

Individual assessment card

Vocational technical education – Hotelier Technician

Levels and progression

The gained skills and qualifications are assessed over three levels: level one, two and three. These levels correspond to the levels used for other qualifications within the national qualifications framework.

Key Skills Level 1 - the student acquired basic skills and can take responsibility for some basic decisions. The student isn't able to work in on his/her own and requires constant substantive supervision. He/she has the communicative abilities at a basic level.

Key Skills Level 2 - the student is capable of responding to the demands of more complex activities. He/she demonstrates more explicit reasoning ability and personal responsibility in making decisions about how tasks are organized. He/she requires substantive supervision while exercising some more complex tasks.

Key Skills Level 3 - the student has substantial autonomy and responsibility for managing activities. He/she has ability to develop a strategy for using key skills over an extended period of time, monitor and critically reflect on progress and adapt strategy, as necessary, to achieve the quality of outcomes required. He/she apply his/her key skills in communication, working with others and problem solving, in an integrated way, in order to improve his/her learning and performance in managing professionally challenging work.

Score

2 pt. –Key Skills Level 3

1 pt. – Key Skills Level 2

0 pt. – Key Skills Level 1

Qualification : HGT.0.3.	Units of Learning	Outcome Learning	Outcome Knowledge	Skills/Attitude	Points 0-1-2
	Work planning and work organization	Organization of the workplace according to the applicable requirements of the work ergonomics, health and safety procedures, the fire and environment protection.	The student learns the rules applying to the health and safety procedures, the fire and environment protection rules.	He/she recognizes the threats to life and health.	
			The student learns the rules applying to the working place organizing, according to the health and safety procedures, the fire and environment protection rules.	He/she recognizes harmful agents in the workplace	
				He/she organizes the working place according to the health and safety procedures	
				He/she gives the first aid to those injured during the accidents at work, if needed.	
	Efficient planning and management of the given tasks	Work planning. Organizing the workplace.	The learner gets information concerning the hotelier industry.	He /she respects the principles of the courteousness and ethics and applies the public communication rules at workplace.	
			The student learns how to plan and implement the given tasks within the specific time period and also how to monitor the execution of the given tasks and the ways of their modifying.	The student plans and implements the given tasks within the specific time period. He/she monitors the execution of the given tasks and the ways of modifying of the previously planned tasks. He/she conduct s his/her self-assessment of the completed job.	
The student develops emotional intelligence.			He/she applies the stress management techniques, assertiveness principles in the interpersonal communication, social expressions and greetings in the written and oral communication as well as is creative and open to changes.		

	Cleaning services and floor services	Maintaining the cleanliness and order in the hotel establishment	The students complies with the cleaning procedures, uses the equipment for its intended purpose.	He/she checks the cleanliness in the accommodation unit.	
				He/she fills in the cleaning and floor services documents as well as the documents concerning the records of equipment and cleaning products.	
				He/she prepares the accommodation units for the quests.	
				He/she chooses the proper cleaning equipment and the cleaning products while cleaning both; the accommodation units and the common areas.	
	Customer service	Hotel breakfasts	The student gets acquainted with the sanitary-epidemiological demands concerning the food storage in accordance HACCP system rules.	He/she prepares the breakfast menu in accordance with the receipt and the dietary rules.	
				He/she chooses the proper tableware, concerning the damages and deficiencies.	
				He/she sets the tables in a restaurant unit of the hotel.	
	Hotel accommodation	The check-in and check-out procedures.	The student learns the savoir vivre rules and social expressions and greetings. The student learns the check-in and check-out procedures for; individuals, walk-in and VIP guests and also for the organized groups. The student learns how to encourage the guest to take an advantage of the	He/she applies the savoir-vivre rules and social expressions and greetings.	
				He/she encourages the guest to take an advantage of the additional services while respecting the savoir-vivre rules.	
				He/she makes a draft of the check-out documentation as well as the documentation concerning the hotel guest payment settlements	

			additional services while respecting the savoir-vivre rules.	He/she uses the specialist computer software to create the fiscal documents (e.g. a receipt, an invoice).	
	Additional skills and qualifications				