|  |  |  |
| --- | --- | --- |
| **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** | Certificate supplement(\*) | http://upload.wikimedia.org/wikipedia/commons/thumb/8/84/Flag_of_Latvia.svg/125px-Flag_of_Latvia.svg.pngLatvia |

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

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

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

|  |
| --- |
| **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>>; * ...; * ...; * ... |

|  |
| --- |
| **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 |

|  |  |
| --- | --- |
| **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) | |

|  |  |  |  |
| --- | --- | --- | --- |
| **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/) | | | |