UNITS OF LEARNING OUTCOMES – A: HOSPITALITY AND ACCOMMODATION

A unit of learning outcomes is a component of a qualification consisting of
a coherent set of knowledge, skills and competence that can be assessed and validated.
(ECVET Recommendation)

Reference system: German vocational training act Ausbildungsberuf / training occupation / qualification:		
German 1. Hotelkaufmann 2. Hotelfachmann	English 1. Management Assistant for the Hotel Industry/ Hotel clerk 2. Hotel Industry Expert/ Specialist in the hotel business 3. Hotel and Catering Industry Expert	French 1. Agent commercial dans l'hôtellerie 2. Employé qualifié dans l'hôtellerie 3. Employé qualifié en hôtellerie et restauration

Unit: A1 (min. 2 week mobility)	**Unit: A1** Title: Reception / dealing with guests		
	Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)		
	Knowledge	**Skills**	**Competences**
	He/ she knows… * relational dimensions: status, role, culture, verbal and non-verbal communication * how to deal courteously with complaints and compliments and demonstrate a commitment to customer satisfaction * how to identify the factors which contribute to the creation of atmosphere in a hotel, catering and tourism operation * functionalities of software (text processing, e-mail, booking systems) * functionalities of communication devices/ tools (telephone, fax, e-mail) * the dress code & the philosophy of the hotel * ergonomic principles at office work * health & safety regulations * technical terms related to the reception in the foreign language	**He/ she is able to…/ the learner understands to…** * welcome guests, and handle check-in + check-out * manage hotel bookings * issue invoices, keep the cashier, bookkeeping * advise guests regarding the services and product offered * correspond with guests, agents and staff using foreign-language terms * convert foreign currencies * handle inquiries, complaints and prepare/ pursue offers * take into account health and safety issues * work with spreadsheet software * deal with paper and electronic files and manage e-mail * working with presentation programs (Powerpoint,..) * schedule tasks and work to deadlines * organise tasks to be carried out (self-management) * assign priorities and work goal-oriented * work in a team * act culturally sensitive * communicate with others (people skills/ empathy) * act and plan flexibly * be on time * motivate him-/herself	**He/ she is responsible for/ supervises…** * advicing customers comprehensively in a foreign language considering marketing & sales aspects * using systems and procedures involved in reservations, registration and accounting efficiently * dealing courteously with inquiries and complaints demonstrating commitment to customer satisfaction