



COMPETENCY STANDARD FOR FOOD AND BEVERAGE SERVICE

Level: 2

(Tourism and Hospitality Sector)

Competency Standard Code: CS-TH-FBS-L2-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 Food and Beverage Services 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. "**Food and Beverage Service**" 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-2 in
Food and Beverage Service 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
KOT	Kitchen Order Token

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-02 in
Food and Beverage Service 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-FBS-01-L2-V1	Apply Food Safety Procedures	2 20
9.	OU-TH-FBS-02-L2-V1	Perform Opening-Closing Activities for Restaurants	2 30
10.	OU-TH-FBS-03-L2-V1	Apply Product Knowledge on Food and Beverage Service	2 50
11.	OU-TH-FBS-04-L2-V1	Prepare Table for Service	2 30
12.	OU-TH-FBS-05-L2-V1	Provide in-Room Dining	2 40
13.	OU-TH-FBS-06-L2-V1	Provide Food and Beverage Service	2 80
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-FBS-01-L2-V1	Apply Food Safety Procedures	<ol style="list-style-type: none"> 1. Follow food safety procedures 2. Store food and beverage 3. Maintain a clean environment 	20
OU-TH-FBS-02-L2-V1	Perform Opening – Closing Activities for Restaurants	<ol style="list-style-type: none"> 1. Prepare tools, equipment and premises. 2. Prepare restaurant for service 3. Carry out closing tasks 	30
OU-TH-FBS-03-L2-V1	Apply Product Knowledge on Food and Beverage Service	<ol style="list-style-type: none"> 1. Identify the product 2. Collect information on food and beverage 3. Share information with guests 4. Interpret types of service 	50
OU-TH-FBS-04-L2-V1	Prepare Table for Service	<ol style="list-style-type: none"> 1. Collect cutlery, crockery and table items 2. Arrange cutlery, crockery and table accomplishment for laying table 	30
OU-TH-FBS-05-L2-V1	Provide in-Room Dining	<ol style="list-style-type: none"> 1. Take and transfer in-room dining orders 2. Set trays or trolleys 3. Serve meals and beverages to guests 4. Clear room 	40
OU-TH-FBS-06-L2-V1	Provide Food and Beverage Service	<ol style="list-style-type: none"> 1. Welcome guests 2. Take and process orders 3. Serve food and drinks 4. Process payment and receipts 5. Close down dining area 	80
Total Hours			250

Generic Units of Competencies

Unit Code and Title	GU002L2V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to apply occupational safety and health (OSH) procedure in the workplace. 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.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures	1.1. <u>OSH policies</u> and <u>safe operating procedures</u> are accessed and stated 1.2. <u>Safety signs and symbols</u> are identified and followed 1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements
2. Follow OSH procedure	2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OSH procedures and practices 2.3 A clear and tidy workplace is maintained as per workplace standard 2.4 PPE is maintained to keep them operational and compliant with OSH regulations
3. Report hazards and risks	3.1 <u>Hazards</u> and risks are identified, assessed and controlled 3.2 Incidents arising from hazards and risks are reported to designated authority
4. Respond to emergencies	4.1 Alarms and warning devices are responded 4.2 Workplace <u>emergency procedures</u> are followed 4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures 4.4 First aid procedures are applied during emergency situations
5. Maintain personal well-being	5.1 OSH policies and procedures are adhered to OSH awareness programs are participated in as per workplace guidelines and procedures.

	<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	<p>1.1. Bangladesh standards for OSH</p> <p>1.2. Fire safety rules and regulations</p> <p>1.3. Code of practice</p> <p>1.4. Industry guidelines</p>
2. Safe operating procedures	<p>2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc.</p> <p>2.2 Emergency procedures</p> <p>2.3 First aid procedures</p> <p>2.4 Tagging procedures</p> <p>2.5 Use of PPE</p> <p>2.6 Safety procedures for hazardous substances</p>
3. Safety signs and symbols	<p>3.1 Direction signs (exit, emergency exit, etc.)</p> <p>3.2 First aid signs</p> <p>3.3 Danger tags</p> <p>3.4 Hazard signs</p> <p>3.5 Safety tags</p> <p>3.6 Warning signs</p>
4. Personal Protective Equipment (PPE)	<p>4.1 Gas Mask</p> <p>4.2 Gloves</p> <p>4.3 Safety boots</p> <p>4.4 Face mask</p> <p>4.5 Overalls</p> <p>4.6 Goggles and safety glasses</p> <p>4.7 Sun block</p> <p>4.8 Chemical/ gas detectors</p>
5. Hazards	<p>5.1 Chemical hazards</p> <p>5.2 Biological hazards</p> <p>5.3 Physical hazards</p> <p>5.4 Mechanical and electrical hazard</p> <p>5.5 Mental hazard</p> <p>5.6 Ergonomic hazard</p>
6. Emergency procedures	<p>6.1 Fire fighting</p> <p>6.2 Earthquake</p> <p>6.3 Medical and first aid</p> <p>6.4 Evacuation</p>

