routine workplace	1.1 Schedules and itineraries 1.2 Agenda 1.3 Simple reports such as progress and incident reports 1.4 Job sheets 1.5 Operational manuals 1.6 Brochures and promotional material 1.7 Visual and graphic materials 1.8 Standards 1.9 OSH information
2. Visual information	2.1 Signs 2.2 maps 2.3 diagrams 2.4 forms 2.5 labels 2.6 graphs 2.7 charts
Evidence Guide	
1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Spoke English with workplace fellows 1.2 Made reports of workplace documents in English.

2. Underpinning Knowledge	2.1 Read workplace documents in English 2.2 Write simple routine workplace documents in English 2.3 Listen to conversation in English 2.4 Perform conversation in English 2.5 Interaction skills (i.e., teamwork, interpersonal skills, etc.) 2.6 Job roles, responsibilities and compliances
3. Underpinning Skills	3.1 Ability to read and understand workplace documents in English by using appropriate vocabulary and grammar, standard spelling and punctuation. 3.2 Ability to write simple routine workplace documents in English such as: Schedules and agenda, job sheets, operational manuals and brochures and promotional material. 3.3 Ability in active listening in English language is demonstrated to the required workplace standard.
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Work place Procedure 5.2. Materials relevant to the proposed activity 5.3. All tools, equipment, material and documentation required. 5.4. Relevant specifications or work instructions
6. Methods of Assessment	Competency must be assessed through: 6.1 Written Exam 6.2 Demonstration 6.3 Oral Questioning
7. Context for Assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

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Unit Code and Title	GU006L3V1: Receive and Respond to Workplace Instructions
Nominal Hours	15 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to receive and respond to workplace instructions.</p> <p>It specifically includes the task of interpreting and following verbal instructions, reading and interpreting workplace documents, receiving and following written instructions and attending meetings and providing inputs.</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables Training Components.</p>
1. Interpret and follow verbal Instructions	1.1 Verbal Instructions are interpreted 1.2 Questions are asked to clarify understanding or obtaining more information 1.3 Instructions are followed as per understanding 1.4 Information/ instruction is recorded
2. Read and interpret workplace documents	2.1 <u>Written instructions</u> are read and interpreted in accordance with <u>workplace guidelines</u> 2.2 Work <u>signage</u> are interpreted
3. Receive and follow written instructions	3.1 Written instructions are interpreted 3.2 Routine written instructions are followed in sequence 3.3 Feedback is given to workplace supervisor based on workplace guidelines
4 Attend meetings and provide inputs	4.1 Meetings are attended regularly and on time following well-disseminated agenda 4.2 Proper <u>Communication</u> methods are used to transmit instructions 4.3 Appropriate non-verbal communication is used 4.4 Inputs are provided consistent with the meeting purpose 4.5 Opinions are expressed without interruption 4.6 Meeting outputs are implemented
Range of Variables	
Variable	Range (may include but not limited to):
1. Written instructions	1.1 Supervisor's / manager's instructions 1.2 Memoranda 1.3 Rules and regulations 1.4 Signage 1.5 Approved work plan 1.6 External communications
2. Workplace guidelines	2.1. Labor policies and guidelines 2.2. Written instructions

	2.3. Operations manual 2.4. Organizational manuals 2.5. Quality assurance handbook
3. Signage	3.1 On-site direction signs 3.2 Common site warnings 3.3 Location signs 3.4 Traffic signs
4. Communication	4.1 Verbal instructions 4.2 Written instructions 4.3 Online communication
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge of workplace procedures in receiving, interpreting read verbal & written instruction and conduct communication 1.2 satisfying the requirements mentioned in the performance criteria and range of variables
2. Underpinning Knowledge	2.1 Workplace communication policies, standards and procedures 2.2 Verbal and non-verbal communication 2.3 Modes of communication
3. Underpinning Skills	3.1 Receiving verbal instructions 3.2 Interpreting verbal and written information/ instruction 3.3 Conveying instructions using verbal and 3.4 Written forms of communication 3.5 Participating in work place meetings and discussions
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (actual or simulated) 5.2 Telephone 5.3 Writing materials
6 Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7 Context of Assessment	7.1 Competency assessment must be done in a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/ nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	GU08L2V1: Work in a Team Environment
Unit descriptor	<p>This unit covers the knowledge, skills and attitudes required to work in a team environment.</p> <p>It specifically includes the task of identifying team goals and processes, communicating and cooperating with team members, working as a team member and solving problems as a team member.</p>
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria Bold & Underlined terms are elaborated in the Range of Variables Training Components
1. Identify team goals and processes	1.1 Team goals and collaborative decision-making processes are identified. 1.2 Role and common goals of the team are defined from available <u>sources of information</u> . 1.3 Team structure, responsibilities and reporting relations are identified from team discussions and other external sources.
2. Communicate and cooperate with team members	2.1 Communication and negotiation skills are applied and maintained in all relevant situations. 2.2 Constructive contributions are made to <u>workplace discussions</u> on such issues as production, quality and safety. 2.3 Goals/ objectives and action plans undertaken in the workplace are communicated promptly. 2.4 Information regarding problems and issues are organized coherently to ensure clear and effective communication. 2.5 Dialogue is initiated with appropriate personnel. 2.6 Communication problems and issues are raised 2.7 Barriers to communication are identified and resolved
3. Work as a team member	3.1 Effective forms of communication are used to interact with <u>team members</u> in discussing team activities and objectives. 3.2 Mutual respect, empathy and active collaboration are demonstrated 3.3 Communication channels are followed as per <u>workplace context</u> .
4. Solve problems as a team member	4.1 Current and potential problems faced by team are identified. 4.2 Problems are investigated and analyzed. 4.3 Potential solutions of problem are identified. 4.4 Recommendations about possible solutions are developed, documented, ranked and presented to team members for decision.
Range of Variables	
Variables	Range (may include but not limited to)
1. Sources of information	1.1 Organizational structures 1.2 Operations Manuals 1.3 Job description 1.4 Standard operating procedures
2. Workplace discussions	2.1 Coordination meetings 2.2 Toolbox discussion

