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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 apliecība  Profesionālā 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 certificate  Vocational 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/) | | | |