

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

**Kelner, EKR tase 4**

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

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

**Waiter, EstQF Level 4**

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

## 3. PROFILE OF SKILLS AND COMPETENCIES

A waiter is a customer service representative in an establishment offering a catering service (restaurant, cafeteria, pub, nightclub, club, etc.). A waiter is guided, in their work, by the needs and wishes of their clients and acts according to ethical, aesthetic and other socially acceptable norms.

Level 4 waiter prepares the service process by setting up the required instruments for serving. The waiter receives and advises customers, presents products and services and takes orders. The waiter prepares as well as serves drinks and food and communicates with customers in a friendly manner that follows from good practice. The waiter bills the customers, asks for feedback and sends customers off in a positive manner during the closure of the service process.

The waiter is responsible for the functioning of the service process, works in a team and guides the assistant waiter. The waiter is familiar with the products and services of the establishment.

### Areas of work

#### 1. Planning and organisation of work

- preparation and maintenance of the workplace
- cooperation with the kitchen
- cleaning
- preparing pre-settings

#### 2. Service and sales

- receiving customers and ascertaining their wishes
- taking, processing and forwarding orders
- serving food and drinks
- ending the service process
- catering and party services
- ordering, receiving and checking goods and equipment

### <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>

Waiter, waitress, caterer and customer service representative.

<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 Qualification Framework level 4 European Qualification Framework level 4	<b>Grading scale / Pass requirements</b> passed/fail
<b>Access to next level of education/training</b> Senior waiter, EstQF Level 5	<b>International agreements</b>
<b>Legal basis</b> 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](http://www.kutsekoda.ee)