

BANGLADESH TECHNICAL EDUCATION BOARD



**Tourism and Hospitality Sector Industry
Skills Council
Bangladesh**

NATIONAL COMPETENCY STANDARDS

for

FOOD and BEVERAGE SERVICE

Sponsored by the Bangladesh Skills for Employment and Productivity Project

June 2014

Table of Contents

Introduction	3
Bangladesh NTVQF with Job Classifications.....	4
National Competency Standards for Food and Beverage Service.....	6
National Skill Certificate in Food and Beverage Service (NTVQF Level 1).....	7
National Skill Certificate in Food and Beverage Service (NTVQF Level 2).....	8
National Skill Certificate in Food and Beverage Service (NTVQF Level 3).....	9
National Skill Certificate in Food and Beverage Service (NTVQF Level 4).....	10
List of Abbreviations used in this Competency Standards.	11
GENERIC COMPETENCIES.....	12
GN1001A1 - Use Basic Mathematical Concepts.....	13
GN1002A1 - Apply OSH practices in the workplace.....	16
GN1003A1 - Use English in the workplace.....	19
GN2004A1 - Participate in a team environment.....	21
GN2005A1 - Present and apply workplace information.....	23
SECTOR SPECIFIC COMPETENCIES.....	25
TOHSS1006A1 - Follow workplace hygiene procedure.....	26
TOHSS1007A1 – Provide effective guest service.....	29
TOHSS1008A1 - Work in the tourism and hospitality sector.....	32
TOHSS2009A1 – Acquire and update industry knowledge	34
TOHSS3010A1 – Perform computer operation.....	36
OCCUPATION SPECIFIC COMPETENCIES.....	39
TOHFBS1011A1 - Apply opening-closing procedure for restaurant.....	40
TOHFBS1012A1 - Set up table for service.....	42
TOHFBS1013A1 - Provide food and beverage service.....	44
TOHFBS2014A1 - Apply product knowledge on food and beverage service.....	46
TOHFBS2015A1 – Provide room service.....	48
TOHFBS2016A1 – Perform restaurant service.....	50
TOHFBS3017A1 - Perform service recovery.....	52
TOHFBS3018A1 - Prepare and serve coffee and tea.....	54
TOHFBS3019A1 - Operate bar.....	58
TOHFBS4020A1 - Apply point-of-sale handling procedure	60
TOHFBS4021A1 - Transport and store food.....	63
TOHFBS4022A1 - Provide special advice on food.....	65
ACKNOWLEDGEMENTS.....	67

Introduction

The Technical and Vocational Education and Training (TVET) sector in Bangladesh is now implementing the reform initiatives to strengthen training, assessment and certification. One of the reforms is developing Competency Standards that responds to the needs of the industry both local and international. Strategies include using the existing international standards from Australia, the Philippines, ASEAN and SAARC as bases for developing the CS and contextualize it in the Bangladesh context.

Competency Standards are nationally agreed and industry-determined competencies required for effective work performance. These are presented in a consistent format following sequence such as:

- Unit Title
- Unit Code
- Nominal Hours
- Unit descriptor
- Elements and performance criteria
- Range of Variables
- Evidence Guide

The Competency Standards are the core element for training, assessment and certification of skilled workers. Candidates who are successful in the assessment will receive a qualification in the National Technical and Vocational Qualification Framework (NTVQF).

This document contains Course structures for each qualification. This structure contains the Unit code, unit title and nominal hours for the competencies.

The Competency Standards for Food and Beverage Service were developed by the Technical Sub Committee (TSC) that was established under the Industry Skills Council for Tourism and Hospitality (ISCTH). The members are primarily from industry with representatives from the Bangladesh Technical Education Board (BTEB) and the Directorate of Technical Education (DTE), Workers Association, and Training Institutions involved in this occupation. The Standards and Curriculum Development Committee (SCDC) of BTEB reviewed this document.

The development of Competency Standards was assisted by the Bangladesh Skills for Employment and Productivity Project (B-SEP) funded by the Government of Canada. The B-SEP Project is being implemented by the International Labour organization (ILO) Country Office for Bangladesh in cooperation with the Government of Bangladesh.

Endorsed by

Approved by:

Industry Skills Council
Date:

Bangladesh Technical Education Board (BTEB)
Date:

Bangladesh NTVQF with Job Classifications

NTVQF LEVELS	EDUCATION SECTORS			Job Classification
	Pre-Vocation Education	Vocational Education	Technical Education	
NTVQF 6			Diploma in Engineering or equivalent	Middle Level Manager/Sub Assistant Engr. etc.
NTVQF 5		National Skill Certificate 5(NSC 5)		Highly Skilled Worker/Supervisor
NTVQF 4		National Skill Certificate 4(NSC 4)		Skilled Worker
NTVQF 3		National Skill Certificate 3(NSC3)		Semi-Skilled Worker
NTVQF 2		National Skill Certificate 2(NSC 2)		Medium-Skilled Worker
NTVQF 1		National Skill Certificate 1(NSC 1)		Basic Skilled Worker
Pre-Voc 2	National Pre-Vocation Certificate NPVC 2			Pre-Vocation Trainee
Pre-Voc 1	National Pre-Vocation Certificate 1NPVC 1			Pre-Vocation Trainee

The pre-vocational levels prepare the participant for training while learning programs at the various levels of the NTVQF prepare the participant for the workforce.

At the completion of the pre-vocational programs the participants would move into training programs at the NTVQF levels.

NTVQF Level Descriptors

NTVQF Level	Knowledge	Skill	Responsibility	Job Class.
6	<ul style="list-style-type: none"> Comprehensive actual and theoretical knowledge within a specific study area with an awareness of the limits of that knowledge. 	<ul style="list-style-type: none"> Specialised and restricted range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems 	<ul style="list-style-type: none"> Manage a team or teams in workplace activities where there is unpredictable change Identify and design learning programs to develop performance of team members 	Supervisor / Middle Level Manager /Sub Assistant Engr. etc.
5	<ul style="list-style-type: none"> Very broad knowledge of the underlying, concepts, principles, and processes in a specific study area 	<ul style="list-style-type: none"> Very broad range of cognitive and practical skills required to generate solutions to specific problems in one or more study areas. 	<ul style="list-style-type: none"> Take overall responsibility for completion of tasks in work or study Apply past experiences in solving similar problems 	Highly Skilled Worker / Supervisor
4	<ul style="list-style-type: none"> Broad knowledge of the underlying, concepts, principles, and processes in a specific study area 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Take responsibility, within reason, for completion of tasks in work or study Apply past experiences in solving similar problems 	Skilled Worker
3	<ul style="list-style-type: none"> Moderately broad knowledge in a specific study area. 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Work or study under supervision with some autonomy 	Semi-Skilled Worker
2	<ul style="list-style-type: none"> Basic underpinning knowledge in a specific study area. 	<ul style="list-style-type: none"> Basic skills required to carry out simple tasks 	<ul style="list-style-type: none"> Work or study under indirect supervision in a structured context 	Medium Skilled Worker
1	<ul style="list-style-type: none"> Elementary understanding of the underpinning knowledge in a specific study area. 	<ul style="list-style-type: none"> Limited range of skills required to carry out simple tasks 	<ul style="list-style-type: none"> Work or study under direct supervision in a structured context 	Basic Skilled Worker
Pre-Voc 2	<ul style="list-style-type: none"> Limited general knowledge 	<ul style="list-style-type: none"> Very limited range of skills and use of tools required to carry out simple tasks 	<ul style="list-style-type: none"> Work or study under direct supervision in a well-defined, structured context. 	Pre-Vocation Trainee
Pre-Voc 1	<ul style="list-style-type: none"> Extremely limited general knowledge 	<ul style="list-style-type: none"> Minimal range of skills required to carry out simple tasks 	<ul style="list-style-type: none"> Simple work or study exercises, under direct supervision in a clear, well defined structured context 	Pre-Vocation Trainee

National Competency Standards For Food and Beverage Service

S. No.	Unit Code	Unit Title
Generic Competencies		
1.	GN1001A1	Use basic Mathematical concepts
2.	GN1002A1	Apply OSH practices in the workplace
3.	GN2003A1	Use English in the workplace
4.	GN2004A1	Participate in a team environment
5.	GN2005A1	Present and apply workplace information
Sector Specific Competencies		
6.	TOHSS1006A1	Follow workplace hygiene procedures
7.	TOHSS1007A1	Provide effective guest service
8.	TOHSS1008A1	Work in the Tourism and Hospitality sector
9.	TOHSS2009A1	Acquire and update industry knowledge
10.	TOHSS3010A1	Perform computer operation
Occupation Specific Competencies		
11.	TOHFBS1011A1	Apply opening-closing procedure for restaurant
12.	TOHFBS1012A1	Set up table for service
13.	TOHFBS1013A1	Provide food and beverage service
14.	TOHFBS2014A1	Apply product knowledge on food and beverage service
15.	TOHFBS2015A1	Provide room service
16.	TOHFBS2016A1	Perform restaurant service
17.	TOHFBS3017A1	Perform service recovery
18.	TOHFBS3018A1	Prepare and serve coffee and tea
19.	TOHFBS3019A1	Operate bar
20.	TOHFBS4020A1	Apply Point-of-sale handling procedures
21.	TOHFBS4021A1	Transport and store food
22.	TOHFBS4022A1	Provide specialist advise on food

Course Structure
for
**National Skill Certificate in Food and Beverage Service (NTVQF
Level 1)**

S. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Generic Competencies			140
1.	GN1001A1	Use basic Mathematical concepts	40
2.	GN1002A1	Apply OSH practices in the workplace	30
3.	GN2003A1	Use English in the workplace	70
Sector Specific Competencies			100
4.	TOHSS1006A1	Follow workplace hygiene procedures	40
5.	TOHSS1007A1	Provide effective guest service	50
6.	TOHSS1008A1	Work in the Tourism and Hospitality sector	10
Occupation Specific Competencies			120
7.	TOHFBS1011A1	Apply opening-closing procedure for restaurant	30
8.	TOHFBS1012A1	Set up table for service	30
9.	TOHFBS1013A1	Provide food and beverage service	60
On-the-job Training			160
Total Nominal Learning Hours			520

Course Structure
for
**National Skill Certificate in Food and Beverage Service (NTVQF
Level 2)**

S. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Generic Competencies			60
1.	GN1004A1	Participate in a team environment	30
2.	GN1005A1	Present and apply workplace information	30
Sector Specific Competency			40
3.	TOHSS2009A1	Acquire and update industry knowledge	40
Occupation Specific Competencies			170
4.	TOHFBS2014A1	Apply product knowledge on food and beverage service	40
5.	TOHFBS2015A1	Provide room service	60
6.	TOHFBS2016A1	Perform restaurant service	70
On-the-Job Training			216
Total Nominal Learning Hours			486

Course Structure
for
**National Skill Certificate in Food and Beverage Service (NTVQF
Level 3)**

S. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Sector Specific Competency			60
1.	TOHSS3010A1	Perform computer operations	60
Occupation Specific Competencies			210
2.	TOHFBS3017A1	Perform service recovery	40
3.	TOHFBS3018A1	Prepare and serve coffee and tea	70
4.	TOHFBS3019A1	Operate bar	100
On-the-job training			216
Total Nominal Learning Hours			486

Course Structure
for
**National Skill Certificate in Food and Beverage Service (NTVQF
Level 4)**

Sl. No.	Unit Code	Unit Title	Nominal Duration (Hours)
Occupation Specific Competencies			
1.	TOHFBS4020A1	Apply point-of-sale handling procedure	100
2.	TOHFBS4021A1	Transport and store food	80
3.	TOHFBS4022A1	Provide specialist advise on food	90
On-the-job training			216
Total Nominal Learning Hours			486

List of Abbreviations used in this Competency Standard

General

- ASEAN – Association of South East Asian Nations
- B-SEP – Bangladesh Skills for Employability and Productivity
- BTEB – Bangladesh Technical Education Board
- DTE – Directorate of Technical Education
- ILO – International Labour Organization
- ISC – Industry Skills Council
- NPVC – National Pre-Vocation Certificate
- NTVQF – National Technical and Vocational Qualification Framework
- SAARC – South Asian Association for Regional Cooperation
- SCDC – Standards and Curriculum Development Committee
- TVET – Technical and Vocational Education and Training
- UoC – Unit of Competency
- TSC – Technical Sub Committee

Occupation Specific Abbreviation

- OSH – Occupational Safety and Health
- PPE – Personal Protective Equipment

GENERIC COMPETENCIES

Competency Standards for Food and Beverage Service

Unit Title	Use Basic Mathematical Concepts
Unit Code	GN1001A1
Nominal Hours	40 hours
Unit Descriptor	This requires the knowledge and skill to apply mathematical methods in the routine tasks of a workplace.
Elements of Competency	Performance Criteria
1. Select mathematical methods for calculation	1.1 Calculation requirements are identified from workplace information 1.2 Mathematical methods are selected to carry out the calculation 1.3 System and units of measurement to be followed are determined
2. Use basic mathematical concepts for workplace calculation.	2.1 Calculations are completed using the four basic mathematical methods. 2.2 Systems and units of measurement for the task are applied to workplace calculation
Range of Variables	
Variable	Range
1. Workplace information	May include but not limited to 1.1 Project documents 1.2 Graphs 1.3 Charts 1.4 Tables 1.5 Spread sheets 1.6 Item price quotations 1.7 Equipment manuals
2. Mathematical methods	May include but not limited to: 2.1 Addition 2.2 Subtraction 2.3 Multiplication 2.4 Division
3. System and units of measurement	May include but not limited to: 3.1 Measurement 3.2 Volume (rectangular cube, cube, cylinder, prism) 3.3 Weight (kg, g) 3.4 Mass 3.5 Density 3.6 Percentage (%) 3.7 Length / Breadth / Thickness (cm, m, mm) 3.8 Capacity 3.9 Time

	<p>3.10 Temperature (Centigrade, Fahrenheit)</p> <p>3.11 Budget, Pay/ Wages, Leave entitlements</p> <p>3.12 Material usage</p> <p>3.13 Speed</p> <p>3.14 Costing</p>
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Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Applied mathematical methods such as addition, subtraction, division and multiplication to workplace calculations.
2. Underpinning Knowledge	<p>2.1 Calculation requirements in the workplace</p> <p>2.2 Mathematical methods</p> <p>2.3 Mathematical language, symbols and terminology</p> <p>2.4 Application units</p> <p>2.5 Workplace information</p> <p>2.6 Arithmetic processes for simple mathematical problems</p>
3. Underpinning Skills	<p>3.1 Ability to identify calculation requirements from workplace information</p> <p>3.2 Ability to select mathematical methods</p> <p>3.3 Ability to use mathematical language, symbols and terminology</p> <p>3.4 Ability to use units of measurement (such as kg, meter)</p> <p>3.5 Ability to include workplace information (project documents, graphs, charts, tables, spread sheets, item price quotations, equipment manuals)</p> <p>3.6 Ability to use arithmetic processes to find solutions to simple mathematical problems</p>
4. Required Attitude	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Tidiness and timeliness</p> <p>4.4 Respect for rights of peers and seniors in workplace</p>
5. Resource Implication	<p>The following resources must be provided:</p> <p>5.1 Tools ,equipment and physical facilities appropriate to perform activities</p> <p>5.2 Materials, consumables to perform activities</p>
6. Methods of Assessment	<p>Competencies could be assessed by:</p> <p>6.1 Written Test</p> <p>6.2 Interview</p> <p>6.3 Demonstration with oral questioning</p>
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Food and Beverages Service

Unit Title	Apply OSH practices in the workplace
Unit Code	GN1002A1
Nominal Hours	30 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required to identify and apply OSH in the workplace. This unit covers identifying, controlling and reporting OSH hazards, conduct of work in a safe manner, following emergency response procedure and maintaining and improving health and safety in the workplace.
Elements of Competency	Performance Criteria
1. Identify, control and report OSH hazards	<p>1.1 Immediate work area is routinely checked for OSH hazards prior to commencing and during work.</p> <p>1.2 Hazards and unacceptable performance are identified and corrective action is taken within the level of responsibility.</p> <p>1.3 OSH hazards and incidents are reported to appropriate personnel according to workplace procedures.</p> <p>1.4 Safety Signs and symbols are identified and followed.</p>
2. Conduct work safely	<p>2.1 OSH practices are applied in the workplace.</p> <p>2.2 Appropriate personal protective equipment (PPE) is selected and worn.</p>
3. Follow emergency response procedures	<p>3.1 Emergency situations are identified and reported according to workplace reporting requirements.</p> <p>3.2 Emergency procedures are followed as to the nature of the emergency.</p> <p>3.3 Workplace procedures for dealing with accidents, fires and emergencies are followed whenever necessary within scope of responsibilities.</p>
4. Maintain and improve health and safety in the work place	<p>4.1 Risks are identified and appropriate control measures are implemented in the work area.</p> <p>4.2 Recommendations arising from risk assessments are implemented within level of responsibility.</p> <p>4.3 Opportunities for improving OSH performance are identified and raised with relevant personnel.</p> <p>4.4 Safety records according to company policies are maintained.</p>
Range of Variables	
Variable	Range
1. Hazards	<p>May include but not limited to:</p> <p>1.1 OSH incidents include near misses, injuries, illnesses and property damage, noise, handling hazardous substances, other hazards</p> <p>1.2 Working with and near moving equipment/load shifting equipment</p> <p>1.3 Broken or damaged equipment or materials</p>
2. Workplace procedure	<p>May include but not limited to:</p>

	2.1 OSH system and related documentation including policies and procedures, Standard Operating Procedures (SOPs), information on hazards and the work process, hazard alerts, safety signs and symbols, labels, Material Safety Data Sheets (MSDSs) and manufacturers' advice.
3. Personal Protective equipment	May include but not limited to: 3.1 Goggles 3.2 Ear muffs 3.3 Ear plugs 3.4 Gloves 3.5 Clothing 3.6 Apron 3.7 Helmet 3.8 Boots
4. Company policies	May include but not limited to: 4.1 Job-related Standard Operating Procedures (SOPs) and OSH-specific procedures. Examples of OSH procedures include consultation and participation, emergency response, response to specific hazards, incident investigation, risk assessment, reporting arrangements and issue resolution procedures

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Identified, controlled and reported OSH hazards 1.2 Followed work safely. 1.3 Followed emergency response procedures. 1.4 Maintained and improved health and safety in the workplace.
2. Underpinning Knowledge	2.1 Personal protective equipment 2.2 Uses of tools and equipment 2.3 Hazardous events 2.4 Tools, equipment, machinery and relevant accessories. 2.5 Communication 2.6 Job roles, responsibilities and compliance
3. Underpinning Skills	3.1 Use of appropriate PPE. 3.2 Ability to identify tools and equipment. 3.3 Ability to respond quickly and to take safety precautions for different hazardous situations. 3.4 Ability to operate and use tools, equipment, machinery and accessories properly 3.5 Ability to communicate with peers and supervisors.
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform

