

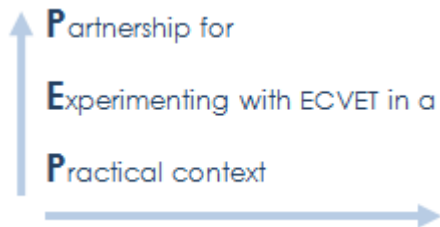
## Example: Unit reception desk of international hotel and restaurants

# U1

<b>Title of the qualification</b>	<b>Receptionist</b>					
<i>Total ECVET Points</i>						
<i>Generic title of the Units</i>	<b>Reception desk of international hotels/ restaurants</b>					
<i>ECVET Points/ Relative Weight</i>	A1	A2				
	50	50				

### Learning Outcomes

Activities	Knowlegde	Skills	Competences
<b>A1. Receives the guest, checks in and out</b>	<i>Knows about the own culture and the culture of the guest</i>	<i>can serve the guest (oral and written) in own language and English and in another relevant foreign language</i>	<i>Is able to informs the guest on the application, possibilities and the remainder of the reservation in a clear and accurate manner, equating language and approach to the guest, so that the guest is well informed and feel well supported.</i>
	<i>Knows about current trends and developments in the hotel sector.</i>	<i>Can use the reservation system of the organisation</i>	<i>Is able to recognize the feeling and needs of others</i>
	<i>knows about communication styles</i>	<i>Can communicate with the guest in the way that is appropriate for the situation</i>	<i>Is able to cooperate and consult</i>
	<i>Knows different types of insurrance which are available for the guest</i>		



Activities	Knowledge	Skills	Competences
<b>A2. Surveys the clients wished and offers products and services for sale</b>	<i>Has knowledge of general travel and destinations</i>	<i>Can serve the customer in minimal two/three different languages*</i>  <i>*difference between partner countries</i>	<i>Is able to recognize the feelings and needs of others, put themselves in others and show awareness of the impact of own actions on others</i>
	<i>Has knowledge of target groups and customer types, customers behavior and expectations regarding the travel experience</i>	<i>Can compile information and can make calculations for tourist/ business travel</i>	<i>Intercultural intelligence</i>
	<i>Has knowledge of (current) trends and market developments in the travel sector</i>	<i>Can use information technology in an adequate manner (for planning, searching and collecting)</i>	<i>Entrepreneurial competences Is able to detect business opportunities and use them</i>
	<i>Has knowledge of communication styles</i>		<i>Is able to act in accordance with the enterprise's business idea and working culture</i>
	<i>Has knowledge of own culture and culture of target countries</i>		
	<i>Has knowledge of service and products</i>		