	2.3 Peer-to-peer discussion
3. Team members	3.1 Coach / mentors 3.2 Supervisor / manager 3.3 Peers / colleagues 3.4 Other members /employee representative of the organization.
4. Workplace context	4.1 National laws and statutes 4.2 Standard operating procedures 4.3 Workplace rules and regulations
<p>Evidence guides</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the unit of competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 demonstrated knowledge in working in a team environment.</p> <p>1.2 satisfied the requirements mentioned in the performance criteria and range of variables.</p>
2. Underpinning knowledge	<p>2.1 Sources of information define</p> <p>2.2 Team structure, role, and responsibility.</p> <p>2.3 Individual member's roles and responsibilities.</p> <p>2.4 Effective verbal communication methods</p> <p>2.5 Communication flow and reporting structures.</p> <p>2.6 Interpersonal communication skills.</p> <p>2.7 Organization requirements for written and electronic communication methods</p> <p>2.8 Communication problems and issues</p> <p>2.9 Barriers in communication</p> <p>2.10 Team planning.</p> <p>2.11 Team meeting procedures.</p> <p>2.12 Workplace etiquette</p> <p>2.13 Industry maintenance, service and helpdesk practices, processes and procedures</p> <p>2.14 Industry standard diagnostic tools</p> <p>2.15 Malfunctions and resolutions</p>
3. Underpinning skill	<p>3.1 Organizing sources of information</p> <p>3.2 Identifying the role and responsibility of the team.</p> <p>3.3 Identifying roles and responsibilities of individual members.</p> <p>3.4 Identifying effective verbal communication methods</p> <p>3.5 Identifying communication flow and reporting structure.</p> <p>3.6 Identifying interpersonal communication skills</p> <p>3.7 Complying with organization requirements for the use of written and electronic communication methods</p> <p>3.8 Negotiation and communication skills</p> <p>3.9 Participating in team discussion.</p> <p>3.10 Working as a team member.</p> <p>3.11 Participating in a variety of workplace discussions</p> <p>3.12 Effective clarifying and probing skills</p>

	3.13 Identifying issues 3.14 Identifying current industry standard diagnostic tools 3.15 Describing common malfunctions and resolutions. 3.16 Determining the root cause of a routine malfunction
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communication with peers and seniors at workplace
5. Resource implication	The following resources must be provided: 5.1 Workplace (actual or simulated). 5.2 Relevant materials and equipment. 5.3 Relevant specifications or work instructions.
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/ nominated assessor.
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Sector Specific Units of Competencies

Unit Code and Title	SUTH001L1V1: Work in the Tourism and Hospitality Sector
Unit Descriptor	This unit covers the knowledge, skills and altitude to work in the tourism and hospitality sectors. It specifically includes the task of describing the organization structure within the sector, identifying processes and procedures, identifying workplace requirements and organizing own workload.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Describe the organization structure within the sector	1.1 Scope, nature and <u>major fields</u> of the Tourism and hospitality sector is determined 1.2 Profile of the Tourism and hospitality sector in relation to local and global <u>employment conditions</u> is determined 1.3 Trends and technologies relevant to the sector are explained 1.4 Relevant policies and guidelines are identified and interpreted 1.5 <u>Instructions</u> as to procedures in achieving quality are obtained, understood, and clarified
2. Identify processes and procedures	2.1 Processes in the Tourism and hospitality sector are identified, described and explained based on specifications 2.2 Work steps are correctly identified based on <u>Manuals</u> of Instruction. 2.3 Adjustments are interpreted
3. Identify workplace requirements	3.1 <u>Workplace requirements</u> are identified and clarified 3.2 Roles and responsibilities of all personnel are described 3.3 Workplace's practices are identified 3.4 <u>Problem-solving strategies</u> are used to address bottlenecks, inconsistencies and other concerns
4. Organize own workload	4.1 Own work activities are planned and progress of work is communicated to relevant staff 4.2 Work activities are completed 4.3 Difficulties and bottlenecks are identified, and solutions are put forwarded 4.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon
Range of Variables	
Variables	Range (may include but not limited to):
1. Major Fields	1.1 Housekeeping 1.2 Tour guiding 1.3 Cooking and baking 1.4 Hospitality Management 1.5 Front office operations

	1.6 Ticketing and reservation 1.7 Sales and marketing 1.8 Airlines and traveling 1.9 Engineering and maintenance
2. Employment conditions	2.1 Code of practice 2.2 Salary/wage system 2.3 Labor practices 2.4 Anti-discrimination policy 2.5 Gender issues 2.6 Collective bargaining and other practices 2.7 Awards 2.8 Procedures for handling disputes 2.9 Innovations in the sector 2.10 Inclusion of persons with disability
3. Instructions	3.1 Office programs 3.2 Specifications and requirements 3.3 Standard operating procedures 3.4 Manuals of Instruction 3.5 Operations Manual 3.6 Environmental Guidelines
4. Manuals	4.1 Manual of instruction 4.2 Manual of specification 4.3 Operations manual 4.4 Repair manual 4.5 Quality manual
5. Workplace requirements	5.1 Goals and objectives 5.2 Strategic and operational plans 5.3 Systems and processes 5.4 Monitoring and evaluation 5.5 Reports and documentation
6. Problem-solving strategies	6.1 Listening and asking questions 6.2 Feedback and feed forward system 6.3 Reference to standard operating procedures 6.4 Accessing information 6.5 Review 6.6 Brainstorming
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: <ul style="list-style-type: none"> 1.1 identified processes and procedures in the hotel and tourism industry 1.2 identified tools, equipment and materials 1.3 identified workplace requirements 1.4 practiced OSH in performing works

2. Underpinning knowledge	2.1 Basic software operation 2.2 Scope and major divisions of the hotel and tourism Industry 2.3 Policies and guidelines 2.4 Manuals used in the hotel and tourism Industry 2.5 Relevant terminologies and acronyms 2.6 Types and Uses of hotel and tourism industries tools and materials 2.7 Workplace practices 2.8 Occupational health and safety practices 2.9 Recording and reporting practices
3. Underpinning skills	3.1. Checking input electrical parameters of the device in accordance with peripheral device specification. 3.2. Describing organization structure within the hotel and tourism industry 3.3. Identifying processes and procedures 3.4. Identifying tools, equipment and materials 3.5. Identifying workplace practices 3.6. Organizing own workload 3.7. Practicing OSH
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and materials required 5.3 Information on standard operating procedures (SOP), 5.4 OSH, and other policies and guidelines 5.5 Relevant specifications and work instructions 5.6 Fire extinguisher 5.7 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of	

qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	SUTH002L2V1: Practice Workplace Hygiene Procedures
Unit Descriptor	This unit of competency covers the knowledge, skills and attitudes required to practice workplace hygiene procedures. It specifically includes the task of following hygiene procedures and identifying and preventing hygiene risks.
Nominal Hours	10 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace <u>hygiene procedures</u> are implemented in line with work place and legal requirements 1.2 Handling and storage of items are undertaken in line with work place and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential <u>hygiene risks</u> are identified in line with work place procedures 2.2 Action to <u>minimize or remove risks</u> are taken within scope of individual responsibility of work place/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up and monitoring
Range of Variables	
Variables	Range (may include but not limited to):
1. Hygiene procedures	1.1 Safe and hygienic handling of workplace activities 1.2 Regular hand washing 1.3 Correct food storage 1.4 Appropriate and clean clothing 1.5 Avoidance of cross-contamination 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene
2. Hygiene risks	2.1 Bacterial and other contamination arising from poor handling of food 2.2 Inappropriate storage of foods 2.3 Storage at incorrect temperatures 2.4 Foods left uncovered 2.5 Poor personal hygiene practices 2.6 Poor work practices 2.7 Cleaning 2.8 Housekeeping 2.9 Food handling 2.10 Vermin airborne dust 2.11 Cross-contamination through cleaning with inappropriate cleaning practices 2.12 Inappropriate handling of potentially infectious linen

