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Eesti tuleviku heaks



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ESF programm „Kutsete süsteemi arendamine“

Occupational standard

Assistant Waiter, level 3

The occupational standard is a document, that describes the job and competence requirements, i.e. a set of skills, knowledge and attitudes required for successful job performance in a particular occupation.

Application areas of the occupational standard

- 1) Drafting of curricula and training programmes meeting the requirements of labour market.
- 2) Evaluation of competence of the people, incl self-evaluation and conformity evaluation upon awarding an occupational qualification.
- 3) Description and introduction of occupational qualifications.
- 4) Career planning and creation of a basis for lifelong learning.
- 5) Identification of personnel training needs and planning of training.
- 6) Drafting of job descriptions and recruitment of employees.
- 7) Comparison of occupational and educational qualifications.

Occupational qualification title	Estonian qualifications framework (EstQF) level
Assistant Waiter	Level 3

Part A

JOB DESCRIPTION

A.1 Job description

On the professional field of waiting there are three occupational standards – assistant waiter, level 3, waiter, level 4 and senior waiter, level 5.

A waiter is a customer service representative who works in an establishment providing catering services (restaurant, cafe, pub, nightclub, club, etc.). In their work they attend customers and acts and performs according to ethical, aesthetical and other socially approved norms.

Assistant waiter, level 3 assists the waiter with preparing the service process by setting up instruments necessary for serving. They help the waiter throughout the serving process in serving food and drinks and with cleaning and tidying. An assistant waiter communicates with customers in a friendly manner and according to good practice. They have the will and skills to work as part of the team and under supervision.

A.2 Units

- A.2.1 Planning and organizing work
- A.2.2 Initiating the service situation
- A.2.3 Taking and forwarding orders
- A.2.4 Serving food and drinks
- A.2.5 Finalizing the service situation
- A.2.6 Serving catering events and parties
- A.2.7 Cleaning and maintenance

List of tasks related to units has been specified in Annex 1 „Units and tasks“.

A.3 Working environment and specific aspects of work

An assistant waiter works in an establishment providing catering services. The occupational qualification of assistant waiter requires readiness to work in shifts, at weekends, on holidays and in evenings and nighttime. The job can be stressful from time to time and requires good physical endurance and readiness and skills to communicate with different people.

A.4 Tools

Dining hall interior, table linen (textiles), serving instruments, sets of dishes, glasses and cutlery, coffee making devices, bar tools and devices, refrigerating equipment, ice machines, dishwashers, cleaning tools and other small tools.

A.5 Personal characteristics necessary for this job: abilities and personality traits

Attending customers requires readiness to provide service and communicate with customers, ability to focus, calm attitude, good stress tolerance and physical endurance, good self-expression skills, clear dictation and tolerance.

A.6 Occupational training

Basic education is required when applying for the occupational qualification of assistant waiter. All



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necessary skills can be acquired at the workplace.

A.7 Possible job titles

More common job titles are assistant waiter, waiter, server, catering server, customer server, etc.

A.8 Regulations

A bill of health.

Part B

COMPETENCE REQUIREMENTS

B.1. The structure of the occupational qualification

When applying for this occupational qualification, certification of competences B.2.1 – B.2.7 and B.2.8 (transversal competence) is required.

B.2 Competences

B.2.1 Planning and organizing work

EstQF level 3

Performance indicators:

- 1) familiarizes themselves with the work schedule and plans their work time;
- 2) prepares their workplace, equips it with necessary instruments and keeps it clean according to instructions;
- 3) acquires information on daily offers and menu changes;
- 4) prepares instruments for setting tables, according to instructions;
- 5) sets on table linen and prepares suitable table cover according to instructions;
- 6) keeps the dining hall clean by using necessary cleaning equipment according to instructions.

Assessment method(s):

Written report or an interview/verbal questioning or a test assignment or observation during practical work or at workplace or self-analysis or a combined method.

B.2.2 Initiating the service situation

EstQF level 3

Performance indicators:

- 1) initiates and ends contact with customers in a positive manner, is ready for serving and communicates with the customer;
- 2) guides customers to the dining hall and their table.

Assessment method(s):

Verbal questioning or a test assignment or observation during practical work or at workplace or assessment of work-related performance or a combined method.

B.2.3 Taking and forwarding orders

EstQF level 3

Performance indicators:

- 1) hands customers food and drink charts;
- 2) adjusts table covers as requested.

Assessment method(s)

Verbal questioning or a test assignment or observation during practical work or at workplace or assessment of work-related performance or a combined method.

B.2.4 Serving food and drinks

EstQF level 3

Performance indicators:

- 1) serves soft drinks, coffee- and tea beverages under instructions and by using proper work methods;
- 2) serves portion dishes under supervision;
- 3) assists the waiter with serving;
- 4) cleans and tidies tables under instructions and by using proper work methods;
- 5) serves food and drinks under instructions at delivery line;
- 6) helps the waiter at delivery line.

Assessment method(s):

Verbal questioning or a test assignment or observation during practical work or at workplace or self-

analysis or assessment of work-related performance or a combined method.

B.2.5 Finalizing the service situation

EstQF level 3

Performance indicators:

- 1) under supervision, asks feedback from customers;
- 2) forwards the feedback received from customers to their direct manager;
- 3) sees customers out by maintaining positive customer contact, if necessary, assists customers.

Assessment method(s):

Verbal questioning or a test assignment or observation during practical work or at workplace or self-analysis or assessment of work-related performance or a combined method.

