

Ordinance on vocational training in the hospitality services industry^{*}
of 13 February 1998

On the basis of Section 25 of the Vocational Training Act of 14 August 1969 (Federal Law Gazette I p. 1112), last amended by Article 35 of the Ordinance of 21 September 1997 (Federal Law Gazette I p. 2390) the Federal Ministry of Economics and Technology, in agreement with the Federal Ministry of Education and Research (BMBF), decrees:

Part One
General provisions

Section 1

State recognition of training occupations

The following training occupations shall be recognised by the state:

1. Specialist in the hospitality services industry,
2. Restaurant specialist,
3. Specialist in the hotel business,
4. Hotel clerk,
5. Professional caterer.

Section 2
Duration of training

The vocational training shall have a duration of two years in the training occupation of Section 1 No. 1, and a duration of three years in the training occupations of Section 1 Nos. 2 through 5.

Section 3
Continuation of vocational training

The vocational training in the training occupation of Section 1 No. 1 may, in each of the training occupations of Section 1 Nos. 2 through 5, be continued in accordance with the provisions for the third year of training.

^{*} This ordinance is a set of training regulations within the meaning of Section 25 of the Vocational Training Act. The training regulations, along with the pertinent framework curriculum for part-time vocational schools that has been approved by the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, and coordinated with those regulations, will soon be published as a supplement to the Federal Gazette.

Part Two

Training occupation profiles, overall training plan

Section 4

Training occupation profile for the occupation of specialist in the hospitality services industry, and common section of the training occupation profiles for the occupations of restaurant specialist, specialist in the hotel business, hotel clerk and professional caterer

The vocational training shall cover at least the following skills and knowledge:

1. vocational training, labour law and collective bargaining law,
2. the structure and organisation of a training organisation,
3. safety and health protection in the workplace,
4. environmental protection,
5. dealing with guests, advising and sales,
6. use of equipment, machines and consumer goods, work planning,
7. hygiene,
8. kitchen area,
9. service area,
10. office organisation and communications,
11. merchandise management,
12. advertising and sales promotion,
13. housekeeping services.

Section 5

Special section of the training occupation profile for the occupation of restaurant specialist

The vocational training shall cover at least the following skills and knowledge:

1. dealing with guests, advising and sales,
2. working at guests' tables,
3. organisation of festivities and events,
4. management of a station.

Section 6

Special section of the training occupation profile for the occupation of specialist in the hotel business

The vocational training shall cover at least the following skills and knowledge:

1. dealing with guests, advising and sales,
2. reception,
3. marketing,
4. housekeeping services.

Section 7

Special section of the training occupation profile for the occupation of hotel clerk

The vocational training shall cover at least the following skills and knowledge:

1. human resources management,
2. office organisation and communications,
3. commercial management and control,
4. merchandise management,
5. dealing with guests, advising and sales.

Section 8

Special section of the training occupation profile for the occupation of professional caterer

The vocational training shall cover at least the following skills and knowledge:

1. system organisation,
2. marketing,
3. dealing with guests, advising and sales,
4. human resources,
5. management and control of the service-provision process.

Section 9

Overall training plan

(1) The skills and knowledge pursuant to Sections 4 through 8 shall be imparted in keeping with the guideline, contained in Annex, for the syllabus and timetable for the vocational training (overall training plan). The syllabus and timetable for the training content may depart from the overall training plan if the training has been preceded by occupationally relevant basic training or special practical operational circumstances so require.

(2) The skills and knowledge referred to in this Ordinance shall be taught in such a manner that, in each case, the trainee is enabled to carry out a recognized training occupation within the meaning of Section 1 (2) of the Vocational Training Act – in particular, an occupation that calls for independent planning and execution of tasks, and for monitoring of their proper completion. Such vocational competence shall be demonstrated in the examinations pursuant to Sections 12 through 17.

Part Three
Training plan and report book

Section 10

Training plan

The training company shall prepare a training plan for the trainee, on the basis of the overall training plan.

Section 11

Report book

The trainee shall keep a report book, a written record of his initial training. The trainee must be given the opportunity to keep such a report book during the period of initial training. The training company shall review the report book regularly.