	<p>activities</p> <p>5.2 Materials and consumables needed to perform activities</p>
6. Methods of Assessment	<p>Competencies could be assessed by:</p> <p>6.1 Written Test</p> <p>6.2 Interview</p>
7. Context of Assessment	<p>Competencies may be assessed in the work place or in a simulated work place.</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Use English in the workplace
Unit Code	GN2003A1
Nominal Hours	70 hours
Unit Descriptor	This unit specifies the competency required to be able to read, write and understand basic English in the workplace.
Elements of Competency	Performance Criteria
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 routine workplace documents are prepared using key words, phrases, simple sentences and visual aids. 2.2 Key information is written in standard forms
3. Listen to 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
1. Workplace documents	May include but not limited to: 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	May include but not limited to: 2.1 Signs 2.2 Maps 2.3 Diagrams 2.4 Forms 2.5 Labels 2.6 Graphs 2.7 Charts

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	1.1 Used basic English in the workplace 1.2 Read and understood workplace documents in English 1.3 Constructed simple routine workplace documents in English 1.4 Listened to conversation in English 1.5 Communicated with peers, customers and management using English to the required workplace standard
2. Underpinning Knowledge	2.1 Workplace documents in English 2.2 Interaction skills (i.e., teamwork, interpersonal skills, etc.) 2.3 Job roles, responsibilities and compliances
3. Underpinning Skills	3.1 Ability to read and understand workplace documents in English 3.2 Ability to write simple routine workplace documents in English, such as: Schedules and agendas, job sheets, operational manuals and brochures, and promotional material 3.3 Ability to listen actively in English language 3.4 Ability to perform conversation with peers, customers and management in English 3.5 Work effectively with others: a. Listening and questioning skills b. Ability to follow simple directions
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written and oral questions 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

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Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Food and Beverage Service

Unit Title	Participate in a team environment
Unit Code	GN2004A1
Nominal Hours	30 hours
Unit Descriptor	This unit specifies the skills, knowledge and attitude to communicate and work within a team in an interactive work environment as per the workplace standard.
Elements of Competency	Performance Criteria
1. Identify team goals and processes	1.1 Team goals and processes are identified. 1.2 Roles and responsibilities of team members are identified 1.3 Relationships within team and with other work areas are identified.
2. Communicate and cooperate with team members	2.1 Effective interpersonal skills are used to interact with team members and to contribute to activities and objectives. 2.2 Formal and informal forms of communication are used effectively to support team achievement. 2.3 Views and opinions of other team members are understood and reflected accurately. 2.5 Workplace staff regulation is used correctly.
3. Work as a team member	3.1 Duties, responsibilities, authorities, objectives and task requirements are identified and clarified with team. 3.2 Tasks are performed in accordance with organizational and team requirements, specifications and workplace procedures. 3.3 Members are supported by team members to ensure team achieves goals and requirements. 3.4 Agreed reporting lines are followed using standard operating procedures
4. Solve problems as a team member	4.1 Current and potential problems faced by team are identified. 4.2 Procedures for avoiding and managing problems are identified. 4.3 Problems are solved effectively and in a manner that supports the team.
Range of Variables	
Variable	Range
1. Team goals and processes	1.1 Identifying the problem 1.2 Consider solutions 1.3 Action 1.4 Follow-up.
2. Workplace staff regulation	2.1 Organization/company's code of conduct, complaint handling/grievance policies and procedures

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	1.1 Communicated and worked within a team in an interactive work environment as per workplace standard.
2. Underpinning Knowledge	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods
3. Underpinning Skills	3.1 Organize information 3.2 Understand and convey intended meaning 3.3 Participate in a variety of workplace discussions 3.4 Comply with Organization's requirements in the use of written and electronic communication methods
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Food and Beverage Service

Unit Title	Present and apply workplace information
Unit Code	GN2005A1
Nominal Hours	30 hours
Unit Descriptor	This unit covers the skills, knowledge and attitude to communicate and deliver current information in an interactive work environment as per workplace standard.
Elements of Competency	Performance Criteria
1. Identify information requirements	1.1 Sources of information in the workplace are identified.
2. Process Data	2.1 Data is collected and correlated as per prescribed method. 2.2 Relevant data is used as references in accordance with the objectives of the program.
3. Analyse, interpret and organize information	3.1 Collected information is analysed, interpreted and organized as required for workplace.
4. Apply and present workplace information	4.1 Findings and recommendations are summarized and presented. 4.2 Draft report/forms are prepared based on standard format. 4.3 Graphs and other visual presentations are prepared to highlight analysis/interpretation of information. 4.4 Reports/forms are submitted and distributed to relevant departments/persons.
Range of Variables	
Variable	Range
1. Sources of information	May include but not limited to: 1.1 Daily job instructions 1.2 Specifications 1.3 Standard operating procedures 1.4 Charts 1.5 Lists 1.6 Documents 1.7 Computer data 1.8 Drawings 1.9 Sketches 1.10 Tables 1.11 Technical manuals and/or charts 1.12 Surveys 1.13 Interviews

	1.14 Front-end analysis 1.15 Functional analysis
2. Forms	May include but not limited to: 2.1 Questionnaires 2.2 Profile 2.3 Accident/incident report form 2.4 Work order 2.5 Purchase order

<p>Evidence Guide</p> <ul style="list-style-type: none"> 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	1.1 Communicated and delivered current information in an interactive work environment as per workplace standard
2. Underpinning Knowledge	2.1 Identify data 2.2 Identify information 2.3 Workplace standard
3. Underpinning Skills	3.1 Collecting data 3.2 Collecting information 3.3 Demonstrating, interpreting and/or following data sheet or instruction 3.4 Performing task as per data sheet or instruction 3.5 Keeping records and reports
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

SECTOR SPECIFIC COMPETENCIES

Competency Standards for Food and Beverage Service

Unit Title	Follow workplace hygiene procedures
Unit Code	TOHSS1006A1
Nominal Hours	40 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude in following workplace hygiene procedures. It includes performing personal hygiene, well grooming standards and identifying and preventing hygiene risks.
Elements of Competency	Performance Criteria
1. Perform personal hygiene and well grooming standards	1.1 Personal hygiene and well grooming is practiced in line with workplace health and safety requirements. 1.2 Health conditions and/or illness are reported as required by the workplace. 1.3 Personal Protective Equipment (PPE) are used and applied according to the situation.. 1.4 Movement around the workplace are conducted in accordance with the procedure.
2. Identify and prevent hygiene risks	2.1 Potential hygiene risks are identified as per workplace hygiene procedures. 2.2 Actions are taken to minimize and remove risks within the scope of individual responsibility as per workplace requirements 2.3 Hygiene risks are reported to the responsible person, which are beyond the control of individual staff member.
Range of Variables	
Variable	Range
1. PPE (Personal Protective Equipment)	1.1 Protective clothing 1.2 Gloves 1.3 Hair net 1.4 Raincoat /umbrella 1.5 Sun cap 1.6 Walking shoes (Tour Guide) 1.7 Other PPE as per OSH requirements
2. Hygiene risk	2.1 Bacterial and other contamination arising from poor handling of food 2.2 Poor personal hygiene practices 2.3 Poor work practices <ul style="list-style-type: none"> 2.3.1 cleaning 2.3.2 housekeeping 2.3.3 food handling 2.3.4 vermin 2.3.5 airborne dust 2.4 cross-contamination through inappropriate cleaning practices 2.5 inappropriate handling of potentially infectious linen 2.6 contaminated wastes such as blood and body secretions 2.7 disposal of garbage and contaminated or potentially contaminated wastes
3. Minimizing or removing risk	Following workplace procedures, if applicable such as: 3.1 Washing

	3.2 Preparing 3.3 Mixing 3.4 Cooking 3.5 Storing 3.6 Serving 3.7 Reheating
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Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Practiced personal hygiene and grooming standard 1.2 Identified and prevented hygiene risks
2. Underpinning Knowledge	2.1 Personal protective equipment 2.2 Personal hygiene practices 2.3 Rules and regulations to produce quality and safety in food 2.4 Control measures for food safety 2.5 Food hazards 2.6 Cleaning, sanitation, waste segregation and disposal practices 2.7 Food safety procedures 2.8 Cleanliness and safety of transport
3. Underpinning Skills	3.1 Use of PPE. 3.2 Practice personal hygiene and well grooming in line with workplace health and safety requirements. 3.3 Ability to control the measures for minimizing food contamination 3.4 Waste collection: recycling, handling and disposal
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Hygiene procedures, Tools, equipment and facilities appropriate to perform activities 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written Test 6.2 Interview 6.3 Demonstration with Oral Questioning 6.4 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

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Competency Standards for Food and Beverage Service