B.2.6 Serving catering events and parties

EstQF level 3

- 1) under guidance, assists with preparing service rooms and instruments;
- 2) remembers necessary information about the event, food and drinks within their tasks;
- 3) assist the waiter with receiving clients and is ready for service;
- 4) assists the waiter with serving food and drinks and cleaning tables;
- 5) assists the waiter with seeing off customers;
- 6) assists the waiter with putting together devices used on the event and cleaning service rooms.

Assessment method(s):

Written report or an interview/verbal questioning or a test assignment or observation during practical work or at workplace or self-analysis or assessment of work-related performance or a combined method.

B.2.7 Cleaning and maintenance

EstQF level 3

Performance indicators:

- 1) if necessary, cleans dishes and necessary tools according to instructions;
- 2) cleans and tidies rooms according to instructions and by using cleaning and maintenance tools.

Assessment method(s):

Verbal questioning or a test assignment or observation during practical work or at workplace or self-analysis or assessment of work-related performance or a combined method.

B.2.8 Transversal competences

EstQF level 3

Performance indicators:

- 1) is aware of first aid methods, knows how to react in case of a fire and fulfils work safety and hygiene requirements;
- 2) communicates with customers in a friendly manner and according to good practice;
- 3) expresses themselves clearly in spoken Estonian;
- 4) adjusts with the team.

Assessment method(s):

Integrated with assessment of other competences specified in the occupational standard.

Supporting knowledge:

- 1) basics of customer service;
- 2) inventory, tools and equipment required for serving;
- 3) basics of setting tables;
- 4) basics of serving food and drinks;
- 5) food safety requirements;
- 6) cleaning agents and -chemistry.

Part C

GENERAL INFORMATION AND ANNEXES

C.1 Information on the preparation and approval of the occupational standard, on the body awarding occupational qualifications, and reference to the location of the occupational standard in classifications	
1. Designation of the occupational standard in the register of occupational qualifications	04-01122011-4.1/1k
2. Professional field and occupational qualifications	Professional field: waiting and bartending Occupational qualifications: assistant waiter, waiter, head waiter
3. Related professional fields and occupational qualifications	Server, waiter, head waiter
4. <i>The occupational standard is compiled by:</i>	Allan Vainu - <i>Teie Kelner OÜ, Eesti Kelnerite- ja Ettekandjate Liit</i> Kaido Ladva – <i>Piano Baltic OÜ, restaurant Vapiano</i> Reelika Eerik – <i>Estonian School of Hotel and Tourism Management, Eesti Kelnerite ja Ettekandjate Liit</i> Sirje Rekkor – <i>Tallinn University, Eesti Hotellide ja Restoranide Liit</i> Tiiu Parm - <i>Teie Kelner OÜ, Eesti Kelnerite- ja Ettekandjate Liit</i> Ülle Parbo – <i>The National Examinations and Qualifications Centre</i>
5. The occupational standard is approved by	Teeninduse Kutsenõukogu
6. No. of the decision of the Sectoral Council	7
7. Date of the decision of the Sectoral Council	01.12.2011
8. The occupational standard is valid until (date)	30.11.2016
9. Occupational standard version No.	1
10. Reference to the Classification of Occupations (ISCO 08)	According to International Standard Classification of Occupations ¹ , waiter belongs to 5th Major Group „Service and sales workers“, code 5131
C.2 Title of occupational qualification in foreign languages	
In Estonian - Abikelner	
In Russian - Официант	
C.3 Annexes	
Annex 1 Units and tasks	
Annex 2 Computer skills	
Annex 3 Language skills	

¹ International Standard Classification of Occupations (ISCO-88).

Units and tasks

Annex 1

	Assistant Waiter 3	Waiter 4	Head Waiter 5
Transversal competencies	X	X	X
1. Planning and organizing work			
Preparing and maintaining the workplace	X	X	X
Co-operating with kitchen	X	X	X
Tidying the dining hall and creating table orders	X	X	X
Ordering, accepting and checking goods and resources required for work		X	X
2. Initiating the service situation			
Greeting customers	X	X	X
Guiding customers to the dining hall (and table)	X	X	X
Finding out requests and wishes of customers		X	X
Advising customers		X	X
3. Taking and forwarding orders			
Presenting food- and drink charts	X	X	X
Taking, formalizing and forwarding orders	X	X	X
Using the cash register		X	X
4. Preparing beverages			
Preparing mixed drinks		X	X
Preparing coffee- and tea beverages		X	X
5. Serving food and beverages			
Serving beverages	X	X	X
Serving food	X	X	X
Cleaning tables	X	X	X
Working on delivery line	X	X	X
6. Finalizing the service situation			
Asking feedback from customers and forwarding it	X	X	X
Handling customer accounts		X	X
Seeing customers out	X	X	X
7. Serving catering events and parties			
Preparing an event		X	X
Preparing serving rooms and tools	X	X	X
Becoming familiar with even information and food and beverages	X	X	X
Course of service	X	X	X
Finishing the event	X	X	X
8. Cleaning and maintenance			
Washing dishes and serving instruments	X	X	X
Cleaning and maintaining rooms used	X	X	X
9. Management			



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Finding out the consumer needs of customers			X
Instructing service personnel			X
Co-operating with kitchen personnel			X
Creating and designing menu charts, food- and drink charts			X
Equipment maintenance			X
Organizing self-checking activities			X