

1. TITLE OF THE CERTIFICATE ⁽¹⁾
Hotelliteenindaja, tase 4
⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾
Hospitality service person, level 4
⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES
<p>A hospitality service person of level 4 is a customer service attendant who works in an enterprise offering accommodation service and in one's work proceeds from the customers' needs and wishes of different cultural background, and acts and behaves according to ethical, aesthetic and other socially accepted norms.</p> <p>4. A hospitality service person of level 4 creates a positive customer contact by communicating with the customers in an active and friendly manner, introduces and sells products and services of the enterprise and organises the preparation of rooms for new arrivals. He/she knows the procedures of check-in and check-out of guests, settles accounts with the customers by using different means of payment, and prepares a schedule of guest arrival and the corresponding reports. Good expression and language skills are essential.</p> <p>He/she knows the basics of cooking and can prepare simpler meals. He/she organizes housework, arranges cleaning of the hotel rooms, and organizes the preparation and serving of event venues.</p> <p>A hospitality service person of level 4 can organize one's work independently and at the same time is ready to work in a team and supervise new employees.</p> <p>Knowledge and skill to recommend Estonian and local sights of interest and tourist services is necessary.</p> <p>Competencies:</p> <ul style="list-style-type: none"> - Making orders and receiving customers - Settling accounts - Customer servicing and sales - Cleaning and inventory management - Catering service - Event service - Supervision <p>Optional competencies:</p> <ul style="list-style-type: none"> - Spa service

^(*)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>

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽¹⁾

Hospitality service person, administrator, service person

⁽¹⁾ If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	Name and status of the national/regional authority providing accreditation/recognition of the certificate Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international) Estonian Qualifications Framework, level 4 European Qualifications Framework, level 4	Grading scale / Pass requirements passed/fail
Access to next level of education/training Hospitality service specialist, EstQF level 5	International agreements
Legal basis 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