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| **E:\IKVD_darbs\VISC_projekts_8_5_2\Europass_un_modular_projekts_2018\EUROPASS_PIELIKUMI_Aktualie\2_EUROPASS_pielik_jauns_form_ar_shana\Aktualais_no_2020_maija\Europass-Full-Colour-Brand-Mark.png** | 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: **Viesu uzņemšanas dienesta 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: **Hotel Receptionist**\*\* |
| (2) If necessary. This translation does not have a legal status. |

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| **3. Description of competences** |
| A hotel receptionist ensures approval of requests and orders, reservation of guest rooms, registration of the guests and consulting the guests on additional services, and also 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 the guest reception service of hospitality company:  − to plan work processes;  − to organise and coordinate own work;  − to manage and control work processes;  − to ensure order in the premises and surroundings;  − 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 and hospitality;  − to give instructions to the subordinated employees at the work place;  − to cooperate with other services in the company;  − to use certified cleaning products, tools, equipment and methods.  3.2. Observing of the basic principles of communication and hospitality:  − to work individually and in a team;  − to cooperate with partners;  − to make decisions within the limits of own competence;  − to assess the quality of own and team's work;  − to be ready to compromise;  − to feel the situation, prevent and resolve conflicts;  − to raise the quality of services;  − not to disclose confidential information about the guest and the company;  − to observe laws and regulations that guarantee protection of the guests and their property;  − to make favourable first impression.  3.3. Reception of the guests:  − to take reservation orders;  − to carry out reservation correspondence concerning changes and refusals;  − to carry out preparatory works for reception of the guest;  − to receive and register the guests;  − to show the guests their place of accommodation;  − to provide information;  − to offer the company's services;  − to prepare an invoice for the guests;  − to communicate with the guests in the official language and in a foreign language;  − to deliver information addressed to the guest;  − to offer tourist attractions, services and activities, putting an accent on the opportunities available in the respective company and region;  − to make various settlements with the guests;  − to arrange the guest's data history;  − to follow the guest's activities and used services throughout his/her stay.  3.4. Application of language skills:  − to communicate in the official language;  − to communicate with the guests in at least two foreign languages;  − to use the professional terminology in the official language and in foreign languages.  3.5. Development and arrangement of basic hospitality documentation:  − to prepare documents in accordance with legislation and record-keeping regulations of Latvia;  − to prepare registration and payment documentation for various cycles of stay of the guests;  − to draft work process reporting documentation for planning of work of other services;  − to use various payment systems;  − to participate in stock-taking in the guest reception service and prepare stock-taking documentation;  − to develop a plan of events and appropriate other necessary documentation.  3.6. Implementation and assessment of the basic principles of the company operation:  − to actively cooperate with structural units of the company;  − to promote increasing of the company turnover, using professional knowledge;  − to develop own and company's image;  − to analyse reports of the work process;  − to conduct demand research (customer surveys, questionnaires etc.);  − to assess the needs of the guests;  − to have good knowledge on competitors;  − to elaborate suggestions for development and improvement of the guest reception service work;  − to strive towards achievement of common goals of the company.  3.7. Compliance with labour protection rules:  − to observe work internal rules of procedure;  − to observe the rules for use of the technological facilities and equipment of the guest reception service of the company;  − to observe safe operation of electrical equipment;  − to provide first medical aid;  − to observe hygiene rules;  − to observe compliance with the binding regulations of the state controlling institutions;  − to exercise employment, social and other rights and guarantees.  Additional competences:  − *<<Filled in by the education institution>>;*  − *...;*  − *...;*  − *...* |
| **4. Employment opportunities according to the vocational qualification(3)** |
| To work for companies, incl. tourist accommodation places – hotels, motels, youth tourist accommodation places, guest houses, sanatoriums, camping sites etc. |
| (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/) | | | |