	2.13 Contaminated wastes such as blood and body secretions 2.14 Disposal of garbage and contaminated or potentially contaminated wastes
3. Minimize or remove risk	3.1 Auditing staff skills and providing training 3.2 Ensuring policies and procedures are followed strictly 3.3 Audits of incidents with follow up actions
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 followed hygiene procedures 1.2 identified and responded to hygiene risk 1.3 practiced personal grooming and hygiene
2. Underpinning knowledge	2.1 Typical hygiene and control procedures in the 2.2 hospitality and tourism industries 2.3 Overview of legislation and regulation in relation to food 2.4 handling, personal and general hygiene 2.5 Knowledge on factors which contribute to workplace 2.6 hygiene problems 2.7 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross- infection 2.8 Sources of and reasons for food poisoning
3. Underpinning skills	3.1 Following correct procedures and instructions 3.2 Handling operating tools/ equipment 3.3 Applying hygiene principles 3.4 Detecting dirt and unhygienic practices 3.5 Identifying tools, equipment and materials 3.6 Identifying workplace practices 3.7 Organizing own workload
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and materials required 5.3 Information on standard operating procedures (SOP), 5.4 OSH, and other policies and guidelines 5.5 Relevant specifications and work instructions 5.6 Fire extinguisher 5.7 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by:

	6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	SUTH003L2V1: Provide Effective Guest Service
Unit Descriptor	This unit of competency deals with the knowledge, skills and attitudes required to provide effective guest service. It specifically includes the task of greeting guest, identifying needs of guest, providing service to guest, handling queries of guests, handling complaints/conflict situations, evaluation and recommendations.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Greet guest	1.1 <u>Guests</u> are greeted according to work place procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 <u>Nonverbal communication</u> is observed when responding to guests 1.4 Sensitivity to <u>cultural and social differences</u> is demonstrated
2. Identify needs of guests	2.1 Appropriate <u>interpersonal skills</u> are used to ensure that guest needs are accurately identified 2.2 Guest needs are assessed for urgency so that priority for service delivery can be ensured 2.3 Guests are provided with information as required 2.4 Personal limitation in addressing <u>guest and colleague needs</u> is identified and where appropriate, assistance is sought from supervisor
3. Provide service to guest	3.1 Guest needs are promptly attended to in line with <u>work place procedure</u> 3.2 Appropriate rapport is maintained with guest to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries of guests	4.1 <u>Common business tools and technology</u> are used efficiently to determine guest requirements 4.2 Queries/ information are recorded in line with work place procedure 4.3 Queries are acted upon promptly and correctly in line with work place procedure
5. Handle complaints/ conflict situations, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact Responsibility for resolving the <u>complaint</u> is take within limit of responsibility and according to work place policy 5.2 Nature and details of complaint are established and agreed with the guest 5.3 Threats to personal <u>safety</u> are identified and managed to personal safety of guests or colleagues and appropriate assistance is organized 5.4 Appropriate action is taken to resolve the complaint to

	<p>the guest's satisfaction wherever possible</p> <p>5.5 Conflict situations are resolved within scope of individual responsibility by applying effective communication skills and according to work place policy</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Guests	<p>1.1 Internal</p> <p>1.2 External</p>
2. Nonverbal Communication	<p>2.1 Body language</p> <p>2.2 Dress and accessories</p> <p>2.3 Gestures and mannerisms</p> <p>2.4 Voice tonality and volume</p> <p>2.5 Use of space/eye contact</p> <p>2.6 Culturally specific communication customs and practices</p>
3. Cultural and social differences	<p>3.1 Modes of greeting, farewell and conversation</p> <p>3.2 Body language/ use of body gestures</p> <p>3.3 Formality of language</p>
4. Interpersonal skills	<p>4.1 Interactive communication</p> <p>4.2 Public relation</p> <p>4.3 Good working attitude</p> <p>4.4 Sincerity</p> <p>4.5 Pleasant disposition</p> <p>4.6 Effective communication skills</p>
5. Guest and colleague needs	<p>5.1 Guests with a disability</p> <p>5.2 Guests with special cultural or language needs</p> <p>5.3 Unaccompanied children</p> <p>5.4 Parents with young children</p> <p>5.5 Pregnant women</p> <p>5.6 Single women</p> <p>5.7 Single mother</p>
6. Work place procedure	<p>6.1 Modes of greeting and farewell</p> <p>6.2 Addressing the person by name</p> <p>6.3 Time-lapse before a response</p> <p>6.4 Style manual requirements</p> <p>6.5 Standard letters and format</p>
7. Common business tools and technology	<p>7.1 Telephone</p> <p>7.2 Cellphone</p> <p>7.3 Social network service (SNS)</p> <p>7.4 Computer equipment</p> <p>7.5 Internet, email</p>
8. Complaint	<p>8.1 Level of service</p> <p>8.2 Product standards</p> <p>8.3 Processes</p> <p>8.4 Information given</p> <p>8.5 Charges and fees</p>

	8.6 Threats to personal
9. Safety	9.1 Violent guests 9.2 Drug and alcohol affected guests 9.3 Guests fighting amongst themselves
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 complied with industry practices and procedures 1.2 used interactive communication with others 1.3 complied with occupational, health and safety practices 1.4 promoted public relation among others 1.5 complied with service manual standards 1.6 demonstrated familiarity with company facilities, products and services 1.7 demonstrated ability to work effectively with others 1.8 applied company rules and standards 1.9 applied telephone ethics 1.10 applied correct procedure in using telephone, fax machine, internet 1.11 handled guest complaints within limit of individual responsibility
2. Underpinning knowledge	2.1 Communication 2.2 Interactive communication with others 2.3 Interpersonal skills/ social graces with 2.4 sincerity 2.5 Safety Practices 2.6 Safe work practices 2.7 Personal hygiene 2.8 Attitude 2.9 Attentive, patient and cordial 2.10 Eye-to-eye contact 2.11 Maintain teamwork and cooperation 2.12 Theory 2.13 Selling/up selling techniques 2.14 Interview techniques 2.15 Conflict resolution 2.16 Communication process 2.17 Communication barriers
3. Underpinning skills	3.1 Communicating effectively 3.2 Communicating non -verbally - body language 3.3 Managing good time 3.4 Working calmly and unobtrusively effectively 3.5 Handling telephone inquiries and conversations 3.6 Handling complaints proper way