Part Four
Examinations

Section 12

Interim examination

- (1) An interim examination shall be administered in order to determine the level of competence the trainee has attained. It shall take place after the first year of training.
- (2) The interim examination shall cover the skills and knowledge listed in the Annex for the first year of training, as well as the subjects covered in the vocational-school instruction, in keeping with the framework curriculum, to the extent such subjects are of central importance for the relevant vocational training.
- (3) The examinee shall complete a practical task in a maximum of three hours. In the process, he or she shall demonstrate that he or she can plan, execute and present tasks, check pertinent results and take account of relevant aspects of hygiene, environmental protection, cost-effectiveness and the proper orientation to guests. The following practical-task areas are especially suitable for this purpose:
 1. planning of work steps,
 2. use of work techniques and
 3. presentation of products.

Section 13

Final examination for the training occupation specialist in the hospitality services industry

- (1) The final examination shall cover the skills and knowledge listed in parts I and II of the Annex, as well as the subjects covered in the vocational-school instruction, to the extent such subjects are of central importance for the relevant vocational training.
- (2) The examination shall consist of both a practical section and a written section.
- (3) In the practical examination, the examinee shall demonstrate that he or she can advise guests, use machines and durable goods cost-effectively and in an environmentally

compatible manner and can take proper account of requirements for safety, health protection and hygiene in his or her work. In a total of no more than three hours, he or she shall solve a complex examination question, and, in a total of no more than two hours, shall solve two additional examination questions. The following are especially suitable as such examination questions:

1. as a complex examination question to be chosen by the examinee:

- a) preparation and serving of simple dishes,
- b) presentation and serving of food and beverages, or
- c) preparation of a guestroom for a specific occasion.

This task shall serve as the basis for a guest-oriented discussion. Such discussion shall account for no more than 15 minutes of the work on the examination question;

2. as additional examination questions:

- a) choosing of suitable glasses and tableware for specified dishes and beverages,
- b) choosing of products for specific applications,
- c) processing of payments, or
- d) preparation of orders.

(4) The written examination shall be administered in the examination areas products and guest-oriented services, merchandise management and economics and social sciences. The examination questions and problems should refer to cases relating to actual practice; questions and problems in the following areas are especially suitable:

1. in the examination area products and guest-oriented services:

- 1.1 dealing with guests, advising and sales,
- 1.2 use of equipment, machines and consumer goods, work planning,
- 1.3 basic techniques for processing selected raw materials;

2. in the examination area merchandise management:

- 2.1 determination of requirements and storage,
- 2.2 inventory,
- 2.3 pricing;

3. in the examination area economics and social sciences:

general economic and societal interrelationships of relevance in careers and in the workplace.

(5) The following time limits shall be applied as a basis for the written examination:

- 1. in the examination area products and guest-oriented services 90 minutes,
- 2. in the examination area merchandise management 90 minutes,
- 3. in the examination area economics and social sciences 60 minutes.

(6) If in the written examination, the examinee's results in up to two examination areas have been graded as "poor" (*mangelhaft*) and in the other examination areas have been graded at least as "satisfactory", then, at the request of the examinee, or by decision of the examination committee, the written examination in one of the examination areas graded as "poor" shall be complemented by an oral examination lasting about 15 minutes, if such an examination can be the deciding factor in the examinee's ability to pass the examination. The examination area shall be chosen by the examinee. In the determination of the results for this examination area, the results of the written examination and of the complementary oral examination shall be weighted as a ratio of 2:1.

(7) The examination shall have been passed if at least satisfactory answers/solutions have been provided in both the practical and the written sections of the examination. The examination shall not have been passed if the answers/solutions in one of the examination areas are graded as "unsatisfactory" (*ungenügend*).

Section 14

Final examination for the training occupation restaurant specialist

(1) The final examination shall cover the skills and knowledge listed in parts I through III of the Annex, as well as the subjects covered in the vocational-school instruction, to the extent such subjects are of central importance for the relevant vocational training.

(2) The examination shall consist of both a practical section and a written section.

(3) In the practical examination, the examinee shall demonstrate that he or she can advise guests, plan and execute service, use machines and durable goods cost-effectively and in an environmentally compatible manner and can take proper account of requirements for safety, health protection and hygiene in his or her work. In a total of no more than three hours, he or she shall solve a complex examination question, and, in a total of no more than three hours, shall solve two additional examination questions. The following are especially suitable as such examination questions:

1. as the complex examination problem:

planning the service for an event. This shall require preparation of a work schedule, menu suggestions, including suitable beverages, and a list of pertinent preliminary organisational tasks. This task shall serve as the basis for a guest-oriented discussion. In the process, the examinee shall demonstrate that he or she can offer and sell services. Such discussion shall account for no more than 20 minutes of the work on the examination question;

2. as examination problem 1:

serving of a set menu, including suitable beverages;

3. as examination problem 2:

- a) preparation of beverages; presenting and serving,
- b) preparation of dishes in the guest area; presenting and serving, or
- c) preparation of an invoice.

