

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Hotelliteeninduse spetsialist, EKR tase 5

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Hospitality service specialist, EstQF level 5

⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES

A level 5 hospitality service specialist is a customer service representative employed in establishments providing accommodation. In their work they are guided by the needs and wishes of guests with different cultural backgrounds and they act and behave in accordance with ethical, aesthetic and other socially accepted standards.

A level 5 hospitality service specialist interacts with guests in an active and friendly manner, introducing and selling the products and services offered by the establishment, accepting group orders and being responsible for the preparation of rooms for arriving guests. A level 5 hospitality service specialist performs check-in and check-out procedures, bills clients using different payment methods, compiles guest arrival plans and corresponding reports, instructs employees and manages the workflow. Excellent skills in language and expression are very important in the work of the hospitality service specialist. They are capable of preparing simple dishes if necessary.

They manage housekeeping and the cleaning of guest rooms as well as the preparation and servicing of event rooms. They are responsible for the functionality of work organisation and service processes.

The work requires knowledge of attractions and tourist-oriented services locally and throughout Estonia, as well as skills in recommending these to guests.

Areas of work

1. Handling orders and receiving guests:

- accepting and confirming orders;
- conducting check-in procedures;
- assigning guest rooms.

2. Billing:

- compiling invoices;
- using different payment methods;
- exchanging currency;
- conducting check-out procedures;
- being responsible for money;
- compiling reports.

3. Client service and sales:

- establishing positive contact with clients;

^(*) 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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- introducing the establishment and selling products and services;
- providing local tourist information;
- organising transport;
- solving problems;
- ensuring security at the establishment;
- meeting the special requests of the client;
- closing out the service encounter.

4. Cleaning and stock management:

- maintenance of their workstation;
- cleaning guest rooms;
- cleaning common rooms;
- ordering and receiving stock.

5. Catering service:

- making preparations for breakfast;
- cooking dishes;
- setting tables;
- clearing tables;
- setting out breakfast;
- serving food and drinks.

6. Mentoring:

- instructing new employees.

7. Managing:

- organising the work of the team.

8. Conference service:

- preparation and maintenance of conference rooms;
- catering conferences;
- servicing conference guests;
- compiling invoices.

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

Hospitality service staff, receptionist, head receptionist, shift manager, service manager.

⁽¹⁾ If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate
The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international)	Grading scale / Pass requirements
Estonian Qualification Framework level 5 European Qualification Framework level 5	passed/fail
Access to next level of education/training	International agreements
Legal basis Occupational Qualifications Act (RT I, 10.12.2010, 12; 01.01.2011)	

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