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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 apliecībaProfesionālā kvalifikācija: **Viesmīlis** |
| (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 certificateVocational qualification: **Waiter; Waitress**\*\* |
| (2) If necessary. This translation does not have a legal status. |

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| **3. Description of competences** |
| A waiter/waitress serves the guests, using various service methods; makes cash and non-cash settlements; participates in the planning of the guest service process. Has acquired competences for performance of the following professional duties and tasks:3.1. Organisation of the work environment: − to plan the waiter's/waitress' works, their sequence and means, materials and technology necessary for their performance; − to organise preparation of the sales premises for work; − to use work clothing and accessories in compliance with the requirements of the work place; − to observe optimal temperature modes for storage of products and beverages in warehouses; − to follow the amount, term of validity and quality of the products and raw materials to be used; − to make an order of products at the warehouse; − to prepare accounting documentation and reports; − to maintain the work place in order; − to be familiar with the self-control system (HACCP) basics; − to draft material values stock-taking protocols. 3.2. Table setting: − set tables for daily meals, banquets and celebrations; − to organise table setting according to the order made by the guests; − to set tables according to the company specifics; − to use table setting and decoration inventory.3.3. Guest service: − to receive the guests; − to take an order; − to transfer the order for execution to the kitchen and bar staff; − to describe and offer wines; − to serve dishes and beverages; − to follow satisfaction and well-being of the guests; − to make cash and non-cash settlements; 3.4. Selling of services: − to inform the guests about the types of services offered by the company; − to explain the menu and beverage menu to the guest; − to describe dishes and beverages to the guest; − to describe pairing of dishes and beverages; − to describe the special offers of the menu and beverage menu; − to promote increase of the company turnover. 3.5. Observing of the basic principles of communication: − to cooperate with the staff of structural units of the company in achieving the company goals; − to observe the principles of general and professional ethics and business etiquette in the communication with the guests and colleagues; − to resolve problem situations with the guests in accordance with the procedure adopted in the company; − to inform the employer about inappropriate quality of products and beverages, an accident at the workplace or equipment damage. 3.6. Observing occupational safety, sanitary and hygiene requirements. − to observe occupational safety rules; − to observe fire safety rules; − to observe personal hygiene norms; − to observe internal rules of procedure; − to observe environmental protection rules; − to observe legal employment relations norms. Additional competences:− *<<Filled in by the education institution>>;*− *...;*− *...;*− *...* |

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| **4. Employment opportunities according to the vocational qualification(3)** |
| To work for a public catering company under management of industry specialists, or may be a self-employed person, 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*](http://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/) |