(4) The written examination shall be administered in the examination areas restaurant organisation, service and economics and social sciences. The examination questions and problems should refer to cases relating to actual practice; questions and problems in the following areas are especially suitable:

1. in the examination area restaurant organisation:

- 1.1 management of a station,
- 1.2 calculation and preparation of an offer,
- 1.3 work planning,
- 1.4 structuring and design of menus

2. in the examination area service:

- 2.1 dealing with guests, advising and sales,
- 2.2 use of equipment, machines and consumer goods,
- 2.3 work techniques,

2.4 product presentation;

3. in the examination area economics and social sciences:

general economic and societal interrelationships of relevance in careers and in the workplace.

(5) The following time limits shall be applied as a basis for the written examination:

1. in the examination area restaurant organisation 90 minutes,
2. in the examination area service 90 minutes,
3. in the examination area economics and social sciences 60 minutes.

(6) If in the written examination, the examinee's results in up to two examination areas have been graded as "poor" (*mangelhaft*) and in the other examination areas have been graded at least as "satisfactory", then, at the request of the examinee, or by decision of the examination committee, the written examination in one of the examination areas graded as "poor" shall be complemented by an oral examination lasting about 15 minutes, if such an examination can be the deciding factor in the examinee's ability to pass the examination. The examination area shall be chosen by the examinee. In the determination of the results for this examination area, the results of the written examination and of the complementary oral examination shall be weighted as a ratio of 2:1.

(7) The examination shall have been passed if at least satisfactory answers/solutions have been provided in both the practical and the written sections of the examination. The examination shall not have been passed if the answers/solutions in one of the examination areas are graded as "unsatisfactory" (*ungenügend*).

Section 15

Final examination for the training occupation specialist in the hotel business

(1) The final examination shall cover the skills and knowledge listed in parts I, II and IV of the Annex, as well as the subjects covered in the vocational-school instruction, to the extent such subjects are of central importance for the relevant vocational training.

(2) The examination shall consist of both a practical section and a written section.

(3) In the practical examination, the examinee shall demonstrate that he or she can receive and advise guests, carry out sales-promotion tasks, use machines and durable goods cost-effectively and in an environmentally compatible manner and can take proper account of requirements for safety, health protection and hygiene in his or her work. In a total of no more than three hours, he or she shall solve a complex examination question, and, in a total of no more than three hours, shall solve two additional examination questions. The following are especially suitable as such examination questions:

1. as the complex examination problem:

planning of a sales-promotion measure. To this end, the examinee shall prepare a work schedule and a list of promotional materials and advertising media, and shall identify opportunities for monitoring pertinent success. This task shall serve as the basis for a guest-oriented discussion. In the process, the examinee shall demonstrate that he or she can offer and sell services. Such discussion shall account for no more than 20 minutes of the work on the examination question;

2. as additional examination questions:

a) preparation of a checklist; checking and preparing a guestroom in accordance with the checklist,

- b) working in the reception area,
- c) processing of a complaint, or
- d) serving food and beverages.

(4) The written examination shall be administered in the examination areas receiving and advising guests, marketing and organisation of work and economics and social sciences. The examination questions and problems should refer to cases relating to actual practice; questions and problems in the following areas are especially suitable:

1. in the examination area receiving and advising guests:

- 1.1 dealing with guests, advising and sales,
- 1.2 reservations and invoicing,
- 1.3 correspondence with guests;

2. in the examination area marketing and organisation of work:

- 2.1 use of equipment, machines and consumer goods, work planning and work techniques,
- 2.2 human resources planning,
- 2.3 calculation and preparation of offers,
- 2.4 advertising and sales promotion,
- 2.5 reservation planning;

3. in the examination area economics and social sciences:

general economic and societal interrelationships of relevance in careers and in the workplace.

(5) The following time limits shall be applied as a basis for the written examination:

- 1. in the examination area receiving and advising guests 90 minutes.
- 2. in the examination area marketing and organisation of work 90 minutes.
- 3. in the examination area economics and social sciences 60 minutes.