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	Assessment required evidence that the candidate: 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	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	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	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 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	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
<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	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	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Spoke English with workplace fellows</p> <p>1.2 Made reports of workplace documents in English.</p>
2. Underpinning Knowledge	<p>2.1 Read workplace documents in English</p> <p>2.2 Write simple routine workplace documents in English</p> <p>2.3 Listen to conversation in English</p> <p>2.4 Perform conversation in English</p> <p>2.5 Interaction skills (i.e., teamwork, interpersonal skills, etc.)</p> <p>2.6 Job roles, responsibilities and compliances</p>
3. Underpinning Skills	<p>3.1 Ability to read and understand workplace documents in English by using appropriate vocabulary and grammar, standard spelling and punctuation.</p> <p>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.</p> <p>3.3 Ability in active listening in English language is demonstrated to the required workplace standard.</p>
4. Required Attitude	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Eagerness to learn</p> <p>4.4 Tidiness and timeliness</p> <p>4.5 Respect of peers and seniors in workplace</p>
5. Resource Implications	<p>The following resources must be provided:</p> <p>5.1. Work place Procedure</p> <p>5.2. Materials relevant to the proposed activity</p> <p>5.3. All tools, equipment, material and documentation required.</p> <p>5.4. Relevant specifications or work instructions</p>
6. Methods of Assessment	<p>Competency must be assessed through:</p> <p>6.1 Written Exam</p> <p>6.2 Demonstration</p> <p>6.3 Oral Questioning</p>
7. Context for 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>

Accreditation Requirements

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Unit Code and Title	GU006L3V1: Receive and Respond to Workplace Instructions
Nominal Hours	15 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to receive and respond to workplace instructions. 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.
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables Training Components.
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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 3.1 On-site direction signs 3.2 Common site warnings 3.3 Location signs 3.4 Traffic signs
4. Communication	<ul style="list-style-type: none"> 4.1 Verbal instructions 4.2 Written instructions 4.3 Online communication
<p>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.</p>	
1. Critical Aspects of Competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 2.1 Workplace communication policies, standards and procedures 2.2 Verbal and non-verbal communication 2.3 Modes of communication
3. Underpinning Skills	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace (actual or simulated) 5.2 Telephone 5.3 Writing materials
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	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

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Unit Code and Title	GU08L2V1: Work in a Team Environment
Unit descriptor	This unit covers the knowledge, skills and attitudes required to work in a team environment. 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.
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	<ul style="list-style-type: none"> 1.1 Organizational structures 1.2 Operations Manuals 1.3 Job description 1.4 Standard operating procedures
2. Workplace discussions	<ul style="list-style-type: none"> 2.1 Coordination meetings 2.2 Toolbox discussion 2.3 Peer-to-peer discussion
3. Team members	<ul style="list-style-type: none"> 3.1 Coach / mentors 3.2 Supervisor / manager 3.3 Peers / colleagues 3.4 Other members /employee representative of the organization.
4. Workplace context	<ul style="list-style-type: none"> 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> <ul style="list-style-type: none"> 1.1 demonstrated knowledge in working in a team environment. 1.2 satisfied the requirements mentioned in the performance criteria and range of variables.
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Sources of information define 2.2 Team structure, role, and responsibility. 2.3 Individual member's roles and responsibilities. 2.4 Effective verbal communication methods 2.5 Communication flow and reporting structures. 2.6 Interpersonal communication skills. 2.7 Organization requirements for written and electronic communication methods 2.8 Communication problems and issues 2.9 Barriers in communication 2.10 Team planning. 2.11 Team meeting procedures. 2.12 Workplace etiquette 2.13 Industry maintenance, service and helpdesk practices, processes and procedures 2.14 Industry standard diagnostic tools 2.15 Malfunctions and resolutions
3. Underpinning skill	<ul style="list-style-type: none"> 3.1 Organizing sources of information 3.2 Identifying the role and responsibility of the team. 3.3 Identifying roles and responsibilities of individual members. 3.4 Identifying effective verbal communication methods

	<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> <p>3.13 Identifying issues</p> <p>3.14 Identifying current industry standard diagnostic tools</p> <p>3.15 Describing common malfunctions and resolutions.</p> <p>3.16 Determining the root cause of a routine malfunction</p>
4. Required attitude	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Promptness in carrying out activities</p> <p>4.3 Sincere and honest to duties</p> <p>4.4 Eagerness to learn</p> <p>4.5 Tidiness and timeliness</p> <p>4.6 Environmental concerns</p> <p>4.7 Respect for rights of peers and seniors at workplace</p> <p>4.8 Communication with peers and seniors at workplace</p>
5. Resource implication	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated).</p> <p>5.2 Relevant materials and equipment.</p> <p>5.3 Relevant specifications or work instructions.</p>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p> <p>6.4 Portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited center.</p> <p>7.2 Assessment should be done by NSDA certified/ nominated assessor.</p>