Unit Title	Provide Effective Guest Service
Unit Code	TOHSS1007A1
Nominal Hours	50 hours
Unit Descriptor	This unit of competency deals with the knowledge, skills and attitudes in providing effective guest service. It includes greeting guests, identifying guest needs, delivering service to customer, handling queries through telephone, scanner, internet and email and handling complaints, evaluation and recommendation.
Elements of Competency	Performance Criteria
1. Greet guests	1.1 Guests are greeted in line with workplace procedure. 1.2 Verbal and non-verbal communications are applied to the given situation. 1.3 Sensitivity to cultural and social differences is demonstrated.
2. Identify guests' needs	2.1 Interpersonal skills are used to ensure that guest needs are identified. 2.2 Guest with special needs is assessed for urgency so that priority for service delivery is applied. 2.3 Guests are provided with necessary information. 2.4 Personal limitation in addressing guest needs is identified and where appropriate, assistance is sought from supervisor.
3. Deliver service to guests	3.1 Guest needs are promptly attended to in line with workplace procedure . 3.2 Rapport is maintained with guest according to workplace procedure.
4. Handle queries through telephone, scanner and internet service	4.1 Telephone, scanner and internet service are used to determine guest requirements. 4.2 Queries/ information are recorded in line with workplace requirements. 4.3 Queries are acted upon correctly in line with workplace procedure.
5. Handle complaints, evaluation and recommendation	5.1 Guest complaints are received according to workplace procedure. 5.2 Complaints are resolved within limit of responsibility. 5.3 Nature and details of complaints are established. 5.4 Action is taken to resolve the complaints to the guest's satisfaction.
Range of Variables	
Variable	Range
1. Non-verbal communication	May include but not limited to: 1.1 body language 1.2 dress and accessories 1.3 gestures and mannerisms 1.4 voice tonality and volume 1.5 use of space 1.6 culturally specific communication customs and practices
2. Cultural and social differences	May include but not limited to :

	2.1 modes of greeting, farewelling and conversation 2.2 body language/ use of body gestures 2.3 formality of language
3. Interpersonal skills	May include but not limited to: 3.1 interactive communication 3.2 public relation 3.3 friendly working attitude 3.4 sincerity 3.5 pleasant disposition 3.6 effective communication skills
4. Customer with special needs	May include but not limited to: 4.1 those with disability 4.2 those with special cultural or language needs 4.3 unaccompanied children 4.4 parents with young children 4.5 pregnant women 4.6 single women 4.7 handling unusual guest (e.g. drunk)
5. Workplace procedure	Protocol and enterprise procedures may include : 5.1 modes of greeting and farewelling 5.2 time-lapse before a response 5.3 style manual requirements 5.4 standard letters and pro-forma 5.5 Addressing the guest by name or appropriate title (Sir/Madam, etc.)

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	1.1 Promoted public relation among others 1.2 Demonstrated familiarity with company facilities, products and services 1.3 Applied workplace procedures and standards 1.4 Applied telephone ethics 1.5 Applied correct procedure in using telephone, scanner and internet service 1.6 Handled customer complaints
2. Underpinning knowledge	2.1 Communication 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills/ social graces 2.2 Safety Procedures 2.2.1 Safe work procedures 2.2.2 Personal hygiene 2.3 Attitude 2.3.1 Attentive, patient and cordial 2.3.1 Eye-to-eye contact 2.3.2 Maintain teamwork and cooperation 2.4 Theory 2.4.1 Selling/upselling techniques 2.4.2 Interview techniques 2.4.3 Conflict resolution 2.4.4 Communication process 2.4.5 Communication barriers

3. Underpinning Skills	3.1 Effective communication skills 3.2 Non-verbal communication skills 3.3 Good time management 3.4 Ability to work calmly and effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Ability to follow correct procedure in handling telephone inquiries, use scanner and access internet service 3.7 Proper way of handling complaints
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Availability of telephone, scanner, internet, etc. 5.2 Materials and consumables needed to perform activities 5.3 Workplace or physical facilities required to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written test 6.2 Interview 6.3 Demonstration with oral questioning
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Work in the tourism and hospitality sector
Unit Code	TOHSS1008A1
Nominal Hours	10 hours
Unit Descriptor	This unit specifies the knowledge, skills and attitude required to identify roles and responsibilities and work in the tourism and hospitality industry
Elements of Competency	Performance Criteria
1. Identify job roles and responsibilities in the tourism and hospitality sector	1.1 Job roles and responsibilities in the tourism and hospitality sector are identified. 1.2 Relationships within the tourism and hospitality sector employees are identified. 1.3 Common goals, objectives and task are identified and clarified with appropriate persons.
2. Work with others	2.1 Effective interpersonal skills are applied to interact with others and to contribute to activities and objectives. 2.2 Assigned tasks are performed in accordance with job requirements, specifications and workplace environment. 2.3 Work requirements are confirmed with colleagues.
Range of Variables	
Variable	Range
1. Effective interpersonal skills	Basic listening and speaking skills; use of terminology and jargon, communicating and receiving feedback, interpretation of instructions, and basic principles of effective communication.
2. Requirements	Requirements as directed in verbal modes or written in specification or procedures.

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Identified roles, and responsibilities in the tourism and hospitality industry 1.2 Worked with the tourism and hospitality industry.
2. Underpinning knowledge	May include but not limited to: 2.1 Organizational set-up of the food production, food services and housekeeping department and tourism sector as a whole 2.2 Job roles and responsibilities
3. Underpinning Skills	3.1 Work with team 3.2 Non-verbal communication skills
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided:

	5.1 Availability of telephone, scanner, internet, etc. 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written test 6.2 Interview 6.3 Demonstration with oral questioning
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Acquire and update industry knowledge
Unit Code	TOHSS2009A1
Nominal Hours	40 hours
Unit Descriptor	This unit specifies the knowledge, skills and attitude required to access industry knowledge in the tourism and hospitality.
Elements of Competency	Performance Criteria
1. Collect information on the industry	1.1 Information Sources on the industry are accessed. 1.2 Specific information on sector of work is accessed and updated. 1.3 Information to assist effective work performance is obtained in line with job requirements.
2. Update industry knowledge	2.1 Information are collected to update general knowledge of the industry. 2.2 Updated knowledge is shared with customers and colleagues and incorporated into day-to-day working activities
Range of Variables	
Variable	Range
1. Information sources	May include but not limited to: 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience 1.9 Peers and colleagues
2. Information to assist effective performance	Information about different sector and industries and services may include: 2.1 Relationship between tourism and hospitality 2.2 Relationship between the industry and other industries 2.3 Industry working conditions 2.4 Legislation that affects the industry 2.4.1 alcoholic beverages/shisha 2.4.2 health and safety 2.4.3 hygiene 2.4.4 gaming 2.4.5 workers compensation 2.4.6 consumer protection 2.4.7 duty of care 2.4.8 building regulations 2.5 trade unions 2.6 environmental issues and requirements 2.7 industrial relations issues and major organizations 2.8 career opportunities within the industry 2.9 work ethics required to work in the industry and

	industry expectations of staff
	2.10 quality assurance
	2.11 insurance

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Access key sources of information on the tourism and hospitality 1.2 Updated industry knowledge 1.3 Used industry information
2. Underpinning knowledge	2.1 Overview of quality assurance in the industry 2.2 Role of individual staff members 2.3 Industry information sources
3. Underpinning Skills	3.1 Use of computer 3.2 Use of internet 3.3 Collecting information
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Availability of telephone, scanner, internet, etc. 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written and oral questions 6.2 Interview 6.3 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Food and Beverage Service

Unit Title	Perform computer operations
Unit Code	TOHSS3010A1
Nominal Hours	60 hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software
Elements of Competency	Performance Criteria
1. Prepare for the task	1.1 Tasks are selected as per workplace requirements. 1.2 Hardware and software is selected according to task assigned and required outcome. 1.3 OSH guidelines and procedures are followed as per workplace requirements.
2. Prepare a Word Document	2.1 Data are entered into the computer in accordance with requirements. 2.2 Information is checked and saved in accordance with standard operating procedures 2.3 Data are stored in storage media according to requirements. 2.4 Documents are printed as per requirements. 2.5 Work is performed within ergonomic guidelines .
3. Prepare a Spreadsheet document	3.1 Spreadsheet data are entered into the computer in accordance with requirements. 3.2 Information are checked and saved in accordance with standard operating procedures. 3.3 Data are stored in storage media according to requirements. 3.4 Documents are printed as per requirements. 3.5 Work is performed within ergonomic guidelines.
4. Prepare a power point presentation	4.1 Data are entered using power point. 4.2 Entered data are checked and saved. 4.3 Power point is used in accordance with workplace requirements. 4.4 Power point documents are printed as per requirements.
5. Access information using internet service	5.1 Application containing the information required is accessed according to workplace procedures. 5.2 Data are accessed and downloaded using internet service. 5.3 Data are stored in storage media according to requirements. 5.4 Data are printed as per workplace requirements. 5.5 Communications through email are performed.
Range of Variables	
Variable	Range
1. Task	1.1 Word processing (type, save and print document including simple tables) 1.2 Spread sheets (payroll, requisition and inventory) 1.3 Internet access 1.4 Power point presentation (Word, inserting symbols)
2. Hardware and peripheral devices	May include but not limited to: 2.1 Personal computers 2.2 Networked systems 2.3 Communication equipment 2.4 Printers

	2.5 Scanners 2.6 Keyboard 2.7 Mouse
3. Software	Includes the following but not limited to: 3.1 Word processing packages 3.2 Data base packages 3.3 Internet 3.4 Spreadsheets
4. OSH guidelines	4.1 OSH guidelines 4.2 Workplace procedures
5. Storage media	Storage media include the following but not limited to: 5.1 CDs 5.2 zip disks 5.3 hard disk drives, local and remote
6. Ergonomic guidelines	6.1 Types of equipment used 6.2 Appropriate furniture 6.3 Sitting posture 6.4 Lifting posture 6.5 Visual display unit screen brightness

