

## 1. TITLE OF THE CERTIFICATE <sup>(1)</sup>

**Hotelliteenindaja II**

<sup>(1)</sup> in the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE <sup>(1)</sup>

**Hospitality service person II**

<sup>(1)</sup> if applicable. This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCIES

A holder of the Hospitality Service Person level II professional certificate:

- organises his/her work independently, prepares the work area and his/her workplace and ensures maintenance of the means of work
- services the guests based on their wishes and needs
- is familiar with products and services
- introduces and sells the services offered by the accommodation enterprises, advises the guests
- identifies the wishes of the guests and offers solutions
- is familiar with different selling techniques
- is able to perform check-in and check-out procedures
- receives and confirms orders
- is able to receive both individual guests and groups
- is able to handle reception documents
- forwards messages to the guests
- allocates rooms and organises preparation of rooms for incoming customers
- ensures confidentiality of the information of the guests
- organises safekeeping of valuables and documents
- draws up a night audit
- is familiar with Estonian and local sights and is able to recommend them
- is able to settle accounts using different means of payment
- is familiar with the basics of food preparation and is able to prepare simpler meals
- is familiar with the principles of food service and is able to service the guests
- is familiar with the principles of the organisation of housekeeping and is able to clean guest rooms and common areas
- is familiar with the communication and information systems of the accommodation establishment
- ensures customer safety and security
- participates in marketing and selling activities
- handles logistics and storage
- knows the types of conference services and knows how to sell them
- knows types of extra services (car rental, exchange, entertainment) and knows how to pass and sell them to the client

### <sup>(\*)</sup> Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu/en/home>

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#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(1)</sup>

A Hospitality Service Person may be employed by undertakings offering accommodation services and accompanying services

<sup>(1)</sup> If applicable

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Sector Skills Council approved by a Regulation of the Government of the Republic
<b>Level of the certificate (national or international)</b> Estonian Occupational Qualifications System, level II	<b>Grading scale / Pass requirements</b> 1. Examination of knowledge 2. Examination of practical skills
<b>Access to next level of education/training</b>	<b>International agreements</b>
<b>Legal basis</b> Occupational Qualifications Act (RT I 2008, 24, 156; 01.09.2008)	

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

**More information** (including a description of the national qualifications system) available at:  
[www.kutsekoda.ee](http://www.kutsekoda.ee)