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 Food and beverage services 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: 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

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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

	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 followed hygiene procedures 1.2 identified and responded to hygiene risk 1.3 practiced personal grooming and hygiene
2. Underpinning knowledge	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<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	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
<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	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

	<p>5.2 Nature and details of complaint are established and agreed with the guest</p> <p>5.3 Threats to personal safety are identified and managed to personal safety of guests or colleagues and appropriate assistance is organized</p> <p>5.4 Appropriate action is taken to resolve the complaint to 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	7.1 Telephone 7.2 Cellphone 7.3 Social network service (SNS) 7.4 Computer equipment 7.5 Internet, email
8. Complaint	8.1 Level of service 8.2 Product standards 8.3 Processes 8.4 Information given 8.5 Charges and fees 8.6 Threats to personal
9. Safety	9.1 Violent guests 9.2 Drug and alcohol affected guests 9.3 Guests fighting amongst themselves
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>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</p>
2. Underpinning knowledge	<p>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</p>

	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<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 (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	<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

Accreditation Requirements

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Occupation Specific Units of Competencies

Unit Code and Title	OU-FBS-01-L2-V1: Apply Food Safety Procedure
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to apply food safety procedure. It specifically includes the task of following of food safety procedures, storing of food and beverage and maintaining a clean environment.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Follow food safety procedures	1.1 <u>Relevant documents</u> are identified and used according to organizational requirements 1.2 Food safety <u>policies and procedures</u> are followed 1.3 All <u>food hazards</u> and <u>critical control points</u> are identified 1.4 <u>Food safety monitoring</u> process is interpreted and followed
2. Store food and beverage	2.1 Food and beverage storage conditions are selected as per specific <u>food and beverage type</u> 2.2 Food and beverage are stored as per environmental conditions 2.3 Storage of food and beverage temperatures are controlled
3. Maintain a clean environment	3.1 Equipment, surface and utensils are cleaned and sanitized as per workplace standard 3.2 Appropriate containers are used 3.3 <u>Chipped and broken items</u> are disposed and reported 3.4 Food handling areas are maintained as per workplace procedures
Range of Variables	
Variables	Range (may include but not limited to):
1. Relevant documents	1.1 Temperature checklist 1.2 Expiry control checklist 1.3 Cleaning checklist
2. Policies and procedures	1.4 Food receiving, storage, preparation, displays, service and disposal 1.5 Food hazards control for each critical point 1.6 Personal hygiene, suitable dress and personal protective equipment and clothing 1.7 Maintenance record 1.8 Pest control 1.9 Cleaning and sanitation

3. Food hazards	3.1 Chemical, microbiological or physical 3.2 Any food contaminated with chemical or microbiological elements 3.3 Foods highly susceptible to microbiological contamination 3.4 Food containing bacteria, moulds and yeast 3.5 Food containing broken glass, metal or foreign objects 3.6 Food containing chemicals and natural poisons
4. Critical control points	4.1 Receiving 4.2 Storing 4.3 Preparing 4.4 Processing 4.5 Displaying 4.6 Packaging 4.7 Serving 4.8 Transporting 4.9 Disposing
5. Food safety monitoring	5.1 Temperature of cold and hot storage equipment 5.2 Food temperatures using a temperature probe 5.3 Checking appropriate time limits of stored foods 5.4 Visual examination of food for quality review 5.5 Bacterial swabs and counts 5.6 Chemical tests
6. Food and beverage type	6.1 Food 6.1.1 Perishable items 6.1.2 Non-perishable items 6.2 Beverage 6.2.1 Alcoholic 6.2.2 Non-alcoholic
7. Chipped and broken items	7.1 Chinaware 7.2 Holloware 7.3 Glassware
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 procedures for food safety 1.2 Interpreted food and beverage storage procedure 1.3 Maintained a clean environment
2. Underpinning knowledge	2.1 National codes and standards 2.2 Local food safety regulations and inspection regimes 2.3 HACCP principles, procedures and processes 2.4 Critical points and food hazards