(6) If in the written examination, the examinee's results in up to two examination areas have been graded as "poor" (*mangelhaft*) and in the other examination areas have been graded at least as "satisfactory", then, at the request of the examinee, or by decision of the examination committee, the written examination in one of the examination areas graded as "poor" shall be complemented by an oral examination lasting about 15 minutes, if such an examination can be the deciding factor in the examinee's ability to pass the examination. The examination area shall be chosen by the examinee. In the determination of the results for this examination area, the results of the written examination and of the complementary oral examination shall be weighted as a ratio of 2:1.

(7) The examination shall have been passed if at least satisfactory answers/solutions have been provided in both the practical and the written sections of the examination. The examination shall not have been passed if the answers/solutions in one of the examination areas are graded as "unsatisfactory" (*ungenügend*).

Section 16

Final examination for the training occupation of hotel clerk

(1) The final examination shall cover the skills and knowledge listed in parts I, II and V of the Annex, as well as the subjects covered in the vocational-school instruction, to the extent such subjects are of central importance for the relevant vocational training.

(2) The written part of the examination shall cover the examination areas hotel operation and hotel organisation, commercial management and control and economics and social sciences; the practical part of the examination shall cover the examination area practical exercises.

(3) The requirements in the examination areas shall be:

1. The examination area hotel operation and hotel organisation:

within a maximum of 120 minutes, the examinee shall work on practically relevant tasks and cases in the areas

- a) procurement and storage,
- b) advising and sales,
- c) human resources management,
- d) organisation of work,
- e) data protection and data backup.

In the process, he or she shall demonstrate that he or she understands the technical and legal context and aspects of the relevant operations, can analyse work procedures and can develop possible solutions.

2. the examination area commercial management and control:

in a maximum of 120 minutes, the examinee shall work on practical tasks and cases in the areas

- a) merchandise management,
- b) cost and performance accounting,
- c) payment transactions and credit.

In the process, he or she shall demonstrate that he or she can analyse tasks and develop possible solutions, and that he or she can apply accounting results.

3. the examination area economics and social sciences:

in a maximum of 60 minutes, the examinee shall work on practical tasks and cases and shall demonstrate that he or she can describe and assess economic and societal contexts and interrelationships applying in the workplace.

(4) In the examination area practical exercises, the examinee shall carry out one of two practical tasks from which he or she is allowed to choose. The following practical-task areas are especially suitable for this purpose:

- a) procurement,
- b) human resources,
- c) communication.

The task shall serve as the basis for the subsequent examination discussion. In the process, the examinee shall demonstrate that he or she understands the relevant operational and economic context and aspects, can solve problems and can prepare and conduct discussions systematically and with regard to specific situations. The examination discussion shall not last longer than 30 minutes. The examinee shall be given a preparation time of no more than 15 minutes.

(5) If in the written examination, the examinee's results in up to two examination areas have been graded as "poor" (*mangelhaft*) and in the other examination areas have been graded at least as "satisfactory", then, at the request of the examinee, or by decision of the examination committee, the written examination in one of the examination areas graded as "poor" shall be complemented by an oral examination lasting about 15 minutes, if such an examination can be the deciding factor in the examinee's ability to pass the examination. The

examination area shall be chosen by the examinee. In the determination of the results for this examination area, the results of the written examination and of the complementary oral examination shall be weighted as a ratio of 2:1.

(6) The examination shall have been passed if at least satisfactory answers/solutions have been provided in both the practical and the written sections of the examination. The examination shall not have been passed if the answers/solutions in one of the examination areas are graded as "unsatisfactory" (*ungenügend*).

Section 17

Final examination for the training occupation of professional caterer

(1) The final examination shall cover the skills and knowledge listed in parts I, II and VI of the Annex, as well as the subjects covered in the vocational-school instruction, to the extent such subjects are of central importance for the relevant vocational training.

(2) The written part of the examination shall cover the examination areas system organisation, management and control, human resources management and economics and social sciences; the practical part of the examination shall cover the examination area practical exercises.

(3) The requirements in the examination areas shall be:

1. the examination area system organisation:

within a maximum of 120 minutes, the examinee shall work on practically relevant tasks and cases in the areas

- a) catering concepts,
- b) quality assurance,
- c) marketing,
- d) organisational and operational structures

In the process, he or she shall demonstrate that he or she understands the fundamentals of these areas, and the contexts and interrelationships that apply in them.