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1. Selected and used hardware components according to the task requirement. 1.2. Identified and explained the functions of both hardware and software used, their general features and capabilities. 1.3. Produced accurate and complete data in accordance with the requirements. 1.4. Used appropriate devices and procedures to transfer files/data accurately.
2. Underpinning knowledge	2.1 Basic ergonomics of keyboard and computer use 2.2 Main types of computers and basic features of different operating systems 2.3 Main parts of a computer 2.4 Software and hardware 2.5 OSH principles and responsibilities 2.6 Computer peripherals
3. Underpinning Skills	3.1 Reading skills required to interpret work instruction 3.2 Communication skills
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Computer hardware, facilities and relevant accessories of the computer 5.2 Materials and consumables needed to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Written and oral questions 6.2 Interview 6.3 Demonstration with oral questioning

	6.4 Portfolio
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place.
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

OCCUPATION SPECIFIC COMPETENCIES

Competency Standards for Food and Beverage Service

Unit Title	Apply Opening-closing procedure for restaurant
Unit Code	TOHFBS1011A1
Nominal Hours	30 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to open and close restaurant in accordance with workplace requirement.
Elements of Competency	Performance Criteria
1. Clean and check dining/restaurant area for service	1.1 Dining/restaurant area is cleaned and/or checked for cleanliness prior to service in accordance with workplace procedures. 1.2 Linen, crockery, cutlery and other equipment are checked for service. 1.3 Equipment are checked and prepared for service.
2. Prepare the restaurant for service	2.1 Restaurant set up is performed in accordance with workplace standards and booking requirements. 2.2 In-house guest list is collected as per requirement 2.3 Mise en place for service are performed. 2.4 Menu variations and daily special items are collected from Chef.
3. Close the restaurant	3.1 Soiled cutlery, equipment and crockery are cleared, cleaned and stored in the designated area. 3.2 Soiled linen are sent to laundry 3.3 Re- stocked the fridges as required. 3.4 Requisition is prepared for the next day. 3.5 Electrical appliances are unplugged as required 3.6 Logbook is maintained.
Range of Variables	
Variable	Range
1. Other equipment	May include but not limited to: 1.1 Furniture 1.2 Service equipment 1.3 Linen 1.4 Condiments
2. Set up	Set up may include but not limited to: 2.1 Ala carte 2.2 Buffet set-up, pre-set menu 2.3 Breakfast 2.4 Lunch 2.5 Dinner
3. Stock	May include but not limited to: 2.1 Dry foods (coffee, sugar, milk, etc) 2.2 drinks

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Cleaned, checked and prepare dining/restaurant area for service following workplace requirements

	1.2 Closed the restaurant
2. Underpinning Knowledge	2.1 Hygiene and sanitation 2.2 First In First Out (FIFO) 2.3 Linen, crockery and cutlery
3. Underpinning Skills	3.1 Cleaning and sanitizing practice 3.2 Plate clearing and carrying techniques
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities
6. Methods of assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Set up Table for service
Unit Code	TOHFBS1012A1
Nominal Hours	30 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required to set-up table for service. It requires the ability to select and collect cutlery, crockery and table items, and arrange table items.
Elements of Competency	Performance Criteria
1. Select and collect cutlery, crockery and table items	1.1 Cutlery, crockery and table items are selected as required. 1.2 Cleanliness and condition of all table items are checked prior to service.
2. Arrange table items	2.1 Linen is placed on the table following standard operating procedures. 2.2 Center piece, vase, cruets, ashtray (optional) are placed on the table according to workplace standards. 2.3 Cutlery and crockery are placed on the table in accordance to the required service 2.4 Other table items are placed on the table if necessary.
Range of Variables	
Variable	Range
1. Cutlery and crockery	May include but not limited to: 1.1 Knives 1.2 Fork 1.3 Spoon 1.4 Bread and butter plate
2. Table items	May include but not limited to: Table napkin, Glass wares (water goblet, wine Glass, cruets)
3. Required Service	Required service includes but not limited to: 3.1 Breakfast (All cutleries including sugar and creamer) 3.2 Lunch/Dinner (All cutleries)

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Selected and collected cutlery, crockery and table items 1.2 Arranged table items
2. Underpinning knowledge	2.1 Safe work practices on handling equipment 2.2 Service sequence
3. Underpinning Skills	3.1 Organizational skills and teamwork 3.2 Handling cutlery and crockery 3.3 Time efficiency work flow
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace 4.5 Positive attitude 4.6 Discipline
5. Resource Implication	The following resources must be provided:

	5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Provide Food and Beverage Service
Unit Code	TOHFBS1013A1
Nominal Hours	60 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required to provide food and beverage service in accordance to workplace requirement. It reflects the role of a waiter or food and beverage attendant and may apply to different style of service.
Elements of Competency	Performance Criteria
1. Welcome customers	1.1 Customers are welcomed upon arrival in accordance with establishment customer service standards. 1.2 Details of reservations are checked based on established service work policy. 1.3 Customers are promptly seated. 1.4 Menus and drink lists are presented to customers. 1.5 Information for customers are provided in clear explanations and descriptions.
2. Take and process orders	Orders are taken promptly and accurately with minimal disruption to customers. 2.2 Recommendations are made to customers to assist them with drink and meal selection. Customer questions on menu items are correctly and courteously answered. 2.3 Information about any special requests, dietary or cultural requirements are relayed accurately to kitchen. 2.5 Ordering systems are correctly placed in accordance with workplace procedures. 2.6 Glassware, crockery and cutlery suitable for menu choices are provided and adjusted in accordance with workplace procedures.
3. Serve and clear food and drinks	3.1 Food and beverage is promptly collected from service areas, checked for presentation and carried to customers safely. 3.2 Flow of service and meal delivery is monitored. 3.3 Any delays or deficiencies in service are promptly recognised and followed up with the kitchen. 3.4 Customers are advised and reassured regarding delays. 3.5 Food and beverage is courteously served at the table in accordance with workplace standards. 3.6 Dishes are served to the guest according to order. 3.7 Customer satisfaction is checked at the appropriate time. 3.8 Additional food and beverage is offered at the appropriate times and ordered or served accordingly. 3.9 Tables are cleared of crockery, cutlery and glassware at the appropriate time and with minimal disruption to customers. 3.10 Bill is prepared and presented to the guest on request. 3.11 Bid goodbye to guests from the restaurant/dining area and re-set the table.
Range of Variables	
Variable	Range
1. Information to customers	May include: 1.1 menu choices and options 1.2 information about food and beverages 1.3 specials

	1.4 information about the location or area 1.5 location of customer facilities
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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	1.1 Provided complete service within restaurant in accordance with established systems and procedures 1.2 Monitored the service process
2. Underpinning knowledge	2.1 Flow structure of service within a food and beverage service environment. 2.2 Food and beverage service styles and types of menus used in different hospitality contexts including buffet, tray, plate and silver service. 2.3 Industry room and table set-ups for different types of functions including furniture, seating and decoration. 2.4 Range and usage of standard restaurant equipment 2.5 Knowledge on menus appropriate to establishment 2.6 Knowledge on hygiene and safety issues related to food and beverage service. 2.7 Knowledge on waste minimization and environment friendly techniques. 2.8 Ordering and service procedures.
3. Underpinning Skills	3.1 Plate clearing and carrying techniques 3.2 Dressing and setting tables for different function service styles and periods
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Provision of integrated food and beverage service during a typical service period
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written Test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place.

Accreditation Requirements

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Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Food and Beverage Service

Unit Title	Apply Product Knowledge on Food and Beverage Service
Unit Code	TOHFBS2014A1
Nominal Hours	40 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required to apply product knowledge in food and beverage service
Elements of Competency	Performance Criteria
1. Collect information on food and beverage	1.1 Required information is identified based on daily activities associated with the job 1.2 Sources are identified based on the required information on food and beverage 1.3 Current knowledge of food and beverage is developed and maintained as required by the job
2. Share information with customers	2.1 Assistance to customers on selection of food and beverage items is provided based on workplace policy 2.2 Suitable combinations of food and beverages are offered and recommended when appropriate 2.3 Responded courteously and correctly to customer questions on menus and drinks lists
Range of Variables	
Variable	Range
1. Sources	May include: 1.1 Chefs and other food service personnel 1.2 Product suppliers/comptroller 1.3 General and trade media (print and electronic) 1.4 Food and beverage reference books 1.5 Recipes and menus 1.6 Internet 1.7 Trade shows and exhibitions 1.8 Food and cooking demonstrations
3. Current knowledge on food and beverage	May include: 2.1 Current market trends 2.2 Typical foods and wines of the local area 2.3 Establishment menus, "specials" and "trends" 2.4 Current food and beverage festivals 2.5 Promotional activities
3. Types of food and beverage	May include: 3.1 Appetizers 3.2 Soups 3.3 Meats, fish and seafood 3.4 Vegetables 3.5 Desserts and sweets 3.6 Snacks 3.7 Cheeses 3.8 Fruits 3.9 Salads 3.10 Condiments 3.11 Pre-packaged food items 3.12 Special cuisine items 3.13 Basic beverage

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	1.1 Collected information on food and beverages 1.2 Shared information with others
2. Underpinning Knowledge	2.1 Features of commonly prepared dishes appropriate to the industry sector 2.2.1 Cultural and dietary issues and options 2.2 Knowledge on glassware required for different types of beverages 2.3.1 Specific food safety issues for different types of food 2.3.2 General overview of special dietary requirements including food exclusions for allergies and food intolerance 2.3 Mathematics 2.4 Portion and control 2.5 Safety 2.6 Safe work practices and guidelines on administering first aid 2.6.1 Workplace safety environment 2.6.2 Hygiene practices 2.7 National/Local Act related to service of food and beverage
3. Underpinning Skills	3.1 Communication skills 3.2 Compatibility of common food and beverage items 3.3 Traditional accompaniments for different types of food
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace 4.5 Positive attitude 4.6 Discipline
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Food and Beverage Service