	<ul style="list-style-type: none"> 2.5 Methods of food storage 2.6 Microbiological contamination 2.7 Temperatures controlling procedure 2.8 Methods and principles of safe food handling 2.9 Methods of monitoring process
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Maintain personal hygiene 3.2 Handling tools equipment 3.3 Interpreting relevant components of organizations food safety program 3.4 Interpreting policies, procedures and flow chart 3.5 Storing food in environmental conditions 3.6 Controlling temperatures 3.7 Cleaning and sanitizing tools, equipment and surface 3.8 Disposing food handling utensils 3.9 Checking food handling areas
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 Tidiness and timeliness 4.5 Respect of peers and seniors in workplace 4.6 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1. Workplace (simulated or actual) 5.2. Relevant materials 5.3. Cleaning agent 5.4. Pens 5.5. Paper
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-FBS-02-L2-V1: Perform Opening-Closing Activities for Restaurant
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform opening-closing procedures for restaurants. It specifically includes the task of preparing tools, equipment and premises, preparing restaurants for service and carrying out closing tasks.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Prepare tools, equipment and premises	1.1 Occupational Safety and Health (OSH) is followed as per workplace standard 1.2 <u>Tools, equipment and facilities</u> are identified for service 1.3 Tools and equipment are cleaned and prepared for service 1.4 Dining/ restaurant area is cleaned and checked prior to service
2. Prepare restaurant for service	2.1 Daily opening checklist is collected as per job requirement 2.2 Service stations are stocked with <u>supplies</u> for service 2.3 Restaurant <u>set up</u> is performed in accordance with workplace standards and booking requirements 2.4 In-house guest list is collected as per requirement 2.5 Mise-en-place are performed as per job requirement 2.6 Appropriate ambience is set as per workplace standard 2.7 Condiments and sauce bottles are refilled 2.8 Daily special/ chef special menus are collected
3. Carry out closing tasks	3.1 Leftover food is returned to kitchen 3.2 Soiled cutlery, crockery, glassware and others equipment are cleaned and stored in the designated area 3.3 Soiled linen is sent to laundry and fresh linen is collected 3.4 Waste food is disposed as per standard 3.5 Sales report is prepared and submitted 3.6 <u>Inventory</u> is maintained as per level 3.7 Requisition is prepared for the next day 3.8 Electrical appliances are switched off as required 3.9 Door and window are locked if required 3.10 Logbook and closing checklist are maintained
Range of Variables	
Variables	Range (may include but not limited to):
1. Tools, equipment and facilities	1.1 Service tray 1.2 Food display counter 1.3 Refrigerators/ chillers 1.4 Coffee makers/ machines 1.5 Toaster 1.6 Juicer/ blender

	<ul style="list-style-type: none"> 1.7 Ice machine 1.8 Wine cooler/ basket 1.9 Wine/ bottle opener 1.10 Cutlery tray 1.11 Air condition 1.12 Sound system 1.13 Point of sales (POS) 1.14 Furniture 1.15 Service equipment 1.16 Telephone/ Intercom
2. Supplies	<ul style="list-style-type: none"> 2.1 Napkins/ tissue 2.2 Table cloth/ placemats 2.3 Crumb-cloth 2.4 Menu folders 2.5 Bill folder 2.6 Kitchen order token (KOT) 2.7 Condiments 2.8 Toothpicks 2.9 Cruet set (Salt and pepper shakers)
3. Set up	<ul style="list-style-type: none"> 3.1 Ala carte 3.2 Buffet set-up 3.3 Pre-set menu 3.4 Breakfast 3.5 Lunch 3.6 Dinner
4. Inventory	<ul style="list-style-type: none"> 4.1 Dry foods <ul style="list-style-type: none"> 4.1.1 Tea/ Coffee 4.1.2 Sugar 4.1.3 Milk/ coffee mate 4.2 Beverage 4.3 Unused linen 4.4 Table accompaniments and condiments
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 Prepared tools, equipment and premises 1.2 Prepared restaurant for service 1.3 Carried out closing tasks
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 OSH procedure 2.2 Checklist preparing procedure 2.3 Dining/restaurant cleaning procedure 2.4 Linen, crockery and cutlery checking procedure 2.5 Tools and equipment

	<ul style="list-style-type: none"> 2.6 Supplies materials 2.7 Restaurant set-up procedure 2.8 Guest list preparing procedure 2.9 Inventory system 2.10 Requisition preparing procedure
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Following OSH procedure 3.2 Collecting checklist 3.3 Cleaning and checking dining/restaurant area 3.4 Checking tools and equipment 3.5 Performing restaurant setup 3.6 Performing mise-en-place 3.7 Maintaining inventory 3.8 Preparing requisition
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 5.3 Relevant materials 5.4 Supplies 5.5 Work instruction
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-FBS-03-L2-V1: Apply Product Knowledge on Food and Beverage Services
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to apply product knowledge on food and beverage services. It specifically includes the task of identifying the product, collecting information on food and beverage, sharing information with guests and interpreting types of services
Nominal Hours	50 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify the product	1.1 <u>Types of menu</u> are defined 1.2 Menu items are identified and pronounced 1.3 Ingredients of dishes are recognized as per menu 1.4 Sauces and accompaniments are recognized 1.5 Common <u>food allergens and intolerances</u> are identified to prevent serious health consequences
2. Collect information on food and beverage	2.1 <u>Information about the food items</u> is described 2.2 Information on different <u>types of food and beverage</u> is collected
3. Share information with guests	3.1 Guests are assisted on selection of food and beverage items based on availability 3.2 Suitable combinations of food and beverages are offered and recommended 3.3 Guest questions are responded politely and correctly on menus and drink lists 3.4 Suggestive sale skills are applied
4. Interpret types of services	4.1 <u>Types of service</u> is listed as per job requirement 4.2 Types of service is interpreted as per job requirement
Range of Variables	
Variables	Range (may include but not limited to):
1. Types of menu	1.1 A-la-carte (Individual item) 1.2 Table d'hote (Fixed menu) 1.3 Buffet 1.4 Banquet menu 1.5 Cafeteria menu 1.6 Takeaway menu 1.7 Beverage list
2. Food allergens and intolerances	2.1 Dairy/ lactose intolerance 2.2 Beef 2.3 Nuts 2.4 Sea food

