



ESF programm „Kutsete süsteemi arendamine“

Occupational standard

Master Chef, level 5

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
<i>Master Chef, level 5</i>	<i>5</i>



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Part A

JOB DESCRIPTION

A.1 Job description

On the professional field of culinary arts, occupational standards for assistant cook, level 3; cook, level 4 and master chef, level 5 have been developed.

A master chef manages the preparation of food in a catering establishment. Their tasks include planning and organizing of kitchen work, putting together menus and development of products. A master chef thinks economically, takes responsibility for allocation of resources and organization of the work of their colleagues and assuring high-quality of work results.

A master chef prepares food by using standard, innovative and complicated techniques, according to the needs and requests of their customers. A master chef will prepare food according to the needs and requests of customers and acts and performs ethically, aesthetically and in other socially approved ways.

A.2 Units and tasks

Obligatory units

- A.2.1 Planning and organizing work
- A.2.2 Putting together menus
- A.2.3 Management of goods
- A.2.4 Preprocessing raw material for food
- A.2.5 Preparing dishes
- A.2.6 Servicing and sales work
- A.2.7 Supervising colleagues
- A.2.8 Developing products
- A.2.9 Management

The list of tasks connected to units has been specified in Annex 1 „Units and tasks “of current occupational standard.

A.3 Working environment and specific aspects of work

This occupational qualification requires preparedness to work on weekends, national holidays and on evening and night shifts. The job can be periodically stressful. The job requires readiness and skills to communicate with people.

A.4 Tools

Kitchen equipment: equipment for processing vegetables, slicers and cutters, electric-, gas- and induction stoves, roasting- and cooking ovens, steaming and boiling devices, emitting devices, cooling and refrigerating equipment, dishwashers, scales, film packers, vacuumizers.

Small tools: GN-containers, knives, cutting boards, measuring tools, handcarts, frying spatulas, scrapers, mixing and whipping tools, sieves, grates, meat hammers, oven and baking molds, pans, cooking containers, dippers and other lifting tools, thermometers and bowls.

Serving equipment: plates, glasses, cutlery, serving dishes and means.

Accounting equipment, cleaning and other equipment, according to the specifics of the restaurant.

Office equipment.

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



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The job assumes readiness and skills for communication, honesty, precision, sense of obligation. The occupation of a master chef requires a well-developed aesthetic taste and good sense of color, smell and taste. Good physical health and endurance and stress tolerance is required. Analyzing skills, sense of empathy and decisiveness are also important.

A.6 Occupational training

A master chef is expected to have secondary education, certification of occupational qualification and diverse work experience.

A.7 Possible job titles

Cook, chief cook, master chef.



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Part B

COMPETENCE REQUIREMENTS

B.1. The structure of the occupational qualification

When applying for an occupational qualification of a master chef, certification of all obligatory competences B.2.1 – B.2.9 and B.2.10 (transversal competence) is required.

B.2 Competences

B.2.1 Planning and organizing work

EstQF level 5

Performance indicators:

- 1) creates a self-check plan, observes that it is being fulfilled and arranges the management of relevant documentation;
- 2) plants the work organisation in kitchen, taking into account requirements established by relevant legislation;
- 3) plans the work schedule of the team, organizes kitchen and service work rationally, according to according to the workload of the company and general workload;
- 4) organizes the maintenance of kitchen equipment and tools;
- 5) creates a cleaning schedule and observes that it is being fulfilled.

Assessment method(s): A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.

B.2.2 Putting together menus

EstQF level 5

Performance indicators:

- 1) puts together price calculations for raw material for food;
- 2) calculates the demand and cost of raw material for food and sales price of dishes according to the nature of the catering establishment, its location, quality of provided services and pricing policy of the company;
- 3) creates and checks technological charts according to the software used by the company;
- 4) takes responsibility for putting together menus, assures their compliance with principles of menu creation and specifics of the catering establishment and requirements and needs of customers;
- 5) instructs and supervises the work of their time while putting together a menu;
- 6) includes the team in the creation of new menus.

Assessment method(s): A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.

B.2.3 Management of goods

EstQF level 5

Performance indicators:

- 1) organizes the storing of products according to requirements of food hygiene;
- 2) organizes and checks the observation of product quality and realization dates;
- 3) assures optimal reserve of products necessary for work, according to the movement speed of product flows within a specific company ;
- 4) assures that the product amount and quality is in conformance with relevant documentation;
- 5) assures the existence of all certificates and systematic conservation of documents according to relevant legislation and internal procedure rules of the company;

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6) organizes taking stock of storage conditions according to internal procedure rules of the company.
<u>Assessment method(s)</u> : A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.

