

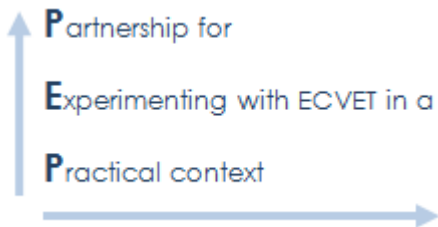
Example: Unit reception desk of international hotel and restaurants

U1

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

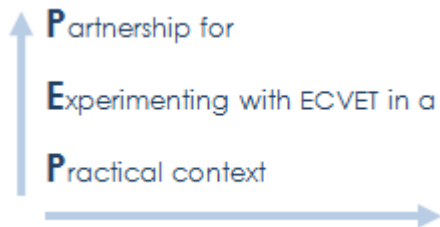
Assessment tool

Activities	Assessment criteria		
A1. Receive and check in & out the guests	satisfactory	good	excellent
Welcome the guest	<i>Welcomes the guest friendly under supervision</i>	<i>Welcomes the guest friendly on his own</i>	<i>welcomes the guest friendly independently</i>
Checking the reservation	<i>Can checking the reservation under supervision.</i>	<i>Can check the reservation. He or she may ask for help from a team member or uses relevant guidelines. He behaves confidently in common situations.</i>	<i>Can check the reservation without help of a team member or relevant guidelines. Responds good to new situations.</i>
Check in the guest	<i>Is able to check in an individual guest.</i>	<i>Is able to check in an individual guest and groups in normal situations.</i>	<i>Is able to check in an individual guest and groups and adapting his behavior to new situations. Behaves confidently in group discussions.</i>
Using the reservation system of the hotel	<i>Make use of the reservation system with help of a team member guidelines or</i>	<i>Make use of the reservation system. He or she may ask for help from a team</i>	<i>Make use of the reservation system without help of a team member or</i>



	<i>procedures</i>	<i>member or uses relevant guidelines or procedures. He behaves confidently in common situations.</i>	<i>relevant guidelines or procedures. Responds good to new situations.</i>
Presenting the products and the services of the hotel	<i>Carry out the basic products and services of the hotel (rooms & common products of the restaurant) & basic travel & tourist information of the hotelarea.</i>	<i>Carry out a wide range of products and services of the hotel (different kind of rooms, hotequipment, food and drinkproducts in the restaurants and other services (sauna, laundry, bustickets, wifi...) & presenting travel & tourist information of the hotelarea if the guest asks.</i>	<i>Carry out a wide range of products and services of the hotel (different kind of rooms, hotequipment, food and drinkproducts in the restaurants and other services (sauna, laundry, bustickets, wifi...) & presenting travel& tourist information on the receptionist own initiative.</i>
The receptionist can check out the guest	<i>Is able to checks out an individual guest with help of a team member or relevant guide guidance and can make a bill to an individual guest and can use, guided, the cash & card-payment system</i>	<i>Is able to check out the individual guest and groups by himself and can make a bill to an individual guest & groups and can use the cash & card-payment system for guests without specialities. He behaves confidenly in common situations.</i>	<i>Is able to check out the individual guest and groups by himself and can make a bill to an individual guest & groups and can use the cash & card-payment system for guests with specialities & clientbonding (evaluation etc..) Respond good to new situations.</i>

Activities	Assessment criteria		
A2. Surveys the clients wished and offers products and services for sale	satisfactory	good	excellent
The student searches and collects information for making an offer.	<i>Is able to check with the individual guest concerning the needs of information and additional services with help of a team member or relevant guide guidance and can make a bill to an individual guest and can use, guided, the cash & card-payment system</i>	<i>Is able to check with the individual guest and groups concerning the needs of information or additional services by himself. He behaves confidenly in common situations.</i>	<i>Is able to check with the individual guest and groups concerning the needs of information or additional services by himself. Respond good to new situations.</i>



The student uses information technology in an adequate manner	<i>Make use of the web- and information reservation system with help of a team member guidelines or procedures</i>	<i>Make use of the web- and information system. He or she may ask for help from a team member or uses relevant guidelines or procedures. He behaves confidently in common situations.</i>	<i>Make use of the web- and information system without help of a team member or relevant guidelines or procedures. Responds good to new situations.</i>
The student makes correct calculations on the basis of data/information.	<i>Is able to make a bill to an individual guest and can use, guided, the cash & card-payment system</i>	<i>Is able to make a bill to an individual guest & groups and can use the cash & card-payment system for guests without specialities. He behaves confidently in common situations.</i>	<i>Is able to make a bill to an individual guest & groups and can use the cash & card-payment system for guests with specialities & client bonding (evaluation etc..) Respond good to new situations.</i>
The student observes/remarks trends and developments (based on news data, questions of customers, figures, etc. The student reports his remarks to team members/management (in written or oral way)	<i>Is able to check and identify remarks or trends of a individual guest and register this with help of a team member or relevant guide guidance</i>	<i>Is able to check and identify remarks or trends of an individual guest or with groups by himself and register this. He behaves confidently..</i>	<i>Is able to check and identify remarks or trends of an individual guest or with groups by himself and register this in the company system for trends Respond good to new situations.</i>