Unit Title	Provide Room Service
Unit Code	TOHFBS2015A1
Nominal Hours	60 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to provide room service. It includes activities such as take and transfer room service orders, set trays and trolley, present room services meals and beverages to guests and clear room.
Elements of Competency	Performance Criteria
1. Take and transfer room service orders	1.1 Telephone calls are answered in accordance with guest service standard 1.2 Details of orders are clarified, repeated and recorded with guests for accuracy 1.3 Up selling technique is applied. 1.4 Approximate time of delivery is advised to guest. 1.5 Orders are transferred to appropriate section.
2. Set trays and trolleys	2.1 Trays, trolleys and hot boxes are set-up in accordance with workplace requirements. 2.2 Service equipment and materials are selected as required. 2.3 Food items and beverages are collected based on customers requirement as per workplace procedures 2.4 Orders are checked before leaving the kitchen for delivery
3. Present room service meals and beverages to guests	3.1 Entry to guests' rooms are requested by knocking on the door in accordance with service standards 3.2 Entered guests' rooms upon approval from guests and greeted them politely in accordance with service standards 3.3 Preferences for positioning of trays or trolleys in the room are consulted with guests in accordance with establishment procedures 3.4 Meals and beverages are served and placed correctly in accordance with established procedures 3.5 Guest is advised to call room service for clearance. 3.6 Bill is presented and settled.
4. Clear room	4.1 Floors are checked and cleared in accordance with workplace guidelines. 4.2 Trays and trolleys are returned and stored in designated area.
Range of Variables	
Variable	Range
1. Set-ups for room service trays or trolleys	May include but not limited to: 1.1 Butters 1.2 Condiments 1.3 Cutlery 1.4 Glassware 1.5 Beverages 1.6 Table napkin 1.7 Flower base
2. Room service equipment and materials	May include: 2.1 Trays and trolleys 2.2 Toasters 2.3 Table appointments, warming equipment/lids, linen, glassware, ice bucket

Evidence Guide	
<ul style="list-style-type: none"> 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 requires evidences that the candidate: <ol style="list-style-type: none"> 1.1 Set up a variety of room service meals according to establishment procedures 1.2 Applied legislative and establishment procedures in handling food and beverages
2. Underpinning Knowledge	<ol style="list-style-type: none"> 2.1 Trade theory <ol style="list-style-type: none"> 2.1.1 Knowledge on room locations 2.1.2 Structures and procedures for work flow within a food and beverage/room service location 2.1.3 Product knowledge of the menu and wine list 2.2 Safe work practices and first aid regulations 2.3 Relevant legislations related to OSH and food hygiene 2.4 National/Local Liquor Act related to service of alcohol
3. Underpinning Skills	<ol style="list-style-type: none"> 3.1 Ordering and servicing procedures for processing and delivery of room service items 3.2 Service skills for up-selling and interacting tactfully and appropriately with guests
4. Required Attitude	<ol style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: <ol style="list-style-type: none"> 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Provision of integrated food and beverage service during a typical service period
6. Methods of Assessment	Competencies could be assessed by: <ol style="list-style-type: none"> 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Food and Beverage Service

Unit Title	Perform Restaurant Service
Unit Code	TOHFBS2016A1
Nominal Hours	60 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to perform restaurant services. It requires the ability to provide table services to guests.
Elements of Competency	Performance Criteria
1. Provide table service	1.1 Utensils and equipment are selected for table services . 1.2 Table services are provided following workplace requirement 1.3 Cutlery, crockery and table items are cleared and stored
2. Provide other services	2.1 Utensils and equipment are selected for other services 2.2 Other services are performed following workplace requirements 2.3 Cutlery, crockery and table items are cleared and stored
Range of Variables	
Variable	Range
1. Table services	May include but not limited to: 1.1 Silver service 1.2 American service 1.3 Russian service 1.4 English service 1.5 French service 1.6 Gueridon Service 1.7 Ala Carte
2. Other services	May include but not limited to (maybe conducted through indus attachment): 2.1 Buffet service 2.2 Cafeteria service 2.3 Counter service 2.4 Grill service

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Demonstrated the ability to provide table services and other services to guests 1.2 Cleared and stored cutlery, crockery and other table items
2. Underpinning Knowledge	2.1 The origin and purpose of services 2.2 Functions of cutlery, crockery and glass ware
3. Underpinning Skills	3.1 Handling cutlery, crockery and glass ware 3.2 Applying communication skills
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities

6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.4 Interview
7. Context of assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Perform Service Recovery
Unit Code	TOHFBS3017A1
Nominal Hours	40 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to perform service recovery (focused on customer complaints). It requires the ability to handle and solve complaints of customers.
Elements of Competency	Performance Criteria
1. Handle complaints/problem	1.1 Complaints/problem are obtained in line with workplace procedures 1.2 Apologies are given to clients immediately
2. Take action to complaints/problems	2.1 Complaints are analysed and understood 2.2 Responsibility for resolving the complaints is taken immediately 2.3 Solution /Action is taken to resolve the complaint to the customer satisfaction 2.4 Necessary amendment is made as per workplace procedures.
Range of Variables	
Variable	Range
1. Complaints/Problem	May include but not limited to : 1.1 Slow service 1.2 Food not served on time 1.3 Food not cooked properly 1.4 Poor Service 1.5 Customer waiting 1.6 Noise control 1.7 Equipment not working properly
2. Solution	May include but not limited to: 2.1 Immediate feedback to the customer 2.2 Recording complaints 2.3 Reporting to supervisor
Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Demonstrated ability to handle complaints 1.2 Resolved conflicts/problem
2. Underpinning knowledge	2.1 Service efficiency
3. Underpinning Skills	3.1 Applying techniques of service recovery 3.2 Applying communication skills
4. Underpinning Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview

7. Context of assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Prepare and serve coffee and tea
Unit Code	TOHFBS3018A1
Nominal Hours	70 hours
Unit Descriptor	This unit describes the knowledge, skills and attitude required to prepare and serve coffee and tea.
Elements of Competency	Performance Criteria
1. Organize and prepare work area	<p>1.1 Workstation is organized according to workplace requirements.</p> <p>1.2 Efficient workflow and easy access to equipment and commodities are ensured.</p> <p>1.3 Preparation and work routines are developed according to workplace requirement.</p> <p>1.4 Mise en place and preparation for coffee and tea services are completed according to workplace procedures.</p> <p>1.5 Coffee, tea and commodities are stored in airtight containers and conditions.</p>
2. Advise customers on coffee or tea	<p>2.1 Advise on types of coffee and tea are provided to customers.</p> <p>2.2 Coffee or tea preferences and requirements are determined.</p> <p>2.3 Coffee style choices and accompaniments are offered accordingly</p>
3. Prepare tea	<p>3.1 Cups or glassware are selected for preparation.</p> <p>3.2 Required dosage is measured or dispensed and placed into hot water.</p> <p>3.3 Tea is served with cold milk as required.</p>
4. Prepare coffee	<p>4.1 Cups or glassware are selected for preparation.</p> <p>4.2 Required dosage is measured or dispensed and placed into clean filter basket, tamping coffee evenly using correct pressure.</p> <p>4.3 Group head is cleaned prior to inserting group handle.</p> <p>4.4 Water and pump pressure are monitored, and moderated between cycles, according to workplace procedures.</p> <p>4.5 Extraction rate are analyzed and adjusted where appropriate.</p> <p>4.6 Quality of extraction is assessed visually and where appropriate by verifying flavor</p> <p>4.7 Check spent grounds (puck or cake) to identify any required adjustments to dosage and technique.</p> <p>4.8 Release or purge water for two seconds from the group head before placement of group handle to extract coffee</p>
5. Texture milk	<p>5.1 Appropriate cold milk, clean, cold jug are selected according to espresso requirements and quantity of order.</p> <p>5.2 Excess water is expelled from steam wand before and after texture rising milk and wipe clean after use.</p> <p>5.3 Milk is textured according to milk type and specific order requirements.</p> <p>5.4 Foam and milk are combined through rolling, ensuring even consistency.</p> <p>5.5 Milk are poured promptly, evenly and consistently, according to coffee style and customer preferences</p>
6. Serve espresso coffee	<p>6.1 Coffee are presented attractively using clean ceramic or glass cups and avoiding drips and spills.</p> <p>6.2 Coffee is served at the required temperature, according to</p>