2. the examination area management and control, human resources management:

within a maximum of 120 minutes, the examinee shall work on practically relevant tasks and cases in the areas

- a) cost control,
- b) relevant indicators,
- c) merchandise management,
- d) personnel deployment planning,
- e) human resources administration and recruitment

In the process, he or she shall demonstrate that he or she understands the context and aspects applying in these areas, can analyse work procedures and can develop possible solutions.

3. the examination area economics and social sciences:

in a maximum of 60 minutes, the examinee shall work on practical tasks and cases and shall demonstrate that he or she can describe and assess economic and societal contexts and interrelationships applying in the workplace.

(4) In the examination area practical exercises, the examinee shall carry out one of two practical tasks from which he or she is allowed to choose. The following practical-task areas are especially suitable for this purpose:

- a) dealing with guests,
- b) dealing with employees,
- c) products, product presentation.

The task shall serve as the basis for the subsequent examination discussion. In the process, the examinee shall demonstrate that he or she can offer products, process personnel matters and prepare and conduct discussions systematically and with regard to specific situations. The examination discussion shall not last longer than 30 minutes. The examinee shall be given a preparation time of no more than 15 minutes.

(5) If in the written examination, the examinee's results in up to two examination areas have been graded as "poor" (*mangelhaft*) and in the other examination areas have been graded at least as "satisfactory", then, at the request of the examinee, or by decision of the examination committee, the written examination in one of the examination areas graded as "poor" shall be complemented by an oral examination lasting about 15 minutes, if such an examination can be the deciding factor in the examinee's ability to pass the examination. The examination area shall be chosen by the examinee. In the determination of the results for this examination area, the results of the written examination and of the complementary oral examination shall be weighted as a ratio of 2:1.

(6) The examination shall have been passed if at least satisfactory answers/solutions have been provided in both the practical and the written sections of the examination. The examination shall not have been passed if the answers/solutions in one of the examination areas are graded as "unsatisfactory" (*ungenügend*).

Part Five

Transitional and final provisions

Section 18

Annulment of provisions

The previously defined occupational profiles, vocational training plans and examination requirements for the training occupation commercial assistant in the hotel and restaurant industry (*Kaufmannsgehilfe im Hotel- und Gaststättengewerbe / Kaufmannsgehilfin im Hotel- und Gaststättengewerbe*) shall no longer be applied.

Section 19

Transitional provision

Apprenticeships in force upon the entry into force of this ordinance shall continue to be subject to existing provisions, unless the contracting parties agree that the provisions of this ordinance shall be applied.

Section 20

Entry into force, expiry

This ordinance shall enter into force on 1 August 1998. At the same time, the Ordinance on vocational training in the hospitality services industry (*Verordnung über die Berufsausbildung im Gastgewerbe*) of 25 April 1980 (Federal Law Gazette I p. 468, 587) shall cease to be in force.

Bonn, this day of 13 February 1998
For the Federal Minister of Economics
Bürger

Annex

(to Section 9)

Overall training plan for vocational training in the hospitality services industry

Part I: Basic vocational training

Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	3
1	2	3	4		
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 b) Name the reciprocal rights and obligations under the training contract c) Name possibilities for obtaining further vocational training d) Name the main parts of the employment contract e) Name key provisions of the collective agreements applying to the training company	To be imparted throughout the entire training period		
2	Structure and organisation of the training company (Section 4 No. 2)	a) Describe the structure and tasks of the training company b) Describe the basic functions of the training company, such as procurement, production, sales and administration c) Name applicable relationships between a) the training company and its workforce and b) industry/economic organisations, professional and trade associations and unions 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			
3	Safety and health protection in the workplace (Section 4 No. 3)	a) Be able to identify safety and health hazards in the workplace, and take measures to prevent such hazards b) Apply occupationally relevant work-safety and accident-prevention provisions c) Describe proper procedures to take in case of accidents, and be able to initiate suitable initial measures d) Be able to 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			
4	Environmental protection	Help prevent operationally related environmental			

