

DEHOGA GUIDELINES

Overall training plan
for the training occupation of
SPECIALIST IN THE HOTEL BUSINESS

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I. Basic vocational training

	Training occupation profile: sections to be covered	Time to be allotted for presentation			Explanatory remarks	
	Skills and knowledge that are to be imparted, in a framework that supports the trainee's own independent planning, execution and checking	Durational guidelines, in weeks of the training year			Content	Remarks
		1	2	3		
1	Vocational training, labour law and collective bargaining law (Section 4 No. 1)					
	a) Explain the meaning of the training contract, including especially how it is concluded, its duration and its termination	To be imparted throughout the entire training period			<p>The provisions regarding the training contract are set forth in Sections 3 and of the Vocational Training Act. The Chambers of Industry and Commerce have prepared pertinent model training contracts and have made them available to companies (training companies). The training contract contains provisions on</p> <ul style="list-style-type: none"> the type and purpose of the vocational training involved the commencement and duration of the training the probationary period training pay vacation conditions for termination of the contract 	
	b) Name the reciprocal rights and obligations under the training contract				<p>The reciprocal rights and obligations must be described in detail in the training contract. The bases for such description include</p> <ul style="list-style-type: none"> the Vocational Training Act (Berufsbildungsgesetz) the relevant training regulations the Youth Employment Protection Act (Jugendarbeitsschutzgesetz) the Working Time Act (Arbeitszeitgesetz) labour law and collective bargaining law, training-company provisions such as training plan, training-phase timetable, organisation of tasks, working hours and break times, right of appeal, content of the Working Time Act 	
	c) Name possibilities for obtaining further vocational training				<p>Updating training and advanced further training can be obtained in the form of / via</p> <ul style="list-style-type: none"> training oriented to new technical, economic and societal developments (such as economic and creative training measures) schools offering continuing vocational education and training advanced further training: preparatory courses for master craftsman 	

			<p>qualifications</p> <ul style="list-style-type: none"> • occupational specialisation 	
	d) Name the main parts of the employment contract		<p>Key content of the employment contract:</p> <ul style="list-style-type: none"> • work area • beginning and end of the employment relationship • probationary period • training pay • working time • vacation • conditions for termination of the contract 	
	e) Name key provisions of the collective agreements applying to the training company		<ul style="list-style-type: none"> • Scope of application (spatial, subject-oriented, personal) of collective labour agreements for employees, and application of such agreements to trainees • Agreements on such areas as: training pay, wages, duration of vacation, working time 	

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		1	2	3		
2	Structure and organisation of the training company (Section 4 No. 2)					
	a) Describe the structure and tasks of the training company	To be imparted throughout the entire training period			Economic sector, legal form, organisation, range of products and services offered by the training company, work procedures, division of responsibilities	
	b) Explain the basic functions of the training company, such as procurement, production, services, sales and administration				<ul style="list-style-type: none"> • Procurement: <ul style="list-style-type: none"> ○ consumables (such as food) ○ durable goods (such as tools) • Production range • Services: <ul style="list-style-type: none"> ○ advising of guests ○ other services • Sales: <ul style="list-style-type: none"> ○ services ○ products • Administration – for example: business processes 	
	c) Name applicable relationships between a) the training company and its workforce and b) industry/economic organisations, professional and trade associations and unions				Guilds, employers' associations (DEHOGA) and unions (NGG), economic organisations, professional associations, social insurance agencies, chambers	
	d) Describe the basic aspects, tasks and functioning of the training company's bodies under the Works Constitution Act and workers' representations under the Works Constitution Act				<p>The principle of cooperation in good faith, between employers' and employees' representatives, as the key content of the Works Constitution Act (Betriebsverfassungsgesetz)</p> <p>Works council, rights of representation for youth and trainees, works agreements,</p>	

