

1. TITLE OF THE CERTIFICATE ⁽¹⁾
Turismiettevõtte teenindaja, EKR tase 4
⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾
Tourism Service Representative, EstQF Level 4
⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES
<p>A tourism service representative works in establishments that offer various tourism services. They interact directly with guests from different parts of the world and introduce and sell the services of the establishment. They introduce to the guest the area, local tourist attractions and services. A tourism service representative interacts with the guest throughout their visit, from establishing contact in the booking phase to the guest's departure from the establishment.</p> <p>A tourism service representative works as a team member in preparing and conducting the experience and leisure activities offered by the establishment by preparing accommodation and catering rooms, common rooms and outdoor areas for the arrival of guests and cleaning the rooms and grounds. They prepare and serve breakfast and assist with catering.</p> <p>A tourism service representative specialises in hospitality tourism or rural tourism.</p> <p>Areas of work</p> <p>1. Service and sales:</p> <ul style="list-style-type: none"> - accepting orders; - servicing guests and introducing the products and services offered by the establishment; - introducing the area. <p>2. Servicing events and leisure activities:</p> <ul style="list-style-type: none"> - preparing the grounds, rooms and equipment for events and leisure activities; - introducing and conducting leisure activities. <p>3. Catering service:</p> <ul style="list-style-type: none"> - preparing, serving and servicing breakfast and coffee breaks; - servicing lunch, dinner and banquets; - outdoor catering. <p>4. Maintenance of service environment:</p> <ul style="list-style-type: none"> - maintenance of guest rooms; - maintenance of common rooms; - maintenance of the buildings, fixtures and fittings and grounds of the establishment. <p>Specialised areas of work</p> <p>Hospitality service</p>

^(*) 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>

5. Hospitality service:

- accepting orders and selling services;
- servicing guests and introducing the products and services offered by the establishment;
- billing.

Rural tourism service**6. Rural tourism service:**

- preparing experience and active pursuits;
- conducting experience and active pursuits guided by the diversity of rural living;
- concluding experience and active pursuits.

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

Administrator, hostess, host, receptionist, hospitality service representative, rural tourism service representative, hotel service representative, service person, catering service representative, breakfast attendant.

⁽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 4 European Qualification Framework level 4	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