

Title of the qualification (FI, SV)

Ravintolan asiakaspalvelun ammattitutkinto
Yrkesexamen i kundservice på restaurang

Qualification requirements entered into force on 01.01.2019 (OPH-1392-2018)

Translated title of the qualification (EN)

Further Vocational Qualification in Restaurant Customer Service

This translation has no legal status.

Profile of skills and competences**Composition of the qualification**

The scope of the Further Vocational Qualification in Restaurant Customer Service is 120 competence points.

The qualification has two competence areas:

- Competence area of Customer Service in Bars, Bartender
- Competence area of Customer Service in Restaurants, Waiter/Waitress.

The qualification is composed of a compulsory unit, Working as a waiter/waitress in a restaurant (40 competence points), of the compulsory unit in the competence area, Working in a bar (45 competence points) or Working in a restaurant focusing on food (45 competence points), and of optional units (35 competence points).

Vocational skills and competences required for completion of the qualification**Competence required for completion of the qualification**

Holders of the Further Vocational Qualification in Restaurant Customer Service are able to

- present, recommend and sell the food products and beverages on sale in the bar and restaurant
- serve customers in different languages
- serve customers in a sales and customer service-minded, quality-conscious, profitable, productive, friendly and responsible manner
- work in accordance with the company's business idea and service culture both independently and in a team
- comply with the legislation of the field and the instructions, orders and operating practices of the work community
- assess and develop their work.

Students completing this further qualification may specialise in **customer service tasks in bars or restaurants**.

Bartenders who have completed the Competence area of Customer Service in Bars are able to

- present, recommend and sell the bar's alcoholic and non-alcoholic beverages and Finnish and international mixed drinks
- handle the machines, equipment and basic tools in the bar
- handle different means of payment, do the sales accounts and work profitably, and are aware of the principles used in pricing

- carry out the tasks related to stocktaking, stock accounting and stockturn.

Waiters/waitresses who have completed the Competence area of Customer Service of Restaurants are able to

- present, recommend, sell and serve the restaurant's food products and beverages
- serve customers in a friendly and responsible manner, showing initiative and work in accordance with the company's business idea and service culture
- explain to customers what ingredients have been used in the dishes on sale are and how the dishes have been prepared
- serve customers who need special diets
- handle different means of payment, do the sales accounts and work profitably
- use appropriate work methods, machines and equipment.

Range of occupations accessible to the holder of the certificate

Bartenders who have completed the Competence area of Customer Service in Bars work in customer service tasks in bars of different types of hotels and restaurants.

Waiters/waitresses who have completed the Competence area of Customer Services in Restaurants work in customer service tasks in restaurants with different kinds of business ideas.

Official basis of the certificate

<p>Name and status of the body awarding the certificate An education provider with an authorisation to provide education and award qualifications granted by the Ministry of Education and Culture.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education and Culture Finnish National Agency for Education, the national agency subordinate to the Ministry of Education and Culture</p>
<p>Level of the certificate (national or international) National Qualifications Framework (nqf) 4 European Qualifications Framework (eqf) 4 ISCED 3</p>	<p>Grading scale/Pass requirements pass/fail</p>
<p>Access to the next level of education/training The qualification confers eligibility for higher education studies.</p>	<p>International agreements -</p>

Legal basis

Vocational Education and Training Act 531/2017 and the decrees that complement it.

Officially recognised ways of obtaining the certificate

The vocational skills required for completing the modules are demonstrated by performing practical tasks in authentic situations and work processes (demonstration of knowledge and skills). The student's knowledge and skills are assessed diversely by a teacher and a working life representative and compared to the competence defined in the qualification requirements. The education provider awards the student a qualification certificate once the qualification has been completed acceptably in accordance to the qualification requirements laid down by the Finnish National Agency for Education.

Entry requirements

No formal qualifications are required to take the competence test.

Additional information

Finnish National Agency for Education

P.O. Box 380, FI-00531 Helsinki, Finland

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.

For more information on transparency, visit <http://www.cedefop.europa.eu/en/themes/understanding-qualifications>

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