	2.5 Gluten
3. Information about the food items	4.1 Cooking method 4.2 Serving portions 4.3 Tastes and flavors 4.4 Ingredients including allergens and intolerances 4.5 Cooking time 4.6 Side dishes
4. Types of food and beverage	Food 4.1 Appetizers 4.2 Salads 4.3 Soups 4.4 Fish/Seafood 4.5 Meats and poultry 4.6 Vegetables 4.7 Desserts 4.8 Snacks 4.9 Cheeses 4.10 Fruits 4.11 Pre-packaged food items 4.12 Special cuisine items Beverage 4.13 Alcoholic 4.14 Non-alcoholic
5. Types of service	5.1 Silver service 5.2 American service 5.3 Russian service 5.4 English service 5.5 Gueridon service Other services 5.6 Buffet service 5.7 Cafeteria service 5.8 Counter service 5.9 Grill service 5.10 Take away 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	Assessment required evidence that the candidate: 1.1 Identified the product 1.2 Collected information on food and beverage 1.3 Shared information with guests
2. Underpinning knowledge	2.1 Cultural and dietary issues and options 2.2 Glassware required for different types of beverages 2.3 Specific food safety issues for different types of food

	<ul style="list-style-type: none"> 2.4 Special dietary requirements including food exclusions for allergies and food intolerance 2.5 Hygiene practices 2.6 Common food allergens 2.7 Politely responding procedure
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Maintaining personal hygiene 3.2 Basic communication skills 3.3 Combability of common food and beverages items 3.4 Traditional accomplishments for different types of food 3.5 Ability to apply selling techniques 3.6 Ability to make suggestions and recommendations in line with customers wants and needs
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. Personal Protective Equipment (PPE) 5.3. Tools and equipment 5.4. Menu
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

Accreditation Requirements

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Unit Code and Title	OU-FBS-04-L2-V1: Prepare Table for Service
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to prepare table for service. It specifically includes the tasks of collecting cutlery, crockery and table items and arranging cutlery, crockery and table accompaniment for laying table.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Collect cutlery, crockery, glassware and table items	1.1 <u>Cutlery, crockery</u> and <u>glassware</u> are identified and collected as required 1.2 <u>Table items</u> are identified and collected as required 1.3 Cleanliness and availability of table items are checked and confirmed as per standard operating procedure
2. Arrange cutlery, crockery and table accompaniment for laying table	2.1 Table is laid as per job requirement 2.2 Linen is placed on the table as per standard operating procedures 2.3 Center piece- flower vase and cruet set are placed on the table as per workplace standard 2.4 Cutlery and crockery are placed on the table as per the <u>required service</u> 2.5 Other table items are placed on the table if required
Range of Variables	
Variables	Range (may include but not limited to):
1. Cutlery, crockery	Cutlery 1.1 Small knife and fork for appetizer 1.2 Soup spoon 1.3 Fish knife and fork 1.4 Dinner (large) Knife and fork 1.5 Butter knife 1.6 Tea spoon 1.7 Table spoon 1.8 Service spoon 1.9 Service fork 1.10 Service tong 1.11 Dessert Spoon and fork Crockery 1.12 Bread and butter plate 1.13 Dinner plate 1.14 Dessert plate

	<ul style="list-style-type: none"> 1.15 Soup bowl and saucer 1.16 Tea cup and saucer 1.17 Sauce pot 1.18 Curry bowl 1.19 Milk pot 1.20 Lemon/ butter container
2. Table items	<ul style="list-style-type: none"> 2.1 Linen <ul style="list-style-type: none"> 2.1.1 Table cloth 2.1.2 Silencer/ moulton 2.1.3 Runner 2.1.4 Napkin/serviette 2.1.5 Frill/skirting 2.2 Cruets 2.3 Ashtray 2.4 Candle stand 2.5 Flower vase 2.6 Table number
3. Required service	<ul style="list-style-type: none"> 3.1 Breakfast 3.2 Brunch 3.3 Lunch 3.4 Snacks 3.5 Dinner
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 Selected and collected cutlery, crockery and table items 1.2 Arranged cutlery, crockery and table accomplishment for laying table
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Cutlery and crockery items 2.2 Table items 2.3 Types of table service 2.4 Standard operating procedure
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Maintaining personal hygiene 3.2 Handling tools and equipment 3.3 Basic communication skills 3.4 Maintaining personal hygiene 3.5 Collecting cutlery, crockery and glassware 3.6 Checking and confirming cleanliness of table items 3.7 Placing linen, center place, vase cruets and ashtray
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