	customer requirements and style, with appropriate cream, milk froth and accompaniments.
7. Clean and maintain espresso machine	<p>7.1 OSH and workplace requirements are followed throughout all cleaning and maintenance procedures.</p> <p>7.2 Machine and parts are cleaned according to manufacturer specifications and workplace policies and procedures</p> <p>7.3 Cleaning methods, recommended cleaning products and materials are used to clean the machine and parts.</p> <p>7.4 End of service activities is carried-out.</p> <p>7.5 Operation and efficiency of the espresso machine and grinder are monitored and assessed during usage.</p>
Range of Variables	
Variable	Range
1. Equipment	<p>May include but not limited to:</p> <p>1.1 types and brands of coffee grinders or mills and coffee machines</p> <p>1.2 service ware, including cups, saucers, mugs and glasses of various sizes</p> <p>1.3 flatware</p> <p>1.4 weighing equipment</p> <p>1.5 measuring equipment</p> <p>1.6 tampers</p> <p>1.7 blind or blank filter and espresso cleaning detergent</p> <p>1.8 thermometer</p> <p>1.9 storage bins in appropriate sizes and materials</p> <p>1.10 bins for discarded pucks</p>
2. Enterprise requirements	<p>May include but not limited to:</p> <p>2.1 policies and procedures related to persons authorised and trained to carry out particular activities related to machine operation, adjustment, cleaning and maintenance</p> <p>2.2 circumstances requiring the services of an authorised and trained technician</p> <p>2.3 specific requirements for routine and non-routine cleaning and maintenance</p> <p>2.4 requirements for checking and replacing parts and equipment</p> <p>2.5 specific requirements for decoration of coffee prior to presentation, such as stencils, logos, sprinkled toppings and coffee art</p> <p>2.6 policies and procedures for stock control, ordering and rotation</p>
3. Mise en place	<p>Preparation for coffee service include:</p> <p>3.1 turning on machines to achieve correct pressure and temperature</p> <p>3.2 setting out cups, mugs, saucers, plates, jugs, glasses and other required service ware</p> <p>3.3 ensuring adequate supplies of coffee, milk varieties and sugars, including specialised sugars and substitutes</p> <p>3.4 assembling flavourings and toppings</p> <p>3.5 laying out flatware, serviettes and wipes</p>
4. Coffee style	<p>4.1 short black (espresso)</p> <p>4.2 long black</p> <p>4.3 cappuccino</p> <p>4.4 flat white</p> <p>4.5 caffe latte</p> <p>4.6 short and long macchiato</p> <p>4.7 mocha</p>
5. Cleaning methods	<p>Must include using a range of techniques, including:</p> <p>5.1 wet techniques: using warm water with recommended detergent for soaking various parts and cleaning with</p>

	<p>sponge, damp cloth or scourer (only for group handle)</p> <p>5.2 dry techniques: using a damp cloth followed by a dry cloth</p>
6. End of service activities	<p>May include but not limited to:</p> <p>6.1 removing beans from hoppers at the end of service day or shift</p> <p>6.2 storing according to enterprise requirements</p>
7. Monitor and assess	<p>Monitoring the espresso machine and grinder may include:</p> <p>7.1 ensuring the dosing chamber delivers the correct dosage of coffee</p> <p>7.2 checking steam and pump pressure</p> <p>7.3 stripping the grinder of external working parts, observing required safety procedures according to enterprise requirements</p>

Evidence Guide	
<ul style="list-style-type: none"> 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	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Recognised quality in espresso coffee, meet customer requirements and expectations, and identify factors affecting quality and required outcomes</p> <p>1.2 Addressed problems during preparation and service of espresso coffee</p> <p>1.3 Extracted and presented quality coffee within realistic timelines</p> <p>1.4 Complied with all workplace hygiene and food safety regulations</p>
2. Underpinning knowledge	<p>Demonstrates knowledge of:</p> <p>2.1 major coffee styles and their characteristics</p> <p>2.2 types of bean, blends and roasts with a particular emphasis on espresso roast</p> <p>2.3 key principles of coffee making</p> <p>2.4 appropriate pour rate for espresso coffee (industry recommended rate is 30 ml in 27-32 seconds depending on type of espresso coffee ordered, customer preferences and the coffee blend)</p> <p>2.5 factors that affect quality of coffee</p> <p>2.6 types of grind and grinding equipment</p> <p>2.7 types of machines and equipment and their main features and differences</p> <p>2.8 sizes and types of filter baskets, tampers and other equipment</p> <p>2.9 different milk types and their characteristics, including requirements for handling and storing milk</p> <p>2.10 storage conditions and requirements for coffee and commodities</p> <p>2.11 cleaning and maintenance procedures</p> <p>2.12 symptoms of potential faults in espresso machines and grinders</p> <p>2.13 sequencing and production of orders</p>
3. Underpinning Skills	<p>Demonstrates skills to:</p> <p>3.1 hygiene and food safety practices related to making, serving and storing coffee, coffee products and service equipment</p> <p>3.1 techniques for dosing, tamping and purging group head extraction and presentation of quality coffee</p> <p>3.2 milk texturing skills</p> <p>3.3 safe work practices when using coffee machines and other</p>

	<p>equipment, including posture at workstation</p> <p>3.4 numeracy skills to calculate and measure doses of coffee</p>
4. Required Attitude	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Environmental concerns</p> <p>4.3 Tidiness and timeliness</p> <p>4.4 Respect for rights of peers and seniors in workplace</p>
5. Resource Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OSH practices.</p>
6. Methods of Assessment	<p>Competencies could be assessed by:</p> <p>6.1 Demonstration with oral questioning</p> <p>6.2 Written Test</p> <p>6.3 Interview</p>
7. Context of Assessment	<p>Competencies may be assessed in the work place or in a simulated work place.</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Operate bar
Unit Code	TOHFBS3019A1
Nominal Hours	100 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required to operate a bar in a range of hospitality enterprises. It involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar.
Elements of Competency	Performance Criteria
1. Prepare bar for service	1.1 Bar display and work area is prepared in accordance with workplace requirements. 1.2 Bar products and materials are checked and restocked where necessary using inventory. 1.3 All items are stored in place at required temperature. 1.4 Decorations, coasters and edible and non-edible garnishes are prepared and stocked before service
2. Take drink orders	2.1 Orders are taken as per requirement. 2.2 Products and brand preferences are checked with the customer.
3. Prepare and serve drinks	3.1 Drinks are served in accordance with customer preferences. 3.2 Drinks are prepared in accordance with workplace standards, using the correct equipment, ingredients and measures. 3.3 Glassware and garnishes are handled and used as per workplace standard. 3.4 Wastage and spillage are minimised. 3.5 Beverage quality is checked during service 3.6 Tray service is provided in accordance with workplace standards.
4. Close down bar service	4.1 Bar areas, tools and equipment are cleared and cleaned in accordance with workplace procedures. 4.2 Garnishes are stored as per workplace procedure 4.3 Stock is checked and reordered in accordance with workplace procedures. 4.4 Electrical appliances are shut down in accordance with safety procedures and manufacturer's instruction.
Range of Variables	
Variable	Range
1.Bar products	May include but are not limited to: 1.1 all types of drinks 1.2 garnishes 1.3 cleaning equipment 1.4 refrigeration equipment 1.5 utensils 1.6 bar towels 1.7 display items 1.8 Ice
2. Drinks	May include but not limited to: 2.1 Juice 2.2 Soda 2.3 Milk shake 2.4 Coffee/Tea

	2.5 Mocktails, cocktails 2.6 Spirits 2.7 Wines 2.8 Liqueur 2.9 Aperitifs 2.10 Beer
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Evidence Guide <ul style="list-style-type: none"> 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	1.1 Demonstrated ability to set-up and operate bar following workplace requirements 1.2 Used accurate measures and appropriate glassware for drinks 1.3 Prepared range of standard drinks, both alcoholic and non-alcoholic
2. Underpinning Knowledge	2.1 Hygiene issues of specific relevance to beverage service 2.2 Typical bar equipment 2.3 Major types of alcoholic beverages 2.4 Standard drinks including preparation and serving techniques 2.5 International standards that apply to safe bar operations
3. Underpinning Skills	3.1 Beverage service 3.2 Basic cocktail preparation
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities 5.2 Provision of integrated food and beverage service during a typical service period
6. Methods of assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of assessment	Competencies may be assessed in the work place or in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

Competency Standards for Food and Beverage Service

Unit Title	Apply Point-of-Sale Handling Procedures
Unit Code	TOHFBS4020A1
Nominal Hours	100 hours
Unit Descriptor	This unit describes the knowledge, skills and attitude required to operate point-of-sale equipment, apply store policy, process simple financial transactions in a range of workplace contexts.
Elements of Competency	Performance Criteria
1. Operate point-of-sale equipment	<p>1.1 <i>Point-of-sale equipment is operated</i> according to design specifications.</p> <p>1.2 Point-of-sale terminal are opened, closed or change meal period according to the <i>procedures</i>.</p> <p>1.4 Cash are handled according to workplace security procedures.</p> <p>1.5 Supplies of float money in point-of-sale terminal are maintained according to workplace policy.</p> <p>1.6 Records of transactions and errors are completed according to workplace policy.</p> <p>1.7 Adequate supplies of vouchers and <i>point-of-sale documents are maintained</i>.</p>
2. Perform point-of-sale transactions	<p>2.1 <i>Point-of-sale transactions</i> are completed according to store policy.</p> <p>2.2 Workplace procedures are applied in respect of cash and non-cash transactions; exchanges and returns.</p> <p>2.3 Information are entered into point-of-sale.</p> <p>2.4 Price or total and amount of cash received are stated verbally to customer.</p> <p>2.5 Exact change are returned to the guest, if any.</p> <p>2.6 Sales transactions are processed or directed customers to point-of-sale terminals according to workplace policy without undue delay.</p>
3. Process receipts and payments	<p>3.1 Cash float are received using correct documentation.</p> <p>3.2 Payments received from the customer are checked.</p> <p>3.3 Receipts including all relevant tax details are issued to customer.</p> <p>3.4 Transactions are processed according to organization and financial institution procedures.</p> <p>3.5 Transactions are conducted using appropriate software applications.</p> <p>3.6 Transactions are conducted to meet organization speed and workplace standards</p>
4. Reconcile takings	<p>4.1 <i>Balancing procedures</i> are performed at the designated times according to workplace policy and in consultation with colleagues.</p> <p>4.2 Any cash floats are separated from takings prior to balancing procedure and secure according to organization procedures.</p> <p>4.3 Register or terminal reading or printout is produced.</p> <p>4.4 Balance between register or terminal reading and sum of payments are determined.</p> <p>4.5 Discrepancies in the reconciliation are reported within scope of individual responsibility.</p>