	3.7 Applying basic principles of conflict resolution and respond to complaints
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and equipment 5.3 Availability of required quality materials 5.4 Fire extinguisher 5.5 Uninterrupted power supply 5.6 Internet facilities
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Occupation Specific Units of Competencies

Unit Code and Title	OU-HM-01-L3-V1: Interpret Hospitality Management
Unit Descriptor	<p>This unit covers the knowledge, skills, and attitudes required to Interpret Hospitality Management.</p> <p>It specifically includes interpreting hospitality management, identifying hospitality industries and interpreting terminologies of hospitality.</p>
Nominal Hours	30 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Interpret hospitality management	1.1 Hospitality management is defined 1.2 Principles of hospitality is interpreted 1.3 <u>Etiquettes of hospitality</u> is recognized 1.4 <u>Basic skills for hospitality personnel</u> are illustrated 1.5 Role of a hospitality personnel is identified as per hospitality industries
2. Identify hospitality industries	2.1 <u>Hospitality Industries</u> are identified 3.1 <u>Major categories of hospitality industries</u> are recognized 3.2 <u>Operational departments of hospitality industries</u> are identified and listed 3.3 Activities of each department of hospitality industries are recognized 2.2 Organogram of a hospitality industry is interpreted
3. Interpret terminologies of hospitality	3.1 <u>Terminologies</u> used in hospitality are recognized 3.2 Terminologies used in hospitality are interpreted 3.3 <u>Signage</u> of hospitality management are identified and interpreted
Range of Variables	
Variables	Range (may include but not limited to):
1. Etiquettes of hospitality	1.1 Always greet guest and colleagues with a smile and maintain a friendly and pleasant expression. 1.2 Stand upright, do not fold your arms in front of the guest. 1.3 Keep your hands out of your pockets. 1.4 Do not lean on the counter at any time and especially when dealing with the guest. 1.5 Do not play with your hair and jewellery when you are at the front of the house area. 1.6 Ensure a positive body language at all times. 1.7 Always be tactful and courteous, never argue with guests. 1.8 Always be attentive when speaking to guest and look at a guest when addressing him/ her.

2. Basic skills for hospitality personnel	2.1 Proper grooming 2.2 Empathy and emotional intelligence 2.3 Teamwork 2.4 Stress and time management 2.5 Problem-solving 2.6 Strategy and innovation 2.7 Positive body language
3. Hospitality Industries	3.1 Hotel 3.2 Motel 3.3 Resort 3.4 Restaurant 3.5 Amusement park 3.6 Cruise ship 3.7 Casino 3.8 Bar
4. Major categories of hospitality industries	4.1 Accommodation 4.2 Food and Beverage 4.3 Travel and Tourism 4.4 Entertainment and Recreation
5. Operational departments of hospitality industries	5.1 Front office 5.2 Housekeeping 5.3 Food and beverage production 5.4 Food and beverage service
6. Terminologies	6.1 Check in 6.2 Check out 6.3 Walk in 6.4 Reservation 6.5 Concierge 6.6 Mise-en-scene 6.7 Mise-en-place 6.8 Water Closet (WC) 6.9 Sleep Out (SO) 6.10 Out of Order (OOO) 6.11 Rack Rate 6.12 Valet/ Butler 6.13 Property Management System (PMS) 6.14 Point of Sales (POS) 6.15 Global Distribution System (GDS)
7. Signage	7.1 Signs 7.1.1 Caution 7.1.2 Danger 7.1.3 Directional 7.1.4 Emergency 7.1.5 Fire 7.1.6 Informational

	7.2 Symbols 7.2.1 No smoking 7.2.2 Wheel chair access 7.2.3 Staircase 7.2.4 Do not disturb 7.2.5 Washing and drying 7.2.6 Ironing
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 interpreted hospitality management 1.2 recognized etiquettes and basic skills of hospitality personnel 1.3 identified hospitality industries, major categories and operational departments 1.4 recognized terminologies of hospitality
2. Underpinning knowledge	2.1 Hospitality management 2.2 Etiquettes and basic skills for hospitality 2.3 Hospitality industries 2.4 Operational departments of hospitality industries 2.5 Organogram 2.6 Terminologies of hospitality
3. Underpinning skills	3.1 Defining hospitality management 3.2 Interpreting principles of hospitality 3.3 Recognizing etiquettes and basic skills for hospitality 3.4 Identifying hospitality industries, major categories and operational departments 3.5 Interpreting organogram and activities of different operational departments 3.6 Recognizing terminologies used in hospitality
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	5.1. Workplace (simulated or actual) 5.2. Relevant materials 5.3. Pens 5.4. Paper
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-HM-02-L3-V1: Monitor Front Office Operational Activities
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to monitor front office operational activities. It specifically includes identifying and using tools and equipment for front office, following up guests' arrival and check in procedure, handling guest's complains and maintaining check out procedures
Nominal Hours	40 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify and use tools and equipment for front office	1.1 <u>Personal Protective Equipment (PPE)</u> is collected and worn to maintain OSH practices. 1.2 <u>Tools and equipment</u> for front office are identified 1.3 Use of each tools and equipment are interpreted 1.4 Tools and equipment are used as per Standard Operating Procedure (SOP)
2. Follow up guests arrival and check in procedure	2.1 Greetings and <u>receiving procedures</u> for guests are interpreted as per SOP. 2.2 Greetings and receiving activities of <u>front office personnel</u> are monitored as per SOP 2.3 Reservation is monitored as per <u>reservation sources</u> 2.4 Check in formalities are maintained as per SOP 2.5 Room allocation and bills settlement is monitored as per guest's preference 2.6 Facility briefing by the front office associates are observed 2.7 Guest's requests are Coordinated as per SOP
3. Handle guest's complains	3.1 <u>Guest's complains</u> are monitored as per SOP 3.2 Guest's complains are referred to the appropriate department for follow up 3.3 Solution of guest's complains are ensured
4. Maintain check out procedures	4.1 Bills posting and settlement are monitored as per SOP 4.2 Guest's feedbacks are interpreted 4.3 Guest's feedbacks are analysed and referred to the appropriate department for follow-up 4.4 <u>Check out procedures</u> for guests are interpreted and monitored
Range of Variables	
Variables	Range (may include but not limited to):
1. Personal Protective Equipment (PPE)	1.1 Mask 1.2 Disposable gloves 1.3 Uniform
2. Tools and equipment	2.1 Computer 2.2 Printer 2.3 Scanner 2.4 Photocopier 2.5 Magnetic key card maker 2.6 Phone 2.7 Point of Sales (POS)

