

## TITLE OF THE QUALIFICATION (FI)

*Hotelli- ja ravintola-alan perustutkinto 120 ov/3 vuotta, hotellipalvelun koulutusohjelma,  
hotellivirkailija*

## TRANSLATED TITLE OF THE QUALIFICATION (EN)

*Vocational Qualification in Hotel and Restaurant Service 120 credits/3 years, Study Programme  
in Hotel Services, Hotel Receptionist  
(This translation is not the official title of the qualification.)*

## VOCATIONAL COMPETENCE PROVIDED BY THE QUALIFICATION

Those who have completed the Vocational Qualification in Hotel and Restaurant Services (Study Programme in Hotel Services, Hotel Receptionist) shall know how to

- welcome and guide guests arriving at the hotel;
- sell and present the hotel's products and services;
- sell food, non-alcoholic beverages, alcoholic beverages and cocktails;
- serve customers of different ages and from different cultural backgrounds in a friendly and open-minded manner;
- serve customers and attend to correspondence in Finnish, Swedish and one foreign language;
- attend to the billing of hotel guests;
- prepare hotel rooms and meeting facilities;
- assume responsibility for serving at breakfast and meetings at the hotel;
- attend to the hotel switchboard;
- take reservations for rooms and other facilities and handle any changes to these;
- attend to the hotel's correspondence and produce documents needed for that purpose;
- assume responsibility for the hotel's monetary and payment transactions;
- maintain order and tidiness in working and customer facilities;
- work together with co-operation partners and tourism and marketing organisations;
- assist restaurant staff in serving food and drink;
- assist in preparing and setting out food;
- handle and preserve foodstuffs in compliance with hygiene instructions;
- act in accordance with the hotel's business idea and working culture;
- act in an economical and environmentally responsible manner and in accordance with safety regulations;
- develop their own actions so as to enhance the enterprise's profitability;
- function as team members in the working community.

## RANGE OF OCCUPATIONS ACCESSIBLE TO THOSE QUALIFYING WITH THIS CERTIFICATE

Those who have completed the Vocational Qualification in Hotel and Restaurant Services, Study Programme in Hotel Services, may function in customer service, marketing and sales positions, such as receptionists or sales secretaries, at hotels and in other accommodation service enterprises.

**(\*) Explanatory note**

This supplement is designed to provide additional information about the completed qualification and is not a certificate of the qualification in its own right. The format of the supplement is pursuant to the following documents: Council Resolution 93/C49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C224/04 of 15 July 1996 on the transparency of vocational training certificates and Recommendation 01/L215/01 of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

|  |  |
|--|--|
| <p><b>Name and status of the body awarding the certificate</b></p> <p><i>A provider of upper secondary vocational education and training with a licence granted by the Ministry of Education to provide such education and training.</i></p>   | <p><b>Name and status of the national/regional authority deciding on the qualification</b></p> <p><i>Ministry of Education<br/>National Board of Education, a central administrative board operating under the auspices of the Ministry of Education</i></p> |
| <p><b>Level of the qualification (in the awarding country)</b></p> <p><i>Level 3 of the EC classification<br/>Upper secondary level, ISCED 3</i></p>   | <p><b>Grading scale/pass requirements</b></p> <p><i>Excellent 5<br/>Good 4 and 3<br/>Satisfactory 2 and 1<br/>Lowest acceptable performance 1</i></p>  |
| <p><b>Eligibility for further study</b></p> <p><i>The qualification provides eligibility for higher education.</i></p>   | <p><b>International agreements</b></p>   |
| <p><b>Legal base</b></p> <p><i>Vocational Education Act (laki ammatillisesta koulutuksesta 630/1998), Vocational Education Decree (asetus ammatillisesta koulutuksesta 811/1998)<br/>Vocational Adult Education Act (laki ammatillisesta aikuiskoulutuksesta 631/1998), Vocational Adult Education Decree (asetus ammatillisesta aikuiskoulutuksesta 812/1998)</i></p> |  |

*STATUTORY WAYS OF OBTAINING THE CERTIFICATE OF UPPER SECONDARY QUALIFICATION*

*By virtue of statutes, the qualification certificate may be obtained in one of three ways:*

- 1. The qualification may be completed as upper secondary vocational education and training, where the studies primarily take place at an educational institution. The education and training also include practical studies at the educational institution as well as studies at a workplace with a scope of at least 20 credits. The qualification certificate is awarded by the education provider with a licence granted by the Ministry of Education to provide education and training.*
- 2. The qualification may be completed as a competence-based qualification, where vocational skills are assessed regardless of the way they have been acquired. The qualification certificate is awarded by the Qualification Committee appointed by the National Board of Education.*
- 3. The qualification may be completed as apprenticeship training. In this case, 70–80% and 30–20% of studies take place at a workplace and at an educational institution respectively. The student has a fixed-term contract of employment. The qualification certificate is awarded by the education provider or by the Qualification Committee.*

**Basic educational requirements**

*The syllabus of basic education (primary and lower secondary levels) or a corresponding previous syllabus.*

**Additional information**

*Learning outcomes are evaluated by sector at a national level either on the basis of sampling or so as to cover all students. The National Board of Education is responsible for the national evaluation of learning outcomes. The statutory qualifications requirements for teachers in upper secondary vocational education and training are a higher education degree and pedagogical studies with a scope of 35 credits. In addition, teachers in vocational studies are required to have three years of work experience in a corresponding field. A more specific description of the education system can be found in the Appendix.*

**National reference point: National Board of Education**