			works meetings, young people's assemblies and trainee meetings	
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3	Safety and health protection in the workplace (Section 4 No. 3)					
	a) Identify safety and health hazards in the workplace, and take measures to prevent such hazards	To be imparted throughout the entire training period			<ul style="list-style-type: none"> • Potential hazards, such as: <ul style="list-style-type: none"> ○ floors (danger of slipping) ○ equipment/machines ○ ladders ○ electricity/gas ○ water/steam ○ flammable liquids and gases ○ clothing 	Safety regulations and rules for proper behaviour, instructions for use
	b) Apply occupational work-safety and accident-prevention regulations				<ul style="list-style-type: none"> • Legal provisions, such as: <ul style="list-style-type: none"> ○ Workplace ordinance (Arbeitsstättenverordnung) (workrooms, break rooms, sanitary facilities) ○ Working Time Act (Arbeitszeitgesetz) ○ Occupational safety acts ○ Laws applying to specific groups of persons (such as the Youth Employment Protection Act (Jugendarbeitsschutzgesetz), Maternity Protection Act (Mutterschutzgesetz), provisions pertaining to employment of severely disabled persons) • Safety regulations • Accident-prevention regulations 	
	c) Describe proper procedures to take in case of accidents, and				<ul style="list-style-type: none"> • First aid facilities • First aid measures – for example, in cases 	

	<p>be able to initiate suitable initial measures</p>		<p>involving:</p> <ul style="list-style-type: none"> ○ bodily injuries ○ burns • Accident reports 	
	<p>d) Apply rules and regulations for preventive fire protection; describe the proper actions to take in case of fire, and be able to take initial fire-fighting measures</p>		<ul style="list-style-type: none"> • Fire safety provisions • Emergency call equipment, and escape routes for emergencies • Rules to follow in cases of fires, and available fire-fighting measures 	

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4	Environmental protection (Section 4 No. 4)					
	Help prevent operationally related environmental pollution and stresses within one's sphere of influence in the workplace; in particular,	To be imparted throughout the entire training period			<ul style="list-style-type: none"> • Exhaust air • Water • Noise • Materials 	
	a) Using examples, describe the environmental pollution and stresses that the training company could cause, and illustrate the company's environmental protection contributions					
	b) Apply the environmental protection provisions applying to the training company					
	c) Make use of options for cost-effective, environmentally compatible use of energy and materials				<ul style="list-style-type: none"> • Thrifty use of (for example) electricity, gas and water, via: <ul style="list-style-type: none"> ○ switching equipment off when it is not in use ○ prevention of leaks • Recovery and return of processed exhaust air • Optimised lighting • Recycling • Proper management of problem waste 	
Avoid waste; ensure that substances and materials are disposed of in environmentally compatible ways						

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		1	2	3		
5	Work with guests, advising and sales (Section 4 No. 5)					
	a) Explain how one's personal appearance and behaviour influence guests' reactions	10			<ul style="list-style-type: none"> • Occupational clothing • Communication: <ul style="list-style-type: none"> ○ language ○ body language 	Well-groomed personal appearance
	b) Serving as a good host				<ul style="list-style-type: none"> • Reception • Welcome, addressing guests properly • Sales talks • Service and assistance • Saying goodbye 	Friendliness, politeness, graciousness, tactfulness, specialised / social skills
	c) Determine guests' expectations with regard to advising, service and assistance				<ul style="list-style-type: none"> • Taking note of information and requests communicated by guests • Conversational skills • Techniques for asking questions • Assessing guests • Noticing guests' behaviour 	
	d) Understand and carry out / exercise one's tasks, authority and responsibilities within the context of the relevant organisational structures				<ul style="list-style-type: none"> • Authority to make decisions • Authority to issue instructions • Authority to represent 	Organisational diagram
	e) Receive and assist guests				See also 5c)	
	f) Use relevant occupation-specific technical terms in foreign languages					Use and pronounce technical terms correctly
	g) Inform guests about the available products and services				<ul style="list-style-type: none"> • Range of products and services • Products • Services 	Corporate identity, proper behaviour in conversations, promotional materials
	h) Receive and forward messages and orders				<ul style="list-style-type: none"> • Transmitting messages: <ul style="list-style-type: none"> ○ outside the company ○ within the company 	What, how, where to, to whom: good manners on

				<ul style="list-style-type: none"> ○ in writing ○ orally 	the phone
	i) Apply occupationally relevant legal provisions			<p>For example:</p> <ul style="list-style-type: none"> • Statute on restaurants (Gaststättengesetz) • Pricing • Ordinance on additives (Zusatzstoffzulassungs-VO) • Liability for damages • Act on Protection of Young Persons in Public Life (Gesetz zum Schutz der Jugend in der Öffentlichkeit) • Proper handling of lost (and found) items 	