	2.8 Calculator 2.9 Shredder machine 2.10 Stapler machine 2.11 Paper punch 2.12 Scale 2.13 Pen 2.14 Pencils
3. Receiving procedures	3.1 Greet guests 3.2 Reservation 3.3 Registration process 3.4 Enter and confirm details 3.5 Baggage handling 3.6 Bills settlement procedures 3.7 Assign room 3.8 Handover to concierge / bell attendant
4. Front office personnel	4.1 Protocol officer 4.2 Transport attendant/ Driver 4.3 Door Man 4.4 Bell attendant 4.5 Guest Service Agent (GSA) 4.6 Guest Service Manager (GSM) 4.7 Telephone Operator
5. Reservation sources	5.1 Individual reservation 5.2 Travel Agency 5.3 Tour operators 5.4 Computerized Reservation System (CRS) 5.5 Global Distribution System (GDS) 5.6 Corporate Reservation System 5.7 Airlines 5.8 Online Travel Agency (OTA)
6. Guest's complains	6.1 Service related 6.2 Facility related 6.3 Food related 6.4 Attitudinal 6.5 Unusual
7. Check out procedures	7.1 Luggage handling 7.2 Returning Key card 7.3 Clearance from housekeeping 7.4 Billing 7.5 Fill up guest comment card 7.6 Inviting for next arrival 7.7 Drop up service
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	

1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 identified and used tools and equipment for front office 1.2 monitored greetings and guest's check in procedure 1.3 coordinated guest's requests 1.4 handled guests complains 1.5 monitored guest's check out procedure
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 PPE 2.2 Tools and equipment for front office 2.3 Greetings and guest receiving procedure 2.4 Reservation and check in formalities 2.5 Facility briefing 2.6 Guest's complains 2.7 Bills posting and settlement 2.8 Check out formalities
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Collecting and wearing PPE 3.2 Identifying tools and equipment 3.3 Using tools and equipment as per SOP 3.4 Interpreting check in and check out procedure 3.5 Monitoring bills settlement 3.6 Handling guests complains 3.7 Interpreting guests feedback
4. Required attitude	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace (simulated or actual) 5.2 Tools and equipment for front office 5.3 Relevant materials 5.4 Supplies 5.5 Instruction manuals
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-HM-03-L3-V1: Maintain Housekeeping Operations
Unit Descriptor	<p>This unit covers the knowledge, skills, and attitudes required to maintain housekeeping operations.</p> <p>It specifically includes identifying tools equipment and cleaning agents for housekeeping, ensuring premises and guest room cleanliness, inspecting guest room service, monitoring laundry service, handling lost and found service and following up routine maintenance service.</p>
Nominal Hours	50 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Identify tools, equipment and cleaning agents for house keeping	<p>1.1 <u>Personal Protective Equipment (PPE)</u> is collected and worn to maintain OSH practices.</p> <p>1.2 <u>Tools and equipment</u> for housekeeping operations are identified</p> <p>1.3 <u>Cleaning agents</u> for housekeeping operations are identified</p> <p>1.4 Use of each tools, equipment and cleaning agents are interpreted</p>
2. Ensure premises and guest room cleanliness	<p>2.1 Activities of housekeeping attendant is observed</p> <p>2.2 Cleanliness of <u>public areas</u> are ensured as per SOP</p> <p>2.3 Cleanliness of <u>guest rooms</u> are ensured as per SOP</p>
3. Inspect guest room service	<p>3.1 Room attendant report is checked</p> <p>3.2 <u>Physical inspection</u> of guest's rooms are performed as per SOP</p> <p>3.3 <u>Discrepancies</u> are rectified if found</p> <p>3.4 Room inspection report is prepared</p>
4. Monitor laundry service	<p>4.1 Laundry slip checking is monitored</p> <p>4.2 <u>Laundry workflow</u> is checked</p>
5. Handle lost and found service	<p>5.1 <u>Lost and found items</u> are recorded as per SOP</p> <p>5.2 <u>Lost and found storing duration</u> is maintained as per SOP</p> <p>5.3 Room guests are informed about lost and found</p> <p>5.4 <u>Lost and found disposal method</u> is followed as per SOP</p> <p>5.5 Records are maintained as per SOP</p>
6. Follow up routine maintenance service	<p>6.1 <u>Schedule planning for routine maintenance service</u> is carried out</p> <p>6.2 Deep clean operation is observed as per standard requirements</p> <p>6.3 Routine maintenance service record is maintained as per work place standard</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. PPE	<p>1.1 Mask</p> <p>1.2 Disposable gloves</p> <p>1.3 Uniform/ apron</p>

	1.4 Safety Shoe
2. Tools and equipment	2.1 Tools <ul style="list-style-type: none"> 2.1.1 Duster 2.1.2 Mop and Wringer 2.1.3 Bucket 2.1.4 Hand brush 2.1.5 Squeezer/wiper 2.1.6 Scraper 2.1.7 Waste bin 2.1.8 Housekeeping trolley 2.2 Equipment <ul style="list-style-type: none"> 2.2.1 Vacuum cleaner 2.2.2 Polisher 2.2.3 Dryer/ Blower 2.2.4 High pressure water gear 2.2.5 Scrubbing machine 2.2.6 Air purifier 2.2.7 Buffing machine
3. Cleaning agents	3.1 Water <ul style="list-style-type: none"> 3.2 All purpose cleaner 3.3 Glass cleaner 3.4 Toilet cleaner 3.5 Disinfectant 3.6 Metal polish 3.7 Furniture polish 3.8 Deodorizers 3.9 Pesticides
4. Public areas	4.1 Lobby <ul style="list-style-type: none"> 4.2 Water Closet (WC) 4.3 Function room 4.4 Storage area 4.5 Balconies 4.6 Restaurant 4.7 Swimming pool 4.8 Health club 4.9 Parking area 4.10 Garden
5. Guest rooms	5.1 Single <ul style="list-style-type: none"> 5.2 Double 5.3 Twin 5.4 Triple 5.5 Quad 5.6 Deluxe 5.7 Suite
6. Physical inspection	6.1 Door <ul style="list-style-type: none"> 6.2 Furniture 6.3 Mirror

