**Qualification Profile**

1. **Title:** Qualification Profile in the field of Hospitality

2. **Type of** **Certificate:** Basic Certificate in the field of Hospitality

**Hotel and Restaurant Assistant**

3. **Duration of Training:** 2 years

4. **Organization of Training:**

In grade 11 and 12, the student will be in the school 5 days a week where he/she will learn core academic subjects for a total of 1280 hours, contextualized subjects for 480 hours and technical vocation classes (Home Economics) for 360 hours. The immersion can be done in different companies for a minimum of 200 hours per NC.

There are 3 Mandatory NC’s which can be done in any order:

* Food and Beverage Service NC II
* Housekeeping NC II
* Front Office NC II

NC’s are bundled as follows:















5. **Assessment**

After 2 years there will be a ***Portfolio Assessment and Technical Discussion*** conducted by an Assessment Panel and organized by the ACAS unit of the Chamber (which is accredited by the PCCI) which leads to the award of the “Chamber Craft Certificate I in the Field of Hospitality”. Parallel to that, there will be continuous assessment for the trainees regarding their efficiency and engagement in the companies by the In-Company Trainer or responsible supervisor. For the Portfolio Assessment the trainees must provide a Training log book, relevant NC Certificates and an endorsement letter from the Immersion Company. Without fulfilling these requirements trainees are not permitted to participate in the final portfolio assessment.

**6. Occupational Description:**

The certified Hotel and Restaurant Assistant may be employed to work in Hospitality firms or any related Hotel and Restaurant companies. He/She has acquired the knowledge, skills, and attitude in accordance with industry standards.

He/ She provide food and beverage service to guests in various food and beverage service facilities. Provide accommodation reception services, conduct night audit, provide club reception services, and provide porter services. Prepare guest rooms, clean public areas and equipment, provide housekeeping services, provide valet services, handle intoxicated guest, and laundry linen and guest clothes to a range of accommodation services.

Core Competencies and Tasks for Hospitality Operations Personnel

1. Practice occupational health and safety procedures
2. Provide effective customer service;
3. Provide Link Between Kitchen and Service Area
4. Provide Food and Beverage Service
5. Provide Room Service
6. Develop and Update Food and Beverage Knowledge
7. Receive and process reservations;
8. Operate computerized reservations system;
9. Provide accommodation reception services;
10. Provide housekeeping services to guests
11. Clean and prepare rooms for incoming guests
12. Provide valet/butler service
13. Laundry linen and guest clothes
14. Clean public areas, facilities and equipment
15. Deal with/Handle intoxicated guests
16. Develop and update industry knowledge

Common Competencies and Tasks for Hospitality Operations Personnel

1. Develop and update industry knowledge
2. Observe workplace hygiene procedures
3. Perform computer operations
4. Perform workplace and safety practices
5. Provide effective customer service

**7. *The Hotel and Restaurant Assistant***

Has not only acquired the relevant NC’s but has also gained work experience which is documented through the **Performance Evaluation and Certification** from the companies where immersion took place.

**8. Job Opportunities Available**

**Immediate:** Be employed in small to large Hospitality companies as -

* Public Area Sanitation Assistant,
* Room/Cabin Attendant,
* Laundry Attendant,
* Housekeeping Assistant,
* Food and Beverage Service Assistant,
* Front Desk Assistant,
* Bell Service Personnel

**Future:**

* With additional one (1) year Dualized Training in a specific field the Hotel and Restaurant Assistant may acquire the Advanced Certificate as Hotel and Restaurant Personnel and have the following opportunities:
  + Cook
  + Baker
  + Housekeeper
  + Bartender
  + Barista
  + Food and Beverage Service Attendant
  + Front Desk Clerk
  + Concierge
  + Tour Guide
  + In-Company Trainer
  + Entrepreneur
* With sufficient work experience, the Hotel and Restaurant Assistant may perform tasks and duties as specialist in the acquired competencies.