	4.6 Sales are recorded according to organization procedures. 4.7 Cash payments, cheque and other transactions documents are deposited to the designated area.
Range of Variables	
Variable	Range
1. Point-of-sale equipment	May include but not limited to: 1.1 POS machine 1.2 Cash register 1.3 Cash drawer 1.4 Printer machine 1.5 Credit card machine
2. Workplace policy and procedures	2.1 Operation of point-of-sale equipment 2.2 Sales transactions 2.3 Financial transactions 2.4 Cash handling 2.5 Security
3. Point of sale documents	3.1 Order forms 3.2 Credit slips 3.3 Product return slips 3.4 Printing materials 3.5 Sales summary book
4. Point-of-sale transactions	May include: 4.1 Travellers cheques 4.2 Credit cards and store cards 4.3 Exchanges 4.4 Gift vouchers (if applicable)
5. Balancing procedures	5.1 manual 5.2 electronic

Evidence Guide	
<ul style="list-style-type: none"> 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	1.1 Operated the point-of-sale equipment according to workplace requirements 1.2 Conducted financial transactions correctly 1.3 Knowledge of security principles and procedures in relation to tender and other financial documentation
2. Underpinning Knowledge	2.1 Workplace policy and procedures in relation to: 2.1.1 Customer service 2.1.2 Point-of-sale transactions 2.1.3 Allocated duties and responsibilities 2.1.4 Exchanges and returns 2.2 Relevant legislation and statutory requirements. 2.3 Cash and non-cash handling procedures, including: 2.3.1 Opening and closing point-of-sale terminal 2.3.2 Handling cash. 2.3.3 Maintaining records of non-cash documents 2.3.4 Balancing point-of-sale equipment 2.4 Functions and procedures for operating point-of-sale equipment, including: 2.4.1 Registers 2.4.2 Calculators 2.4.3 Underpinning principles of the reconciliation and balancing process 2.4.4 Relevant software, such as point of sale 2.4.5 Role and importance of the reconciliation and balancing process in a broader financial management

	context
3. Underpinning Skills	Demonstrates skills to: 3.1 Numeracy skills in regard to rendering and tender correct change and undertake simple financial reconciliations 3.2 Problem-solving skills to identify any financial discrepancies 3.3 Literacy skills to read, write and interpret documents, such as credit card details, receipts or cash float documentation
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace 4.5 Respect to gender, disability and culture
5. Resource Implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Provision of integrated food and beverage service during a typical service period
6. Methods of assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of assessment	Competencies may be assessed in the work place or in a simulated work place
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.</p> <p>Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.</p>	

Competency Standards for Food and Beverage Service

Unit Title	Transport and Store Food
Unit Code	TOHFBS4021A1
Nominal Hours	80 hours
Unit Descriptor	This unit deals with the knowledge, skills and attitude required to transport food from a food preparation area to another location. It also deals with holding or storage on its arrival. The unit applies to all catering operations but is particularly relevant to external catering and events.
Elements of Competency	Performance Criteria
1. Transport food safely and hygienically	1.1 Suitable food transport vehicle is selected according to legislative requirements 1.2 Foods are packaged, loaded, restrained and unloaded following workplace requirements. 1.3 Hygienic work practices are employed. 1.4 Records of food transportation are maintained
2. Store food safely and hygienically	2.1 Food storage conditions are selected for specific food types . 2.2 Environmental conditions for specific food types are maintained to ensure freshness, quality and appearance. 2.3 Storage and holding methods are ensured to optimize nutritional quality and comply with relevant stock control principles. 2.4 Storage areas are protected from contaminants and pests.
Range of Variables	
Variable	Range
1. Transport vehicle	Will vary according to organization needs and type of food being transported, may include: 1.1 vans 1.2 cars 1.3 Refrigerated trucks 1.4 Trolleys, carts and buggies
2. Legislative requirements	May include: 2.1 temperature 2.2 Lining 2.3 Sealing 2.4 Food safety programs
3. Food transportation	Transportation refers to the moving of food and food items from one location to another. It does not refer to the transport of food from the kitchen to the dining room or as part of room service.
4. Specific food types	4.1 Dairy 4.2 Meat and fish 4.3 eggs 4.4 fruit and vegetables 4.5 Dried goods 4.6 Frozen food

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	1.1 Transported and stored food items within food safety requirements and regulation
2. Underpinning Knowledge	2.1 Hygiene and OSH requirements for food storage and transport 2.2 Advantages and disadvantages of different forms of transport for particular food items, quantities and circumstances 2.3 Safe storage principles and practices for different food types, including storage options 2.4 Characteristics of different food items and conditions required to maintain optimum freshness, palatability and safety
3. Underpinning Skills	Demonstrates skills to: 3.1 Safe work practices, in particular loading and unloading, lifting and dealing with heated surfaces 3.2 Problem-solving skills to deal with minor problems such as delays with products, traffic congestion and getting lost 3.3 literacy skills to read directions and instructions for venues and locations 3.4 numeracy skills to calculate quantities during the packing and unpacking process
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and hierarchy in workplace
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of assessment	Competencies may be assessed in the work place or in a simulated work place

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification.

Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.

Competency Standards for Food and Beverage Service

Unit Title	Provide Special Advice on food
Unit Code	TOHFBS4022A1
Nominal Hours	90 hours
Unit Descriptor	This unit covers the knowledge, skills and attitude required to develop and maintain in-depth information about the food being served meeting guest's dietary and cultural requirements.
Elements of Competency	Performance Criteria
1. Advice on menu items	1.1 Assistance is offered to customers in making food selections . 1.2 Options and possible variations are offered to customers 1.3 Methods of cooking and different culinary styles are discussed with customers in clear and simple language. 1.4 Information and advise are provided to customers with special dietary or cultural needs
2. Contribute to menu designing	2.1 Content of menus are designed in consultation with kitchen staff. 2.2 Menu suggestions are balanced in terms of time and variety as per guest dietary and cultural requirements . 2.3 Customer feedback and preferences are taken into consideration in the menu designing process.
Range of Variables	
Variable	Range
1. Food selections	May include but not limited to: 1.1 Appetizers 1.2 Soups 1.3 Meat, fish and seafood 1.4 Fruits, vegetables 1.5 Sweets and desserts 1.6 Cheeses 1.7 Salads 1.8 Sauces and accompaniments 1.9 Dishes of varying ethnic and cultural origins
2. Information	May include but not limited to: 2.1 Local produce and specialties 2.2 Menu items, specialties, pertaining to the enterprise 2.3 Local food outlets, festivals and promotions 2.4 Industry and market trends in food
3. Dietary and cultural requirements	May include but not limited to: 3.1 Food exclusions for allergies and food intolerance 3.2 Vegetarian 3.3 Modified sodium 3.4 Low fat/cholesterol 3.5 Gluten free 3.6 Diabetic Special cultural groups may include but not limited to: 3.7 Kosher 3.8 Halal 3.9 Vegetarian 3.10 Hindu
4. Menu styles and format	May include but not limited to:

	4.1 Styles of menus <ul style="list-style-type: none"> 4.1.1 Classical 4.1.2 Modern 4.1.3 Ethnic 4.2 Menu format <ul style="list-style-type: none"> 4.2.1 Formal 4.2.2 Informal 4.3 Menu types <ul style="list-style-type: none"> 4.3.1 Ala carte 4.3.2 Set (table d' hote) 4.3.3 Function or buffet
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Evidence Guide	
<ul style="list-style-type: none"> • 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	1.1 Demonstrated knowledge on food varieties and /or menu items 1.2 Provided accurate information about the menu items to guests 1.3 Sourced and updated relevant information to meet customer needs 1.4 Demonstrated the skill to conduct informal and formal research to obtain current trends to be used in developing the menu.
2. Underpinning knowledge	2.1 Food varieties 2.2 Methods of food preparation and production 2.3 Wines and other beverages 2.4 Types of menu 2.5 Market research
3. Underpinning Skills	3.1 Communication skills 3.2 Suggestive selling
4. Required Attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Tidiness and timeliness 4.4 Respect for rights of peers and seniors in workplace 4.5 Positive attitude 4.6 Discipline
5. Resource Implication	The following resources must be provided: 5.1 Tools ,equipment and physical facilities appropriate to perform activities
6. Methods of Assessment	Competencies could be assessed by: 6.1 Demonstration with oral questioning 6.2 Written test 6.3 Interview
7. Context of Assessment	Competencies may be assessed in the work place or in a simulated work place
Accreditation Requirements Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), 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 any national qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by BTEB.	

ACKNOWLEDGEMENTS

The Bangladesh Skills for Employability and Productivity (B-SEP) Project of ILO Country Office for Bangladesh gratefully acknowledge the important contributions and guidance provided by the following members of the Technical Sub Committee in the development and validation of the competency standards for Food and Beverage Service:

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In addition, the BSEP Project would like to thank **Industry Skills Council for Tourism and Hospitality (ISCTH)**, for their support in developing these standards. The ISCTH has been always very responsive in providing administrative and technical support in the development of the said standards.

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These Competency Standards has been validated on 17 June, 2014 at the National Hotel and Tourism Training Institute, Dhaka. In connection, the Bangladesh Skills for Employability and Productivity (B-SEP) Project of ILO Country Office for Bangladesh gratefully acknowledge the important contribution provided by the following members of the Validation group for validating the competency standards for Food and Beverage Service.

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In addition, the BSEP Project would like to thank **Industry Skills Council for Tourism and Hospitality (ISCTH)**, for their support in the conduct of the validation workshop.

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