	6.4 Bed 6.5 Electronic appliance 6.6 Room supplies and amenities 6.7 Mini bar 6.8 Locker 6.9 Cleanliness
7. Discrepancies	7.1 Cleanliness 7.2 Corrective maintenance 7.3 Supplies and amenities 7.4 Mini bar
8. Laundry workflow	8.1 Laundry collection 8.2 Marking and sorting 8.3 Washing or dry cleaning 8.4 Drying 8.5 Ironing 8.6 Packaging 8.7 Delivery to the guest 8.8 Billing
9. Lost and found items	9.1 Valuable items 9.1.1 Jewellery 9.1.2 Wrist watch 9.1.3 Electronic gadgets 9.1.4 Cash 9.1.5 Credit/Debit cards 9.1.6 Official documents 9.2 Non valuable items 9.2.1 Clothes and accessories 9.2.2 Medicine 9.2.3 Stationaries 9.2.4 Cosmetics 9.3 Perishable items 9.3.1 Food 9.3.2 Beverage
10. Lost and found storing duration	10.1 Valuable items: 6-12 months 10.2 Non valuable items: 3-6 months 10.3 Perishable items: 1-7 days
11. Lost and found disposal method	11.1 In case of identified guests: 11.1.1 Guest's identification check 11.1.2 Lost item handover (in person/courier) 11.1.3 Keep record 11.2 In case of non-identified guests: 11.2.1 Auction 11.2.2 Distributed to associates 11.2.3 Keep record
12. Schedule planning for routine maintenance service	12.1 Daily 12.2 Weekly 12.3 Quarterly

	12.4 Monthly 12.5 Half yearly 12.6 Yearly
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 identified tools and equipment for housekeeping 1.2 used tools equipment and cleaning agents 1.3 ensured cleanliness of public area and guest's rooms 1.4 checked room attendant reports 1.5 performed physical inspection and rectification of discrepancies 1.6 monitored laundry flow 1.7 handled lost and found service 1.8 carried out schedule maintenance and deep clean
2. Underpinning knowledge	2.1 PPE 2.2 Tools equipment and agents for housekeeping 2.3 Cleanliness of public area and guest rooms 2.4 Physical inspection of premises 2.5 Laundry workflow 2.6 Lost and found 2.7 Routine maintenance
3. Underpinning skills	3.1 Collecting and wearing PPE 3.2 Identifying and using tools and equipment for housekeeping 3.3 Ensuring cleanliness of public area and guest rooms 3.4 Performing physical inspection 3.5 Checking laundry workflow 3.6 Maintaining lost and found procedure 3.7 Carrying out planning for schedule maintenance
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1. workplace 5.2. Personal Protective Equipment (PPE) 5.3. Tools and equipment for housekeeping 5.4. Cleaning equipment and agents
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-HM-04-L3-V1: Follow up Food and Beverage Production
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to follow up food and beverage production. It specifically includes identifying tools and equipment for food and beverage production, ensuring goods receiving and storing, supervising food preparation and presentation, monitoring stewarding and kitchen cleanliness and overseeing waste management.
Nominal Hours	50 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify tools and equipment for food and beverage production	1.1 <u>Personal Protective Equipment (PPE)</u> is collected and worn to maintain OSH practices. 1.2 <u>Tools and equipment</u> for food and beverage production are identified 1.3 Use of each tools and equipment are interpreted 1.4 Cleaning and sanitization procedure before food and beverage production is ensured.
2. Ensure goods receiving and storing	2.1 <u>Goods for food and beverage production</u> are identified 2.2 <u>Goods receiving procedures</u> are maintained 2.3 <u>Goods receiving and storing parameters</u> are monitored 2.4 <u>Inventory</u> is maintained as per workplace standard
3. Supervise food preparation and presentation	3.1 Food preparation process is interpreted 3.2 <u>Food cooking methods</u> are illustrated 3.3 <u>Food preparation and presentation process</u> is monitored 3.4 Food presentation is ensured as per workplace standard
4. Monitor stewarding and kitchen cleanliness	4.1 <u>Activities of stewards</u> are observed 4.2 Cleaning and sanitizing of kitchen area are ensured as per SOP 4.3 Cleaning and sanitizing of kitchen tools and equipment are ensured as per SOP 4.4 Cleaning, sanitizing and storing of cutleries and crockeries are ensured as per SOP
5. Oversee waste management	5.1 Waste management is defined 5.2 <u>Classification of waste</u> are interpreted 5.3 Waste collection and disposal process are monitored 5.4 Records of <u>broken items</u> are kept as per workplace standard
Range of Variables	
Variables	Range (may include but not limited to):
1. PPE	1.1 Mask 1.2 Disposable gloves 1.3 Uniform/ Apron 1.4 Hair net

	1.5 Safety shoe
2. Tools and equipment	2.1 Tools: <ul style="list-style-type: none"> 2.1.1 Chef knife 2.1.2 Whisk 2.1.3 Spatula 2.1.4 Skimmer 2.1.5 Strainer 2.1.6 Ladle 2.1.7 Spider and Spoon 2.1.8 Chopping board 2.1.9 Bowl 2.1.10 Baking tray 2.1.11 Measuring scale 2.1.12 Pan 2.1.13 Cutleries and crookeries 2.2 Equipment: <ul style="list-style-type: none"> 2.2.1 Oven 2.2.2 Blander/ Grinder 2.2.3 Mixer machine 2.2.4 Salamander 2.2.5 Chiller 2.2.6 Freezer/ Blast 2.2.7 Bain-marie 2.2.8 Working table cum freezer 2.2.9 Burner 2.2.10 Griller 2.2.11 Deep fryer 2.2.12 Dish washing machine
3. Goods for food and beverage production	2.1 Perishable goods <ul style="list-style-type: none"> 2.1.1 Vegetables 2.1.2 Meats 2.1.3 Fishes 2.1.4 Fruits 2.1.5 Dairy products 2.1.6 Egg based products 2.2 Non-perishable goods <ul style="list-style-type: none"> 2.2.1 Canned items 2.2.2 Packet items 2.2.3 Bottled items
4. Goods receiving procedures	4.1 Invoice check 4.2 Match with requisition 4.3 Quality inspection 4.4 Quantity check 4.5 Receive and record
5. Goods receiving and storing parameters	5.1 Temperature 5.2 Quality 5.3 Quantity

