

1. TITLE OF THE CERTIFICATE <sup>(1)</sup>**Kelner, EKR tase 4**<sup>(1)</sup> in the original language2. TRANSLATED TITLE OF THE CERTIFICATE <sup>(1)</sup>**Waiter. EstQF level 4**<sup>(1)</sup> if applicable. This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCIES

Waiter 4 makes preparations for the servicing process by setting out the necessary tableware for serving. During the servicing process the waiter welcomes customers, presents products and services, advises customers and takes orders. Waiter prepares beverages and serves food and drinks, communicates with customers in a friendly manner and in accordance with good practice. At the end of the servicing process the waiter clears accounts with the customers, asks for feedback and sees the customers out while maintaining a positive customer contact.

A waiter is responsible for the functioning of the servicing process, works in a team and supervises assistant waiters. The waiter has a good knowledge of the enterprise's products and services.

Work of level 4 waiters includes:

- Planning and organization of work
- Starting the servicing situation
- Taking and forwarding orders
- Preparing beverages
- Serving food and drinks
- Ending the service situation
- Catering and serving at parties
- Clearing away and cleaning work

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(1)</sup>

A waiter is a customer service employee who works at an enterprise providing catering services (restaurant, cafeteria, pub, night club, club, etc.)

<sup>(1)</sup> If applicable

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\* **Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC 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.

More information available at: <http://europass.cedefop.eu.int>

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### 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b>  The professional certificate that has been issued by the professional council that operates under the activity license issued by a Profession Awarding Body	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b>  Professional council approved by a Regulation of the Government of the Republic
<b>Level of the certificate (national or international)</b>  Estonian Qualification Framework level 4 European Qualification Framework level 4	<b>Grading scale / Pass requirements</b>  Oral examination, test assignment, observation during practical work or at work, self-analysis, assessment of occupational activity, portfolio or combined method.
<b>Access to next level of education/training</b>	<b>International agreements</b>
<b>Legal basis</b> Professions Act (RT I, 10.12.2010, 12; 01.01.2011)	

### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>In order to obtain a professional certificate, the applicant has to prove all his/her competencies required by the professional standard and by the procedure for awarding of professional qualification established by the body awarding the professional qualification</p>
<p><b>Additional information (including the description of the vocational system) is available at:</b> <a href="http://www.kutsekoda.ee">www.kutsekoda.ee</a></p>