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		1	2	3			
6	Use of equipment, machines and durable goods, planning of work (Section 4 No. 6)						
	a) Plan work steps	2			<ul style="list-style-type: none"> • Planning criteria: <ul style="list-style-type: none"> ○ work task ○ work steps ○ materials ○ work equipment and resources ○ working time 	Consideration of such aspects as cost-effectiveness, "greenness", ergonomic aspects, holistic aspects, rules on hygiene, applicable legal provisions	
	b) Prepare the work area, taking account of hygienic and ergonomic requirements						
	c) Carry out work preparations with specific regard to one's own area						
	d) Use equipment, machines and durable goods cost-effectively						<ul style="list-style-type: none"> • Proper function and use • Areas of application • Efficient, environmentally compatible use • Safety regulations
e) Clean and care for equipment, machines and durable goods	<ul style="list-style-type: none"> • Cleaning and care products • Cleaning and care methods • Cleaning intervals • Safety regulations 						Method of function, applications, proper dosage
7	Hygiene (Section 4 No. 7)						
	a) Apply rules and principles relative to personal and occupational hygiene	2			<ul style="list-style-type: none"> • Hygiene areas: <ul style="list-style-type: none"> ○ personal hygiene ○ product hygiene ○ production hygiene ○ hygiene throughout the organisation 	Federal Contagious Diseases Act (Bundesseuchengesetz), Food hygiene ordinance (Lebensmittelhygiene-VO)	
	b) Use disinfectants and cleansers efficiently						<ul style="list-style-type: none"> • Use and dosage

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	Skills and knowledge that are to be imparted, in a framework that supports the trainee's own independent planning, execution and checking	Durational guidelines, in weeks of the training year			Content	Remarks
		1	2	3		
8	Kitchen area (Section 4 No. 8)					
	a) Check products for proper quality and condition, and allocate them in accordance with suitable and potential uses	12			<ul style="list-style-type: none"> External condition Condition as determined via sensory inspection 	
	b) Use procedures and cooking techniques for preparation of simple dishes				<ul style="list-style-type: none"> Work procedures, such as: <ul style="list-style-type: none"> cleaning of raw ingredients slicing and chopping, etc. of raw ingredients Preparation 	
	c) Prepare simple dishes, using recipes, and applying principles of good nutrition and of cost-effectiveness				<ul style="list-style-type: none"> Determination of portion sizes 	
	d) Prepare simple dishes from pre-processed products, taking proper account of processing steps, recipes and cost-effectiveness criteria				<ul style="list-style-type: none"> Preparation instructions 	
	e) Prepare simple dishes, in accordance with instructions				<ul style="list-style-type: none"> Serving dishes Serving methods 	
	f) Help in presenting products properly				<ul style="list-style-type: none"> Setup Product care Use of promotional materials and promotional media 	For example, at breakfast buffets, special campaigns such as "asparagus weeks" and special functions
9	Service area (Section 4 No. 9)					
	a) Check the saleability of products	12			<ul style="list-style-type: none"> Expiration dates External condition Condition as determined via sensory 	Quality assurance

				inspection	
	b) Prepare infusion beverages and hot drinks, and serve beverages			<ul style="list-style-type: none"> Choose proper serving and pouring vessels for beverages 	Including aspects such as glasses, carafes, cups, fill quantities, temperature, voucher checking
	c) Serve food and beverages			<ul style="list-style-type: none"> Preparations 	
	d) Take part in service and menu conferences			<ul style="list-style-type: none"> Know the company's range of services Service conference: <ul style="list-style-type: none"> workflow planning 	
	e) Operate a company point-of-sale system			<ul style="list-style-type: none"> Checkout functions Checkout regulations Types of tills 	

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		1	2	3		
10	Office organisation and communications (Section 4 No. 10)					
	a) Carry out job-related paperwork	10			<ul style="list-style-type: none"> • Paperwork, such as: <ul style="list-style-type: none"> ○ simple administrative tasks ○ orders ○ checklists/forms ○ notes of discussions • Forwarding 	Computer literacy, working with programmed texts
	b) Register and file documents				<ul style="list-style-type: none"> • File system • Acceptance of documents • Allocation of documents • Handling • Forwarding • Copies 	File plan and file organisation
	c) Manage card files and computer files, and use both in carrying out work tasks; back up files				<ul style="list-style-type: none"> • Such as delivery, customer and warehouse records • Data-entry forms • Processing • File management • Different forms of data backup 	
	d) Apply legal and company regulations relative to data privacy				<ul style="list-style-type: none"> • Federal Data Protection Act (Bundesdatenschutzgesetz) • Company data-privacy rules 	Basic principles, operational aspects, confidentiality obligations, data protection officer
11	Merchandise management (Section 4 No. 11)					
	a) Accept goods, check them for proper weights, quantities and any visible damage and initiate the company's relevant customary procedures	4			<ul style="list-style-type: none"> • Cross-checking against accompanying documents • Complaints 	

