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|  | Supplement to a vocational qualification certifying document(\*) | http://upload.wikimedia.org/wikipedia/commons/thumb/8/84/Flag_of_Latvia.svg/125px-Flag_of_Latvia.svg.pngLatvia |

Vocational qualification certifying document serial \_\_\_\_\_\_\_\_\_\_\_\_ No.\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the vocational qualification certifying document(1)** |
| Diploms par profesionālo vidējo izglītību  Profesionālās kvalifikācijas apliecība  Profesionālā kvalifikācija: **Viesmīlības pakalpojumu speciālists** |
| (1) in the original language |

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| **2. Translation of the title of the vocational qualification certifying document(2)** |
| A diploma of vocational secondary education  A vocational qualification certificate  Vocational qualification: **Hospitality Services Specialist\*\*** |
| (2) If necessary. This translation does not have a legal status. |

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| **3. Description of competences** |
| A hospitality services specialist ensures premises and environment maintenance processes and guest reception services, consults the guests on additional services and compiles information on services used by the guests.  Has acquired competences for performance of the following professional duties and tasks:  3.1. Work organisation in a hospitality company:  − to plan and control own work processes;  − to organise and coordinate own work;  − to maintain the premises and surroundings owned by the hospitality company in order;  − to organise services and activities of the company for the guests;  − to ensure full-fledged use of all resources;  − to apply the basic principles of communication;  − to use certified cleaning and care products, tools, equipment, methods.  3.2. Observing of the basic principles of communication:  − to work in a team;  − to make decisions within the limits of own competence;  − to assess the quality of own and team's work;  − to apply the basic principles and skills of communication;  − to assess conflict resolving methods and apply them upon necessity;  − not to disclose confidential information about the guest and the company.  3.3. Reception of the guests:  − to take reservation orders;  − to receive and register the guests;  − to show the place of accommodation;  − to prepare an invoice for the guests;  − to communicate with the guests in the official language and in foreign language;  − to provide assistance with solving problems of the guests during their stay;  − to offer the guests tourism products, services and activities, putting an accent on the opportunities available in the respective region and company;    − to make various settlements with the guests.  3.4. Organisation of guest service in the company:  − to take orders;  − to select an appropriate service type for the specific situation;  − to organise putting of sales premises in order for the work and after ending the work;  − to set tables according to the type of service;  − to receive and serve the guests;  − to communicate with the guest in the official language and in foreign languages;  − to be familiar with and use the professional terminology.  3.5. Application of language skills:  − to communicate in the official language;  − to communicate with customers in at least two foreign languages;  − to use the professional terminology in the official language and in two foreign languages.  3.6. Arrangement of basic hospitality documentation:  − to prepare documents in accordance with legislation and record-keeping regulations of Latvia;  − to prepare settlement documentation;  − to prepare the production process reporting documentation;  − to be in charge of the inventory, goods and products accounting and reporting;  − to participate in stock-taking in the company and prepare stock-taking documentation;  − to develop documentation for events and appropriate other necessary documentation.    3.7. Observing of the general basic principles of professional activity:  − to observe the requirements of the labour law, labour protection and environmental protection;  − to observe fire safety, civil protection and electrical safety requirements;  − to observe the rules for use of the technological facilities and equipment of the company;  − to provide first medical aid;  − to use information and communications technology;  − to cooperate with structural units of the company, following the principles of professional ethics and communication;  − to upgrade the professional qualification.  Additional competences:   * *<<filled in by the education institution>>;* * *...;* * *...;* * *...* |
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| **4. Employment opportunities according to the vocational qualification(3)** |
| To work for tourism companies and tourist accommodation places or carry out individual commercial activity. |
| (3) If possible |

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| **5. Description of the vocational qualification certifying document** | |
| **Name and status of the institution that has issued the vocational qualification certifying document** | **State intitution that ensures recognition of the vocational qualification certifying document** |
| *<<Full name, address, phone No., website address; e-mail address of the document issuing institution.* *Legal status of the issuing institution>>* | The Ministry of Education and Science of the Republic of Latvia, website: *www.izm.gov.lv* |
| **Level of the vocational qualification certifying document**  **(national or international)** | Grading scale/Grade, which certifies fulfilment of requirements |
| Nationally recognised document, corresponding to the Level 4 of the Latvian Qualifications Framework (LQF 4) and the Level 4 of the European Qualifications Framework (EQF 4). | The grade received in the vocational qualification exam not less than “satisfactory – 5”  (the 10-point grading system is used). |
| **Access to the next education level** | **International contracts or agreements** |
| Diploma of vocational education allows to continue education in LQF 5/ EQF 5 or LQF 6/ EQF 6. | *<<if applicable.* *Filled in by the education institution, if the concluded international contracts or agreements provide for issuance of additional certificates. Delete the comment, if not applicable>>* |
| **Legal basis** | |
| Vocational Education Law (Section 6). | |

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| **6. Type of acquisition of the vocational qualification certifying document** | | | |
| Formal education:  Full-time  Full-time (work environment-based studies)  Extramural studies | | Education acquired outside the formal education system | |
| **Total duration of studies\*\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **A: Description of the acquired vocational education** | B: Percentage of full (100%) programme | | C: Duration (hours/weeks) |
| Part of the education programme acquired at the education institution | *<<Enter the volume (%) of the education programme acquired in classrooms of the education institution>>* | | *<<Enter the volume (hours or study weeks) of the education programme acquired in classrooms of the education institution>>* |
| Part of the education programme acquired in internship at a workplace, incl., work environment-based studies | *<<Enter the volume (%) of the education programme acquired outside classrooms of the education institution,*  *i.e., practical studies at a company/-ies, internship at a workplace, work environment-based studies>>* | | *<<Enter the volume (hours or study weeks) of the education programme acquired outside classrooms of the education institution,*  *i.e., practical studies at a company/-ies, internship at a workplace, work environment-based studies>>* |
| \*\*\*Applicable to acquired formal education.  **Additional information:**  [*www.izm.gov.lv*](http://www.izm.gov.lv/)  [*https://visc.gov.lv/profizglitiba/stand\_saraksts\_mk\_not\_626.shtml*](https://visc.gov.lv/profizglitiba/stand_saraksts_mk_not_626.shtml)  **National information centre:**  Latvian National Europass Centre, [*http://www.europass.lv/*](http://www.europass.lv/) | | | |