	(Section 4 No. 4)	<p>pollution and stresses within one's sphere of influence in the workplace; in particular,</p> <ul style="list-style-type: none"> a) Using examples, describe the environmental pollution and stresses that the training company could cause, and illustrate the company's environmental protection contributions b) Be able to apply the environmental protection provisions applying to the training company c) Be able to use energy and materials in cost-effective, environmentally compatible ways d) Know how to avoid waste; know how to ensure that substances and materials are disposed of in environmentally compatible ways 	
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Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	3
1	2	3	4		
5	Work with guests, advising and sales (Section 4 No. 5)	a) Explain how and why one's personal appearance and behaviour influence guests' reactions b) Function as a host c) Determine guests' expectations with regard to advising, assistance and service d) Take proper account of tasks, authorizations and responsibilities within the framework of the applicable organisational structures e) Receive and assist guests f) Use occupationally relevant specialised terms in foreign languages g) Inform guests about available products and services h) Receive and forward messages and orders i) Apply occupationally relevant legal provisions	10		
6	Use of equipment, machines and durable goods, planning of work (Section 4 No. 6)	a) Plan work steps 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 e) Clean and care for equipment, machines and durable goods	2		
7	Hygiene (Section 4 No. 7)	a) Observe hygiene rules and principles that apply to personnel and operations b) Use disinfectants and cleansers efficiently	2		
8	Kitchen area (Section 4 No. 8)	a) Check products for quality and allocate them to potential uses b) Use work techniques and cooking techniques for preparation of simple dishes c) Prepare simple dishes, using recipes, and applying principles of good nutrition and of cost- effectiveness d) Prepare simple dishes from pre-processed products, taking proper account of processing steps, recipes and cost-effectiveness criteria e) Prepare simple dishes in accordance with instructions	12		

		f) Help in presenting products properly			
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Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	4
1	2	3	4		
9	Service area (Section 4 No. 9)	a) Check the saleability of products b) Prepare infusion beverages and hot drinks, and serve beverages c) Serve food and beverages d) Take part in service and menu conferences e) Operate a company point-of-sale system	12		
10	Office organisation and communications (Section 4 No. 10)	a) Carry out job-related paperwork b) Register and file documents c) Manage card files and computer files, and use both in carrying out work tasks; back up files d) Apply legal and company regulations relative to data privacy	10		
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 b) Store goods in keeping with their pertinent requirements c) Check warehouse stocks	4		

Part II: Common specialised vocational training

Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	4
1	2	3	4		
1	Work with guests, advising and sales (Section 4 No. 5)	a) Conduct discussions in ways that benefit both guests and the company b) Use both verbal and non-verbal communication c) Receive and process complaints, and offer solutions d) Accept reservations and enter them into the system e) Advise guests in keeping with their own preferences		12	
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 b) Check and evaluate work results	10	4	
3	Merchandise management (Section 4 No. 11)	a) Determine goods requirements relative to one's own work responsibilities b) Initiate orders c) Carry out inventories; create an inventory record, with guidance d) Process payments 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 g) Determine sale prices, in keeping with operational calculation procedures		12	
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 b) Prepare sales-promotion measures c) Take part in promotional campaigns d) Prepare customised decor for special occasions		12	

		e) Prepare promotionally effective special offers			
5	Housekeeping services (Section 4 No. 13)	a) Prepare guestrooms in keeping with special offers and occasions b) Clean and care for guestrooms		12	

Part III: Special specialised vocational training: Restaurant specialist

Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	4
1	2	3	4		
1	Work with guests, advising and sales (Section 5 No. 1)	a) Offer food and beverages b) Plan, conduct and follow up on advising and sales discussions			14
2	Working at guests' tables (Section 5 No. 2)	a) Prepare, present and serve beverages a) Prepare, present and serve food			12
3	Organisation of festivities and events (Section 5 No. 3)	a) Plan detailed schedules for festivities and events b) Put together a menu, with suitable beverages c) Carry out relevant organisational work f) Help in conducting festivities and events			12
4	Management of a station (Section 5 No. 4)	a) Take orders b) Organise sequences and procedures for service c) Use different types of serving techniques d) Prepare guests' invoices and collect payment e) Carry out accounting for daily receipts f) Convert currencies g) Provide simple information in a foreign language			14

Part IV: Special specialised vocational training: Specialist in the hotel business

Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	4
1	2	3	4		
1	Work with guests, advising and sales (Section 6 No. 1)	a) Process enquiries and prepare offers b) Confirm and process orders c) Conduct advising and sales discussions			14
2	Reception (Section 6 No. 2)	a) Process reservation plans, and make room assignments b) Use information and communication techniques in keeping with specific tasks c) Manage correspondence d) Carry out guests' orders e) Keep records of services rendered f) Prepare guests' invoices and collect payment g) Manage and cash up hotel's cash register h) Settle accounts with travel agencies and tour operators i) Provide simple information in a foreign language k) Convert currencies			14
3	Marketing (Section 6 No. 3)	a) Develop and carry out marketing measures b) Evaluate results of marketing measures c) Carry out public relations measures			12
4	Housekeeping services (Section 6 No. 4)	a) Plan area-based personnel assignments b) Carry out inspections, using relevant organisational tools			12

Part V: Specialised vocational training: Hotel clerk

Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	4
1	2	3	4		
1	Human resources management (Section 7 No. 1)	a) Apply social and labour law, and collective-agreement and company regulations, in keeping with specific tasks b) Take a role in human resources planning, and initiate recruiting measures c) Carry out processes in connection with the beginning and termination of employment relationships d) Carry out processes in connection with the management of working and absence time e) Describe the aims and significance of personnel assessments f) Prepare a salary statement			14
2	Office organisation and communications (Section 7 No. 2)	a) Prepare and follow-up on discussions, in accordance with relevant specified agendas and time allotments b) Manage correspondence c) Use information and communication techniques in keeping with specific tasks d) Apply rules for effective communications, and help prevent disruptions in communications e) Actively manage cooperation, and carry out selected practical tasks, applying a team orientation f) Plan, coordinate and keep track of appointments			7
3	Commercial management and control (Section 7 No. 3)	a) Carry out preparatory work for the annual financial statement b) Carry out payment transactions; convert currencies c) Initiate customary operational measures in cases of delays in payment d) Carry out cost control, and propose suitable relevant measures e) Determine relevant data for calculation of costs			16

		<p>and prices</p> <p>f) Explain the significance of investments</p> <p>g) Explain the need for ongoing checks of the cost-effectiveness of company services</p> <p>h) Apply results of management accounting to management and control; in particular, evaluate relevant company indicators</p> <p>i) Help carry out tasks arising in conjunction with the commercial reporting system</p> <p>k) Keep operational statistics</p>			
4	Merchandise management (Section 7 No. 4)	<p>a) Find sources of supply, and obtain offers</p> <p>b) Compare offers with regard to type and nature of merchandise, condition and characteristics of merchandise, price, quantity, quality, packaging costs, delivery periods, delivery and payment terms</p> <p>c) Carry out procurement; monitor compliance with delivery dates</p>			9
5	Work with guests, advising and sales (Section 7 No. 5)	<p>a) Plan, conduct and follow-up on advising discussions</p> <p>b) Provide simple information in a foreign language</p> <p>c) Prepare invoices</p>			6

Part VI: Specialised vocational training: Professional caterer

Seq. no.	Training occupation profile: sections to be covered	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		
			1	2	4
1	2	3	4		
1	System organisation (Section 8 No. 1)	a) Explain the differences between the training company's catering concept and other catering concepts b) Check compliance with applicable standards, and take suitable measures in cases of non-compliance c) Plan and organise work procedures d) Use information and communications pathways provided by the company's organisational structures			14
2	Marketing (Section 8 No. 2)	a) Apply marketing instruments in an operationally relevant way b) Conduct a product presentation for purposes of sales promotion c) Evaluate results of marketing measures			8
3	Work with guests, advising and sales (Section 8 No. 3)	a) Plan and conduct advising and sales discussions in keeping with the relevant marketing concept b) Follow-up on and assess advising and sales discussions c) Provide simple information in a foreign language			6
4	Human resources management (Section 8 No. 4)	a) Plan personnel assignments b) Apply social and labour law, and collective-agreement and company regulations, in keeping with specific tasks c) Explain the meaning of the different positions in salary statements d) Carry out processes in connection with the beginning and termination of employment relationships e) Carry out processes in connection with the management of working and absence time f) Help organise and carry out training measures			12

		g) Help in conducting recruiting measures h) Describe the aims and significance of employee-appraisal interviews			
5	Management and control of the service-provision process (Section 8 No. 5)	a) Process and check receipts and relevant documents b) Carry out cost control, and propose suitable relevant measures c) Use a merchandise management system d) Evaluate operational indicators, and propose suitable relevant measures			12