	<ul style="list-style-type: none"> 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. Personal Protective Equipment (PPE) 5.3. Cutlery, crockery and table items 5.4. Tools and equipment 5.5. Paper 5.6. Pen
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-FBS-05-L2-V1: Provide in-Room Dining
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to provide in-room dining. It specifically includes the tasks of taking and transferring room service, setting trays or trolleys, serving meals and beverages to guests and clearing room.
Nominal Hours	40 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Take and transfer in-room dining orders	1.1 Door knob cards are collected and provided in time 1.2 Telephone calls are answered in accordance with guest service standard 1.3 Details of orders are clarified, repeated and recorded with guests for accuracy 1.4 Suggestive selling technique is applied 1.5 Approximate time of delivery is advised to guest 1.6 Orders are transferred to appropriate section
2. Set trays or trolleys	2.1 Trays, trolleys and hot boxes are arranged with <u>set-up items</u> in accordance with workplace requirements 2.2 Service <u>equipment and materials</u> are selected as required 2.3 Food items and beverages are collected based on guest's requirement as per workplace standard 2.4 Hot and cold food items and beverages are arranged separately as per workplace standard 2.5 Orders are checked before leaving the kitchen for delivery
3. Serve meals and beverages to guests	3.1 Entry to guests' rooms is requested by knocking or pressing doorbell in accordance with service standards 3.2 Guests' rooms are entered upon approval from guests and guests are greeted in accordance with service standards 3.3 Preferences for positioning of trays or trolleys in the room are consulted with guests 3.4 Meals and beverages are served and placed correctly in accordance with standard procedures 3.5 Guest is requested to call room service for clearance or keeping the trolley/tray outside the room 3.6 Bill is presented and settled as per standard procedure
4. Clear room	4.1 Floors are checked and cleared in accordance with workplace guidelines 4.2 Used cutlery and cookeries are dropped at dishwashing/stewarding section

	<p>4.3 Trays and trolleys are cleaned and stored in designated area</p> <p>4.4 Delivery & clearance register is maintained</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Set-up items	<p>1.1 Butters</p> <p>1.2 Condiments</p> <p>1.3 Cutlery</p> <p>1.4 Glassware</p> <p>1.5 Beverages</p> <p>1.6 Table napkin</p> <p>1.7 Flower vase</p> <p>1.8 Thank you/ clearance card</p>
2. Equipment and materials	<p>2.1 Trays or trolleys</p> <p>2.2 Table accompaniments</p> <p>2.3 Warming equipment/lids</p> <p>2.4 Linen</p> <p>2.5 Glassware</p> <p>2.6 Ice bucket</p> <p>2.7 Food cover</p>
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> <p>1.1 Taken and transferred in-room dining orders</p> <p>1.2 Set trays or trolleys</p> <p>1.3 Served meals and beverages to guests</p> <p>1.4 Cleared room</p>
2. Underpinning knowledge	<p>2.1. Door knob cards</p> <p>2.2. Ordering procedures</p> <p>2.3. Suggestive selling techniques</p> <p>2.4. Setting procedure of trays and trolleys</p> <p>2.5. Service equipment and materials</p> <p>2.6. Guests' requirement</p> <p>2.7. Billing procedure</p> <p>2.8. Room clearing procedure</p>
3. Underpinning skills	<p>3.1 Maintaining personal hygiene</p> <p>3.2 Communicating skills</p> <p>3.3 Handling tools and equipment</p> <p>3.4 Taking and transferring room service orders</p> <p>3.5 Arranging trays and trolleys</p> <p>3.6 Serving meals and beverages to guests</p> <p>3.7 Clearing room, trays and trolleys</p>

