

Trans-national comparative matrix (deliverable no. 2.3)

Analytical description of the professional qualifications (training profiles) to be tested in the experimentation (deliverable no. 2.4)



ECVET system for No borders in tourism hospitality European Training and Work

N.E.T. WORK

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Macrocompetence ③=He/she is able to maintain efficient communication with other departments in the hotel

Knowledge: he/she	Skill: he/she	Competence: he/she
<ol style="list-style-type: none"> 1. knows the techniques of internal business communications 2. knows the ways in which the functions of various departments interact 	<ol style="list-style-type: none"> 1. organises models of cooperative behaviour oriented toward results, in function of the objectives and of the organisational system of the business 2. sees to the application of coordination mechanisms based on company directives 3. optimises the passing of information, by organising and managing aggregation moments (briefings, debriefings, reporting, etc.) 4. applies functional control techniques to the work of his/her own division in relation to the company's quality objectives 	<ol style="list-style-type: none"> 1. is able to see to the organisation of work, the definition of procedures and the operational effectiveness of the reference division in relation to the various divisions of the hospitality business
<ol style="list-style-type: none"> 3. Knows the procedures of internal communication between departments 	<ol style="list-style-type: none"> 5. informs the other departments of the client's particular needs 6. informs main kitchen and, if necessary, other departments about booked rooms and pre-announced group arrivals on a daily basis 7. reports complaints to the sales department 8. informs sales department about guest allocations and their period of stay in the hotel 	<ol style="list-style-type: none"> 2. is able to coordinate the processes of production and supply of the service in relation to the other services of the hospitality business