	5.4 Size / Dimension
6. Inventory	6.1 First in First out (FIFO) 6.2 Last in First Out (LIFO)
7. Food cooking methods	7.1 Boiling 7.2 Blanching 7.3 Steaming 7.4 Poaching 7.5 Stewing 7.6 Grilling 7.7 Baking 7.8 Roasting 7.9 Frying 7.10 Braising
8. Food preparation and presentation process	8.1 Mise-en-place 8.2 Cooking 8.3 Plating and garnishing 8.4 Serving
9. Activities of stewards	9.1 Cleaning 9.2 Washing 9.3 Sanitizing 9.4 Storing
10. Classification of waste	10.1 Biodegradable 10.2 Non-biodegradable 10.3 Recyclable
11. Broken items	11.1 Crookeries 11.2 Glassware 11.3 Metallic 11.4 Earth ware 11.5 Melamine and Plastic
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 identified tools and equipment for food and beverage production 1.2 ensured cleaning and sanitization before food and beverage production 1.3 identified goods for food and beverage production 1.4 ensured goods receiving, inventory, storing and issuing 1.5 interpreted and monitored food preparation and presentation process 1.6 illustrated food cooking methods 1.7 ensured cleaning and sanitizing of cutleries and crookeries 1.8 monitored waste management process
2. Underpinning knowledge	2.1 PPE 2.2 Tools and equipment for food and beverage production 2.3 Cleaning and sanitization procedure

	2.4 Food and beverage production 2.5 Goods for food and beverage production 2.6 Goods receiving, inventory, storing and issuing 2.7 Food cooking methods 2.8 Food preparation and presentation process 2.9 Stewarding 2.10 Waste management
3. Underpinning skills	3.1 Collecting and wearing PPE 3.2 Identifying and using tools and equipment for food and beverage production 3.3 Ensuring cleaning and sanitization procedure 3.4 Identifying goods for food and beverage production 3.5 Monitoring goods receiving and storing 3.6 Illustrating food cooking methods 3.7 Monitoring food preparation and presentation process 3.8 Observing stewarding 3.9 Overseeing waste management
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1. workplace 5.2. Personal Protective Equipment (PPE) 5.3. Goods for food and beverage production 5.4. Tools and equipment 5.5. Cutlery, crockery and table items 5.6. Cleaning and sanitizing agent 5.7. Paper 5.8. Pen
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-HM-05-L2-V1: Monitor Food and Beverage Service Operation
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to monitor food and beverage service operation. It specifically includes interpreting food and beverage service, ensuring table set up and outlet's ambience, ensuring effective guest service in food and beverage outlets and ensuring effective room service.
Nominal Hours	50 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Interpret food and beverage service	1.1 <u>Personal Protective Equipment (PPE)</u> is collected and worn to maintain OSH practices. 1.2 Food and beverage service is defined 1.3 <u>Tools and equipment</u> for food and beverage service are identified 1.4 Use of each tools and equipment are interpreted 1.5 <u>Styles of food and beverage service</u> is interpreted 1.6 <u>Types of menu</u> are interpreted.
2 Ensure table set up and outlet's ambience	2.1 <u>Ambiance</u> of the food and beverage outlet is interpreted 2.2 Table set up is recognized 2.3 Ambiance and <u>table set up</u> is monitored as per guest's reservation
3 Ensure effective guests service in food and beverage outlets	3.1 Guest reservation and table allocation process are interpreted 3.2 Guest reservation is checked 3.3 Table allocation is monitored 3.4 Food and beverage order by guests are ensured 3.5 Food and beverage services are monitored 3.6 Billing and guest's feedback is monitored 3.7 Guests complains are resolved if any, as per workplace standard
4 Ensure effective room service	4.1 In room dinning is defined 4.2 Food and beverage order and delivery are monitored 4.3 Billing and clearance are confirmed
Range of Variables	
Variables	Range (may include but not limited to):
1. PPE	1.1 Mask 1.2 Disposable gloves 1.3 Uniform/ Apron 1.4 Oxford shoes 1.5 Hair net/ Cap
2. Tools and equipment	2.1 Cutleries and crookeries 2.2 Glassware 2.3 Table accompaniments 2.4 Food trolley

	2.5 Room service tray 2.6 Salver
3. Styles of food and beverage service	3.1 French service 3.2 American service 3.3 Russian service 3.4 English service 3.5 Buffet service
4. Types of menu	4.1 Ala carte 4.2 Table D hote 4.3 Door knob 4.4 Room service 4.5 Brunch
5. Ambiance	5.1 Lighting 5.2 Temperature 5.3 Cleanliness 5.4 Sound system 5.5 Interior
6. Table set up	6.1 Ala carte 6.2 Table D hote
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 defined food and beverage service 1.2 identified and used tools and equipment for food and beverage service 1.3 interpreted styles of food and beverage service 1.4 interpreted menu and types 1.5 interpreted outlet's ambiance 1.6 ensured effective guests service 1.7 monitored billing and guest's feedback 1.8 ensured in room dinning service
2. Underpinning knowledge	2.1. PPE 2.2. Food and beverage service 2.3. Tools and equipment for food and beverage service 2.4. Menu 2.5. Outlet's ambiance 2.6. Table set up 2.7. Guest's reservation and table allocation 2.8. Billing and guest's feedback 2.9. Effective room service
3. Underpinning skills	3.1 Interpreting food and beverage service 3.2 Identified tools and equipment for food and beverage service 3.3 Interpreted menu 3.4 Interpreted and monitored food and beverage ambiance 3.5 Monitored table set up and allocation 3.6 Checked guest reservation 3.7 Ensured food and beverage order, service and billing

	3.8 Resolved guests complains 3.9 Ensured in room service
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	5.1. Workplace 5.2. Personal Protective Equipment (PPE) 5.3. Tools and equipment for food and beverage service operation 5.4. Menu 5.5. Related materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-HM-06-L3-V1: Coordinate Guests Service
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to coordinate guests service. It specifically includes assessing guests requirements, monitoring inter-departmental activities and following up guest's complain.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Assess guests requirements	1.1 Guests folios are analysed 1.2 <u>Guests requirements</u> are assessed as per workplace standard 1.3 Guests requirements are notified to the <u>respective departments</u> 1.4 Fulfilment of guest requirement is monitored
2. Monitor inter-departmental activities	2.1 Inter-departmental activities are observed 2.2 <u>Discrepancies</u> are reported as per workplace standard 2.3 Discrepancies are rectified as per SOP
3. Follow up guest's complain	3.1 <u>Guests complains</u> are received as per SOP 3.2 Guests complains are resolved as per workplace standard 3.3 Guests complains are analyzed and reported to concern authority for future action plan
Range of Variables	
Variables	Range (may include but not limited to):
1. Guests requirements	1.1 Room category 1.2 Room ambiance 1.3 Supplies and amenities 1.4 Food related 1.5 Service related
2. Respective departments	2.1 Housekeeping 2.2 Food and beverage 2.3 Front office 2.4 Maintenance
3. Discrepancies	3.1 Service related 3.2 Housekeeping related 3.3 Behavioral 3.4 Unusual
4. Guests complains	4.1 Cleaning 4.2 Restaurant/ Outlet 4.3 Menu 4.4 Price 4.5 Location 4.6 Ambiance 4.7 Internet service 4.8 Transportation