B.2.4 Preprocessing raw material for food	EstQF level 5
<u>Performance indicators</u> :	
1) organizes cold and hot preprocessing of raw material for food and is responsible for choosing appropriate preprocessing methods and economical use of raw material for food.	
<u>Assessment method(s)</u> : A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.	

B.2.5 Preparing dishes	EstQF level 5
<u>Performance indicators</u> :	
1) creates the work schedule of the kitchen and assures that it will be fulfilled;	
2) is responsible for preparing food according to the requirements of customers, by taking into account food intolerances and allergies of customers;	
3) prepares dishes by taking into account quality standards of the company and by using standard, innovative and complex technologies;	
4) observes and instructs the use of appropriate and correct kitchen equipment and technology and fulfilment of food hygiene and safety requirements.	
<u>Assessment method(s)</u> : A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.	

B.2.6 Servicing and sales work	EstQF level 5
<u>Performance indicators</u> :	
1) creates positive contact with customers, is service ready and actively communicates with customers both directly and via means of communication;	
2) finds out the needs of customers and advises customers, solves service-related issues according to the specifics of the company;	
3) introduces beverages and drinks in the menu to the team and instructs the introduction of products to customers;	
4) organizes a dinner cover scheme along with decoration and serving plan for dining hall tables in cooperation with their team and according to the specifics of the company;	
5) organizes the serving of dishes according to temperatures, portions and appearance specified in technological charts and to the specifics of the company;	
6) collects feedback from customers about the food and service during the whole service process, analyses it and forwards it to the team;	
7) ends the service situation in a positive manner, with an aim for maintaining the contact with the customer;	
8) creates menu and price offers according to requirements and requests of customers;	
9) organizes the use of different payment methods according to the need of the company.	
<u>Assessment method(s)</u> : A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.	

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B.2.7 Supervising colleagues	EstQF level 5
<u>Performance indicators:</u>	
<ol style="list-style-type: none"> 1) instructs assistant cooks and cooks, provides their subordinates in time with information necessary for fulfilling their tasks, hands out tasks clearly and understandably; 2) collects information required for qualitative and timely performance of tasks, customer feedback, and analyses, specifies and interprets it; 3) organizes, supervises and checks the quality of their own work and the work of their subordinates, takes responsibility for the quality of their own work and the work of their subordinates; 4) adapts quickly to changing situations by re-organizing the work of their own and their subordinates if necessary; 5) supports the formation of a positive work environment by encouraging openness, supporting development and diligence, participation and mutual acknowledgment; 6) answers to questions asked by their subordinates and solves existing problems, is open and helpful. 	
<u>Assessment method(s):</u> A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.	

B.2.8 Developing products	EstQF level 5
<u>Performance indicators:</u>	
<ol style="list-style-type: none"> 1) collects information about updates, new products and technologies within the domain and forwards the information to their team; 2) plans and creates product offers of the company, by taking into account the business idea of the company, seasonality and customers' requests; 3) develops new products, implements new technologies and tools by taking into account the specifics of the company and needs and requirements of the customers; 4) solves unusual situations and acts flexibly. 	
<u>Assessment method(s):</u> A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.	

B.2.9 Management	EstQF level 5
<u>Performance indicators:</u>	
<ol style="list-style-type: none"> 1) leads the work of the kitchen team and co-ordinates the co-operation between different structural units; 2) organizes the personnel work of the kitchen team and training of team members; 3) plans development activities of team members; 4) evaluates the work results of team members and provides feedback; 5) plans improvements by taking into account the feedback and analysis. 	
<u>Assessment method(s):</u> A written report or interview/verbal questioning or a test assignment or observation during practical work or at the workplace or self-assessment or evaluation of work-related activities or portfolio or a combined method.	

Transversal competencies

B.2.10 Master Chef, level 5 transversal competence
<u>Performance indicators:</u>
<ol style="list-style-type: none"> 1) a master chef values their professional field, develops their professional skills and aims for



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qualitative work results;

- 2) adheres to work schedule while also following work- and fire safety requirements arising from the Food Act;
- 3) takes into account hygiene requirements, assures the safety and quality of food, assures their own and their colleagues' safety and can handle dangerous situations;
- 4) leads teamwork by supporting their colleagues and demonstrating thoughtfulness and understanding;
- 5) communicates with clients according to the principle of client-centeredness;
- 6) is enterprising and venturesome, can solve problems, uses resources practically and in an environmental friendly manner;
- 7) assures that all responsibilities taken would be fulfilled and takes responsibility for their own work and the work of their team members;
- 8) adjusts to changes in work environment, shares information and finds working solutions;
- 9) works resourcefully in stressful situations and controls their emotions;
- 10) has an understanding attitude towards criticism, learns from their success and failures;
- 11) asks for feedback on their activities from colleagues and customers;
- 12) expresses her/himself clearly in Estonian both in writing and verbally;
- 13) expresses him/herself understandably in one foreign language – Russian, English or Finnish;
- 14) uses different means of communication and computer in their work;
- 15) understands cultural versatility and is culturally tolerant.

