



Competence Appraisal - Initial Vocational Training

Student, trainee, apprentice			
Surname(s)		First name(s)	
Date of birth		Nationality	
Official title of the qualification		Duration of the Mobility experience	
Hotelfachmann/frau // Specialist in the hotel business (f/m) Trainee in Hotel Management (f/m) Commis de sale (f/m) Hotel management (f/m)			
Host partner / work placement			
Name and address		Stamp and/or signature:	
Reference person / mentor			
Surname(s) and first name(s)		Title/position	
E-Mail		Telephone	
Description of the agreed units of learning outcomes			
	Description		Duration
x	Unit 1	Reception/ Dealing with guests	2 weeks
x	Unit 2	Kitchen / Service	1 week
	Unit 3	Housekeeping	1 week
	Unit 4	Hotel Organisation / Marketing	2 weeks
Description of joint work tasks or work processes / Activities			
1 Reception / Communication with guests	<ul style="list-style-type: none"> - Welcome guests, check-in, check-out - Manage hotel bookings - Issue invoices, keep the cashier, bookkeeping - Advise guests regarding the services and products offered - Correspondence with guests, agents and staff using foreign-language terms - To convert foreign currencies - Handle inquiries, complaints and prepare/ pursue offers 		
2 Kitchen / Service	<ul style="list-style-type: none"> - Prepare simple dishes (cold & hot food) - Arrange cold cuts and present it - Prepare brews - Participate in planning of á la carte menu and selection of local products - Serving drinks and food 		
3 Housekeeping	<ul style="list-style-type: none"> - Choose and utilize detergents and maintenance products - Clean and maintain rooms - Prepare guest rooms & dining area according to occasion - Laundry service - Work out duty rosters 		
4 Hotel Organisation / Marketing	<ul style="list-style-type: none"> - Plan and realise marketing activities (promotion, PR, event management etc.) - Decorate according to occasion - Create promotionally effective offers - Control results of marketing activities - Create, sort, file and archive documents - Back up data considering data protection regulations and directives 		
Others			



Job-related skills and competences acquired							
Unit	Competences / Learning outcomes The student is able to...	Performance appraisal					
		Not applicable	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	advise customers comprehensively in a foreign language considering Marketing & Sales aspects						
	use systems and procedures involved in reservations, registration and accounting efficiently						
	deal courteously with inquiries and complaints demonstrating commitment to customer satisfaction						
2	apply appropriate techniques and methods to produce simple dishes						
	prepare and arrange simple dishes appealingly						
	serve guests in an efficient and friendly manner						
3	select and use detergents, maintenance products and cleaning equipment according to economical and environmental criteria						
	prepare and decorate rooms thoroughly & appealingly						
4	use ICT taking into account data protection regulation						
	plan, organise and structure office work processes taking into account priorities						
	plan, realise and assess Marketing activities efficiently under supervision						
Language skills and competences							
Competences / Learning outcomes	Performance appraisal						
	not applicable	Excellent 1	2	3	4	Poor 5	
Communication with guests							
Communication with colleagues/supervisor during meetings							
Understanding of instructions							
Courtesy							
Computer skills and competences acquired (if not included under "Job-related skills")							
Competences / Learning outcomes	Performance appraisal						
	not applicable	Excellent 1	2	3	4	Poor 5	
Working with Text processing software							
Working with Spreadsheet software							
Dealing with paper and electronic files, Managing e-mail							
Working with database software							
Organisational skills and competences acquired (if not included under "Job-related skills")							
Competences / Learning outcomes	Performance appraisal						
	Excellent 1	2	3	4	Poor 5		
Time management, scheduling and working to deadlines							
Organising tasks to be carried out (self-management)							
Assigning priorities, working goal-oriented							
Decision making skills							
Social skills and competences acquired (if not included under "Job-related skills")							
Competences / Learning outcomes	Performance appraisal						
	Excellent 1	2	3	4	Poor 5		
Adaptability to work environment							
Teamwork							
Cultural Sensitivity							
Communication (people skills/ empathy)							
Other skills and competences acquired							
Competences / Learning outcomes	Performance appraisal						
	Excellent 1	2	3	4	Poor 5		
Autonomy in carrying out work tasks							
Flexibility							
Punctuality/ Attendance							
Motivation							
Others:							