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 assessed and analyzed guest's requirements 1.2 observed inter-departmental activities 1.3 reported and rectified discrepancies 1.4 received and resolved guests complains 1.5 analyzed guests complains
2. Underpinning knowledge	2.1 Guest folio 2.2 Guests service 2.3 Guests requirements 2.4 Inter-departmental activities 2.5 Discrepancies of guest service 2.6 Guest's complains 2.7 Guest's complains handling 2.8 Guest's complains analysis
3. Underpinning skills	3.1 Analyzing guest's folio 3.2 Assessing and monitoring guest's requirements 3.3 Observing inter-departmental activities 3.4 Reporting and rectifying discrepancies 3.5 Receiving, analyzing and resolving guests complains
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Guests folios 5.3 Guests complain register 5.4 Paper 5.5 Pen
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Development of Competency Standard

The Competency Standards for National Skills Certificate in Hospitality Management Occupation, Level- 3 is developed by NSDA on 04-08 December 2022.

List of Members

Sl No	Name and Address	Position in the committee
1.	Alif Rudaba , Member (Planning and Skills Standard) Joint Secretary, National Skills Development Authority (NSDA)	Chairperson
2.	Muhammad Sohel Ahmed Director, Dhaka Regency Hotel & Resort Ltd, Dhaka (CBT Certified Trainer & Industry Assessor) Cell: 01726363716 E-mail: amirsohelbd@gmail.com	Member
3.	Mohammed Afsar Uddin Selection Consultant SAED International Recruitment Company for Hospitality Sector, Uttara, Dhaka Cell: 01732582888 Email: af.hotelier@gmail.com	Member
4.	Md Saidur Rahman Former Executive Chef, Imperial Hotel International, Dhaka (CBT Certified Trainer & Industry Assessor) Cell: 01915805056 Email: saidurr.rahman@gmail.com	Member
5.	Shamima Akter Senior Instructor Bangladesh-korea Technical training center, Darus-salam, Mirpur, Dhaka. Cell: 01710068613 E-mail: aktarshamima17@gmail.com	Member
6.	Sheikh Abu Tareq Coordinator, Institute of Hotel Management & Hospitality, Dhanmondi, Dhaka Cell: 01711704679 Email: sheikhtareq@gmail.com	Member
7.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Hospitality Management, Level-03 is validated by NSDA on 14 December 2022.

List of Members

Sl No	Name and Address	Position in the committee	Signature
1.	Mohiuddin Helal , Chairman, Tourism and Hospitality ISC, Cell: 01819224593 Email: chairman.thisc@gmail.com	Chairperson	
2.	Dr. Santus Kumar Deb Associate Professor & Chairman Department of Tourism and Hospitality Management, Faculty of Business Studies University of Dhaka Director, TH ISC Cell: 01712930420 Email: santus@du.ac.bd	Member	
3.	M. Messbaul Alam CEO Speed Holidays Shyamoli, Dhaka Treasurer, TH ISC Cell: 01776462092 Email: t2bangladesh@gmail.com	Member	
4.	Humayun Kabir Manager, Food & Beverage Operations Vawal Resort and Spa, Gazipur Cell: 01841332565 E-mail: hkabirtongi@gmail.com	Member	
5.	Muhammad Sohel Ahmed Director, Dhaka Regency Hotel & Resort Ltd, Dhaka (CBT Certified Trainer & Industry Assessor) Cell: 01726363716 E-mail: amirsohelbd@gmail.com	Member	
6.	Mohammed Afsar Uddin Selection Consultant SAED International Recruitment Company for Hospitality Sector, Uttara, Dhaka Cell: 01732582888 Email: af.hotelier@gmail.com	Member	
7.	Md Saidur Rahman Former Executive Chef, Imperial Hotel International, Dhaka (CBT Certified Trainer & Industry Assessor) Cell: 01915805056 Email: saidurr.rahman@gmail.com	Member	
8.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member	

Workshop Minutes

Government of the People's Republic of Bangladesh
Prime Minister's Office
National Skills Development Authority
 Level: 10-11, Biniyog Bhaban,
 E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.
 Email: ec@nsda.gov.bd
 Website: www.nsda.gov.bd

Minutes of the Competency Standard Validation Workshop on “Hospitality Management” Level-3

Chairman	: Mr. Mohiuddin Helal, Chairman, TH, ISC
Date	: 14 December, 2022
Time	: 9:00 am - 4:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman inaugurated the workshop by welcoming the expert participants attended in the workshop. He urges the participants to share their expert opinion to make the standard effective, job market responsive and updated one. During the day-long workshop, the competency standard of “Hospitality Management” occupation was reviewed, modified and finalized in detail. The following changes and modification were made to validate and finalize the competency standard.

Serial No.	Content of validation	Whether it was appropriate		What actions have been taken if not appropriate?
		Yes	No	
1.	Name and level of occupation		No	The name of the occupation has been changed from ‘Mid-Level Managers and Supervisors’ to ‘Hospitality Management’. Level of this CS was considered Level 3.
2.	Nominal Hour	Yes		360 hours
3.	Unit of Competency	Yes		Name of the units were validated without any change.
4.	Element	Yes		Name of the Elements were validated without any change.
5.	Performance Criteria		No	Relevant performance criteria were updated for some elements.
6.	Variables		No	Relevant variables were added, changed and updated.
7.	Critical Aspect of Competence		No	Appropriate changes have been made in the critical aspect of competency as per the change of performance criteria.
8.	Underpinning knowledge		No	Necessary addition, changings and refinements have been made.
9.	Underpinning Skills		No	Necessary addition, changes and refinements have been made.
10.	Attitude	Yes		
11.	Resources	Yes		
12.	Assessment methods	Yes		

13.	Others			<ul style="list-style-type: none"> • The nominal hours of the units of competencies have been readjusted for content consideration. • Overall, the occupation has been included in Level-3 according to NSQF (BNQF 1-6).
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Through the above activities, the Competency Standard has been finalized and validated as “**Hospitality Management, Level-3**”

Chairman
Committee on Standard and Curriculum Validation
Chairman – Tourism & Hospitality ISC