	<p>b) Storage of goods in keeping with their pertinent requirements</p>				<ul style="list-style-type: none"> • Functions of storage and warehousing procedures • Storage sites • Storage conditions • Purposes of categorising goods by products and product groups • Storage system, for example, organised in accordance with: <ul style="list-style-type: none"> ○ stock turnover rate ○ ergonomic aspects ○ fifo (first in first out) 	<p>For example, external influences Management of a warehouse register</p>
	<p>c) Check inventory levels</p>				<ul style="list-style-type: none"> • Inventory checks: <ul style="list-style-type: none"> ○ applicable periods ○ quantities ○ quality 	<p>"Use-by" dates; minimum, maximum, actual stocks</p>

II. Common specialised vocational training

	Training occupation profile: sections to be covered	Time to be allotted for presentation			Explanatory remarks	
	Skills and knowledge that are to be imparted, in a framework that supports the trainee's own independent planning, execution and checking	Durational guidelines, in weeks of the training year			Content	Remarks
		1	2	3		
1	Work with guests, advising and sales (Section 4 No. 5)					
	a) Conduct discussions in ways that benefit both guests and the company		12		See also basic vocational training, occupational profile, position 5	
	b) Use both verbal and non-verbal communication					
	c) Receive and process complaints, and offer solutions				<ul style="list-style-type: none"> Legal bases Company procedures for management 	Goodwill basis
	d) Accept reservations and enter them into the system					
	e) Advise guests in keeping with their own preferences				See also basic vocational training, occupational profile, position 5	Checklist
2	Use of equipment, machines and durable goods, planning of work (Section 4 No. 6)					
	a) Arrange for maintenance of equipment and machines, and for repairs of durable goods		4		<ul style="list-style-type: none"> Company's internal regulations Maintenance intervals 	Ensure that equipment and machines are functioning properly
	b) Check and evaluate work results				<ul style="list-style-type: none"> Assessment criteria 	
3	Merchandise management (Section 4 No. 11)					
	a) Determine goods requirements relative to one's own work responsibilities		1 2		<ul style="list-style-type: none"> Influencing factors Determination of requirements 	Such as seasonal, event-related factors
	b) Initiate orders				<ul style="list-style-type: none"> Suppliers Different types of orders 	

	c) Carry out inventories; create an inventory record, with guidance			<ul style="list-style-type: none"> • Legal foundations • Inventory-taking • Inventory record 	
	d) Process payments			<ul style="list-style-type: none"> • Types of payment • Compare delivery notes and invoices • Check invoices • Forwarding 	
	e) Explain why cost-awareness should be applied in use of materials and durable goods				
	f) Calculate costs for, and income from, services rendered, for selected examples			<ul style="list-style-type: none"> • Calculation 	Use of materials, personnel deployment, time factors
	g) Determine sale prices, in keeping with operational calculation procedures				

II. Common specialised vocational training

	Training occupation profile: sections to be covered	Time to be allotted for presentation			Explanatory remarks	
	Skills and knowledge that are to be imparted, in a framework that supports the trainee's own independent planning, execution and checking	Durational guidelines, in weeks of the training year			Content	Remarks
		1	2	3		
4	Advertising and sales promotion (Section 4 No. 12)					
	a) Know the differences between different types of promotional materials and media, and use promotional materials and media in the training company's promotional efforts		12		<ul style="list-style-type: none"> • Promotional materials, such as: <ul style="list-style-type: none"> ○ brochures and flyers ○ newspaper advertisements • Promotional media, such as: <ul style="list-style-type: none"> ○ menus ○ posters 	
	b) Prepare sales-promotion measures				<ul style="list-style-type: none"> • Organisation of special campaigns: <ul style="list-style-type: none"> ○ merchandise planning ○ employee information 	Such as weeklong campaigns
	c) Take part in promotional campaigns					
	d) Prepare customised decor for special occasions				<ul style="list-style-type: none"> • Seasonal decoration • Campaign-specific decoration 	
	e) Prepare promotionally effective special offers				<ul style="list-style-type: none"> • Planning • Execution 	Such as posters, menus, mailings
5	Housekeeping services (Section 4 No. 13)					
	a) Prepare guestrooms in keeping with special offers and occasions		12		<ul style="list-style-type: none"> • Preparation of, for example: <ul style="list-style-type: none"> ○ furnishings ○ decorations • Checklists • Planning of work procedures 	
	b) Clean and care for guestrooms				<ul style="list-style-type: none"> • Cleaning equipment • Cleaning and care products • Cleaning intervals 	Cleaning-relevant information

