

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

147788-LLP-1-2008-1-IT-ECVET



Macrocompetence ④ = He/she is able to choose appropriate ways for organizing his/her own and, as necessary, staff activities in the hotel reception department

Knowledge: he/she	Skill: he/she	Competence: he/she
1. knows the procedures for the management of reception area human resources, materials, and equipment	1. contributes in the planning and acquisition of necessary goods and materials 2. collaborates in the implementation of quality, hygiene and safety-at-work programmes 3. collaborates in the implementation of hotel promotional programmes	1. is able to define goals and activities in the reception service based on the strategies, available resources and standards set by management
2. Knows the rules for establishing a positive working environment 3. Knows the techniques of organizing work and performing different tasks	4. plans and organizes his/her own work 5. checks planned daily activities 6. solves organizational problems and problems connected with performing individual tasks together with co-workers and superiors 7. uses professional terminology 8. works in teams	2. is able to plan and organise his/her own work according to parameters of efficiency and effectiveness and work in a team