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Series of the Certificate \_\_\_\_\_\_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the Certificate(1)** |
| ☐ Diploms par profesionālo vidējo izglītību☐ Profesionālās kvalifikācijas apliecībaProfesionālā kvalifikācija: **Viesmīlis** |
| (1) in the original language |

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| **2. Translated title of the Certificate(2)** |
| ☐ Diploma of vocational secondary education☐ Certificate of professional qualificationProfessional qualification: **Waiter; Waitress\*\*** |
| (2) If applicable. This translation has no legal status. |

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| **3. Profile 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:* <<To be completed by the education institution>>;
* ...;
* ...;
* ...
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| **4. Employment opportunities in line with the professional 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 Certificate** |
| **Name and status of the body issuing the Certificate** | **National authority providing recognition of the Certificate** |
| *<<Full name, address, telephone number, website address; e-mail address of the issuing body.* *Legal status of the issuing body>>* | Ministry of Education and Science of the Republic of Latvia, website: *www.izm.gov.lv* |
| **Level of the Certificate****(national or international)** | Grading scale/Grade attesting fulfilment of the requirements |
| State-recognised document, corresponding to the fourth level of the Latvian Qualifications Framework (LQF level 4) and the fourth level of the European Qualifications Framework (EQF level 4). | A mark of at least "average - 5" in the professional qualification examination (using a 10-point scale). |
| **Access to the next level of education** | **International treaties or agreements** |
| Diploma of vocational secondary education enables further education at LQF level 5/ EQF level 5 or LQF level 6/ EQF level 6. | *<<If applicable.* *To be completed by the education institution in case international treaties or agreements provide for the issue of additional certificates. If not applicable, delete comment>>* |
| **Legal basis** |
| Vocational Education Law (Section 6) |

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| **6. Means of obtaining the Certificate** |
| ☐ Formal education:☐ Full-time☐ Full-time (work-based training)☐ Part-time | ☐ Education acquired outside the formal education system |
| **Total duration of training\*\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **A: Description of the vocational training received** | B: Percentage of total (100%) programme  | C: Duration (hours/weeks) |
| Part of the education programme completed in the education institution | *<<Indicate the amount (%) of the education programme completed on the premises of the education institution>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed on the premises of the education institution>>* |
| Part of the education programme completed in workplace internship, including work-based training | *<<Indicate the amount (%) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* |
| \*\*\* Applicable to formal education.**Further information available at:**[*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:**National Europass Centre in Latvia, [*http://www.europass.lv/*](http://www.europass.lv/) |