III. Specialised vocational training: Specialist in the hotel business

	Training occupation profile: sections to be covered	Time to be allotted for presentation			Explanatory remarks	
	Skills and knowledge that are to be imparted, in a framework that supports the trainee's own independent planning, execution and checking	Durational guidelines, in weeks of the training year			Content	Remarks
		1	2	3		
1	Work with guests, advising and sales (Section 6 No. 1)					
	a) Process enquiries and prepare offers			14	<ul style="list-style-type: none"> Written Oral 	Room reservations, banquet events
	b) Confirm and process orders				<ul style="list-style-type: none"> Formulate texts Write texts Forward 	
	c) Conduct advising and sales discussions				<ul style="list-style-type: none"> Be familiar with the company's range of products and services Determine guests' wishes Provide guest-oriented services Keep records / prepare offers 	Communication techniques
2	Reception (Section 6 No. 2)					
	a) Process reservation plans, and make room assignments			14	<ul style="list-style-type: none"> Reservation plans Reservation system Individual / group reservations 	Issuing of contingents; relevant checking
	b) Use information and communication techniques in keeping with specific tasks				<ul style="list-style-type: none"> Oral communication: <ul style="list-style-type: none"> providing information receipt and forwarding Written communication: <ul style="list-style-type: none"> areas of application, types of use forms Telecommunications 	
	c) Manage correspondence				<ul style="list-style-type: none"> Formulate texts Write texts 	For example, business letters, correspondence with guests, reservation confirmations, memos, communications, form requirements

	d) Carry out guest orders				For example: <ul style="list-style-type: none"> • Wake-up calls • Rental cars, train tickets • Cleaning 	
	e) Keep records of services rendered				<ul style="list-style-type: none"> • Booking system • Management and checking of guest accounts 	
	f) Prepare guests' invoices and collect payment				<ul style="list-style-type: none"> • Types of payment 	Special services
	g) Manage and cash up hotel's cash register				<ul style="list-style-type: none"> • Receipt / payment certificates • IT 	Checking of the cash report
	h) Settle accounts with travel agencies and tour operators				<ul style="list-style-type: none"> • Vouchers • Rules for commissions 	
	i) Provide simple information in a foreign language					
	k) Convert currencies				<ul style="list-style-type: none"> • Exchange rate for the day 	

III. Specialised vocational training: Specialist in the hotel business

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	Skills and knowledge that are to be imparted, in a framework that supports the trainee's own independent planning, execution and checking	Durational guidelines, in weeks of the training year			Content	Remarks
		1	2	3		
3	Marketing (Section 6 No. 3)					
	a) Develop and carry out marketing measures			12	For example: <ul style="list-style-type: none"> • Guest surveys • Special campaigns 	
	b) Evaluate results of marketing measures				<ul style="list-style-type: none"> • Evaluation of, for example: <ul style="list-style-type: none"> ○ Guest surveys ○ Special campaigns ○ Sales statistics 	
	c) Carry out public relations measures				For example: <ul style="list-style-type: none"> • Public presentations of the company 	For example, anniversaries, regional events
4	Housekeeping services (Section 6 No. 4)					
	a) Plan area-based personnel assignments			12	<ul style="list-style-type: none"> • Work plan 	Take account of room assignments and of special events
	b) Carry out checks, using relevant organisational tools				<ul style="list-style-type: none"> • Checklists • Laundry orders • Management of materials • Checks, for example: <ul style="list-style-type: none"> ○ Furnishings ○ Equipment 	Take note of continuing stays and departures, completeness, cleanliness