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 5.4. Cutlery, crockery and table items
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
<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-FBS-06-L2-V1: Provide Food and Beverage Service
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to provide food and beverage service. It specifically includes the tasks of welcoming guests, taking and processing orders, serving food and drinks, processing payments and receipts and concluding food service and closing down dining area.
Nominal Hours	80 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Welcome guests	1.1 Guests are welcomed upon arrival in accordance with guest service standards 1.2 Details of reservations are checked based on establishment policy 1.3 Guests are escorted and assisted to sit 1.4 Menu and drink list are presented to guests 1.5 <u>Information for guests</u> is provided in clear explanations and descriptions
2. Take and process orders	2.1 Recommendations are made to guests to assist them with drink and meal selection 2.2 Guests' questions on menu items are courteously answered 2.3 Information about any special requests, dietary, religion and cultural requirements are relayed to kitchen 2.4 Orders are taken promptly with minimal disruption to guests 2.5 Details of orders are clarified and repeated for accuracy 2.6 Orders are placed to relevant sections following workplace standards 2.7 Glassware, crockery and cutlery suitable for menu choices are provided and adjusted
3. Serve food and drinks	3.1 Food and beverage are checked and collected from <u>service area</u> 3.2 Tables and chairs are set up as per job requirement 3.3 <u>Food and beverage</u> are served as per <u>general service principles</u> 3.4 Food and beverage are handled based on food safety requirements 3.5 Additional food and beverage are offered and served at appropriate time 3.6 Guests' satisfaction is checked through feedback

	<p>3.7 Guests' complaints are listened and resolved</p> <p>3.8 Tables are cleaned and soiled utensils are sent to dishwashing</p>
4. Process payments and receipts	<p>4.1 Bills are prepared and processed accurately in coordination with cashier</p> <p>4.2 Amount due is verified with guests if required</p> <p>4.3 Cash and non-cash payments are accepted and receipts are issued</p> <p>4.4 Change is given as required</p> <p>4.5 Required documentation is completed in accordance with establishment policy</p> <p>4.6 Guests are thanked and given a warm farewell</p>
5. Close down dining area	<p>5.1. Soiled dishes and utensils are removed when guests are finished with the meal</p> <p>5.2. Food scraps are cleared in accordance with hygiene regulations and organizational procedures</p> <p>5.3. Equipment are cleaned and stored in accordance with hygiene regulations and organizational procedures</p> <p>5.4. Tables are reset and made ready</p> <p>5.5. Electrical equipment is turned off where appropriate</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Information for guests	<p>1.1 Menu choices and options</p> <p>1.2 Dietary, religion and cultural requirements</p> <p>1.3 Daily specials/chef's specials</p> <p>1.4 Concept of the restaurant</p>
2. Service Area	<p>2.1 Kitchen</p> <p>2.2 Buffet station</p> <p>2.3 Juice corner</p> <p>2.4 Bar</p>
3. Food and Beverage	<p>Food</p> <p>3.1 Appetizers</p> <p>3.2 Soups</p> <p>3.3 Main course</p> <p>3.4 Desserts</p> <p>Beverage</p> <p>3.5 Alcoholic</p> <p>3.6 Non-alcoholic</p>
4. General service principles	<p>4.1 Never cross the guest when serving another.</p> <p>4.2 Do not place dirty, chipped, cracked crockeries and glassware before the guest</p>

	<ul style="list-style-type: none"> 4.3 Handle flatware/ cutleries, crockeries and glassware as per standard 4.4 Glasses should never be filled too full 4.5 Glasses are handled by the base or the stem 4.6 Never interrupt guest while they are talking 4.7 Bills are not submitted until the guest ask 4.8 Be patient when dealing with guests 4.9 Water glass, ashtray and napkin are not removed until the guest leave
5. Cash and non-cash payments	<ul style="list-style-type: none"> 5.1 Payment in notes and coins 5.2 Payment in a foreign currency 5.3 Calculating currency exchange rates 5.4 Debit or credit cards 5.5 Online payment/mobile banking 5.6 Bill is signed by the in-house guest 5.7 In house vouchers
6. Receipts	<ul style="list-style-type: none"> 6.1 Issuing receipts via cash register/terminal 6.2 Issuing hand written receipt 6.3 Complying with legal requirements of host country to provide receipt
7. Required documentation	<ul style="list-style-type: none"> 7.1 Internal documentation 7.2 External agent documentation
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 Welcomed guests 1.2 Take and process orders 1.3 Served and cleared food and drinks 1.4 Processed payments and receipts 1.5 Concluded food service and close down dining area
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Food service styles 2.2 Service principles 2.3 Sequence of service 2.4 Handling guests with special needs 2.5 Food safety principles 2.6 Industry room and table set-ups for different types of functions including furniture, seating and decoration 2.7 Range and usage of standard restaurant equipment 2.8 Hygiene and safety issues related to food and beverage service 2.9 Waste minimization and environment friendly techniques 2.9. Ordering and service procedures

3. Underpinning skills	3.1 Handling tools and equipment 3.2 Maintaining personal hygiene 3.3 Plate cleaning and carrying techniques 3.4 Taking order procedure 3.5 Dressing and setting tables for different function service styles and periods 3.6 Presenting and opening beverage 3.7 Preparing and processing bills 3.8 Cleaning and storing equipment
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 5.4. 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
<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>	

Development of Competency Standard

The Competency Standards for National Skills Certificate in Food and Beverage Service, Level-02 is developed by CISC and SEIP.

List of Members

Sl No	Name and Address	Position in the committee
1.	Mr. SK Abdul Mannan, Chief Executive Officer, Construction Industry Skills Council (CISC)	Member
2.	Dr. Md. Nurul Islam, TVET Specialist, Skills for Employment Investment Program (SEIP)	Member
3.	Mr. A.N.M Shahjahan, Coordinator-Training, Monitoring, Assessment and Procurement, SEIP-ISCTH	Member
4.	Mr. Humayun Kabir, Senior Restaurant Manager, Dhaka Regency Hotel	Member
5.	Mr. Md. Shamim Sharif, Food and Beverage Manager, Bistro-E, Gulshan	Member
6.	Mr. Ariful Alam Khan, Operation Manager, Brac Learning Center, Ashkona Uttara.	Member
7.	Mr. Sheikh Abu Tareq, Trainer, Food and Beverage Service Institute of Hotel management & Hospitality	Member
8.	Mr. B. M. Mofizur Rahman, Curriculum Development & Training Executive, Construction Industry Skills Council (CISC)	Member
9.	Mr. Engr. Md. Asaduzzaman, Assessment & Certification Executive, Construction Industry Skills Council (CISC)	Member
10.	Mr. Md. Mohsin, LMI & Research Executive, Construction Industry Skills Council (CISC)	Member
11.	Mr. Md. Amir Hossain, Process Expert, DPDS Consulting Support	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Food and Beverage Service, Level-02 is validated by NSDA on 31st July 2022.

List of Members

Sl No	Name and Address	Position in the committee	Signature
1.	Mohiuddin Helal, Chairman, Tourism and Hospitality ISC, Cell: +88 01819224593, Email: chairman.thisc@gmail.com	Chairperson	
2.	A N M Shahjahan, Former, Director of Food & Beverage, Dhaka Sheraton Hotel, Cell: +88 01711816807, Email: shahjahan.jrl@gmail.com	Member	
3.	Khorshed Alam, Assistant Director- Food & Beverage, Sheraton Dhaka, Banani, CBT Certified Industry Assessor, Cell: +88 01755642214, Email: alambabu1976@gmail.com	Member	
4.	AF Mainuddin Ahmad, Banquet Services Manager, Intercontinental Dhaka and CBT Certified Trainer & Industry Assessor, Cell: +88 01713047699, Email: mainuddin.ahmad@gmail.com	Member	
5.	Md. Shamim Sharif, Manager, Bistro E, Gulshan-2, Dhaka, CBT Certified Industry Assessor, Cell: +88 01710387815, Email: shamim5577@yahoo.com	Member	
6.	Nurul Islam, Assistant Co-Ordinator, Training Monitoring and Assessment, SEIP-T&H ISC project, CBT Certified Trainer & Industry Assessor, Cell: +88 01717826793, Email: nurul.islam@gmail.com	Member	
7.	Muhammad Sohel Ahmed, Director, Dhaka Regency Hotel and Resort Limited, Dhaka, CBT Certified Trainer & Industry Assessor, Cell: +88 01726363716, Email: amirsohelbd@gmail.com	Member	
8.	Ananda Falia, Senior Instructor, (Mech)- Food, Gopalganj Polytechnic, Gopalganj, Cell: +88 01716754858, Email: faliazoom@gmail.com	Member	
9.	Engr. Abdur Razzaque, Specialist-01, NSDA, Mobile: +88 01742734313, Email: razzaque159@gmail.com	Member	
10.	Md. Amir Hossain, Process Expert, NSDA, Mobile: 01631670445, Email: razib.consultant@yahoo.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 “Food and Beverage Service”

Chairman	: Mr. Mohiuddin Helal, Chairman, TH, ISC
Date	: 31 st July 2022
Time	: 9:00 am - 5:00 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 “Food and Beverage Service” 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	Yes		The name of the occupation “Food and Beverage Service”
2.	Nominal Hour	Yes		360 hours
3.	Unit of Competency	Yes		•
4.	Element		No	<ul style="list-style-type: none">• Total 05 elements are edited• 02 element is added or deleted
5.	Performance Criteria		No	Total 17 performance criteria edited and finetuned as per elements
6.	Variables		No	12 new variables are added
7.	Critical Aspect of Competence		No	Necessary changes have been made in the critical aspect of competency according to above changes.
8.	Underpinning knowledge		No	Necessary changes have been made in the underpinning knowledge according to above changes.
9.	Underpinning Skills		No	Necessary addition, changes and finetuning 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 rescheduled for content consideration.

				<ul style="list-style-type: none">• Overall, the occupation has been included in Level-2 according to NSQF (BNQF 1-6).
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Through the above activities, the Competency Standard has been finalized and validated as “**Food and Beverage Service, Level-2**”

Chairman

Committee on Standard and Curriculum Validation

Chairman – Tourism and Hospitality ISC