Assessment method(s): integrated with assessment of other competences specified in the occupational standard.



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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	04-24052012-5.3/5k
2. The occupational standard is compiled by:	Indrek Kivisalu - <i>Eesti Peakokkade Ühendus, Food Studio</i> Inga Paenurm - <i>Eesti Peakokkade Ühendus, Office of the President of the Republic</i> Ülle Parbo – <i>SA Innove</i> Sirje Rekkor - <i>Eesti Peakokkade Ühendus, Tallinn University</i> Donald Visnapuu – <i>expert, Estonian Hotel and Restaurant Association</i> Rudolf Visnapuu – <i>Eesti Peakokkade Ühendus, Restaurant Mannerheim</i> Angelica Udeküll – <i>Eesti Peakokkade Ühendus, Laulasmaa SPA</i>
3. The occupational standard is approved by:	Teeninduse Kutsenõukogu
4. No. of the decision of the Sectoral Council	8
5. Date of the decision of the Sectoral Council	24.05.2012
6. The occupational standard is valid until (date)	23.05.2017
7. Occupational standard version No.	5
8. Reference to the Classification of Occupations (ISCO 08)	3rd Major Group „Technicians and associate professionals“, code 3434
9. Reference to the level in the European Qualifications Framework (EQF)	EstQF level 5
10. Subject of following curricula:	
C.2 Title of occupational qualification in foreign languages	
In Estonian: Meisterkokk	
C.3 Annexes	
Annex 1 Tasks and units	

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Annex 1 Units and tasks

	Assistant Cook, EQR level 3	Cook, EQR level 4	Master Chef, EQR level 5
Transversal competences	x	x	x
1. Planning and organizing work			
1.1 Fulfilling self-checking tasks	x	x	x
1.2 Planning and organizing work	x	x	x
1.3 Cleaning and maintenance	x	x	x
2. Putting together a menu			
2.1 Calculating prices and raw material for food	no requirement	x	x
2.2 Putting together technological charts	no requirement	x	x
2.3 Putting together menus	no requirement	x	x
3. Management of goods			
3.1 Monitoring of storage conditions	x	x	x
3.2 Management of documentation on goods	no requirement	x	x
3.3 Taking stock of storage conditions	x	x	x
4. Preprocessing raw material for food			
4.1 Cold preprocessing of raw material for food	x	x	x
4.2 Hot preprocessing of raw material for food	x	x	x
5. Preparing dishes			
5.1 Preparing appetizers	x	x	x
5.2 Preparing soups	x	x	
5.3 Preparing sauces	no requirement	x	
5.4 Preparing dishes from meat, poultry, fish and seafood	no requirement	x	
5.5 Preparing dishes from vegetables and forest bounty	x	x	
5.6 Preparing food from grain and groat products	no requirement	x	
5.7 Preparing food from dairy products and eggs	x	x	
5.8 Preparing desserts	no requirement	x	
5.9 Preparing pastry products	no requirement	x	
5.10 Preparing hot and cold beverages	no requirement	x	
6. Service and sales work			
6.1 Creating positive contact with clients	x	x	x
6.2 Finding out the needs of customers	x	x	x
6.3 Being familiar with the menu	x	x	x
6.4 Setting and servicing tables	x	x	x
6.5 Serving food and beverages	x	x	x
6.6 Formalizing portions and platters	x	x	

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6.7 Finishing the servicing situation	x	x	x
6.8 Sales and accounting	no requirement	no requirement	x
7. Supervising colleagues			
7.1 Collecting, analyzing and forwarding information necessary for fulfilling tasks	no requirement	x	x
7.2 Checking over the quality of work	no requirement	x	x
7.3 Creating a positive working environment	no requirement	x	x
7.4 Solving problems	no requirement	x	x
8. Developing products			
8.1 Collecting and processing information according to the needs of the company	no requirement	x	x
8.2 Developing products	no requirement	x	x
9. Management			
9.1 Management	no requirement	no requirement	x
Catering kitchen work			
9. Organizing catering kitchen work			
9.1 Using equipment for catering kitchens	no requirement	x	x
9.2 Finding out the need for raw material for food	no requirement	x	
9.3 Preprocessing raw material for food in large quantities	no requirement	x	
9.4 Preparing food in large quantities	no requirement	x	
9.5 Serving food in the catering kitchen	no requirement	x	
10. Dietary catering			
10.1 Putting together menus for different diets	no requirement	x	x
10.2 Preparing food for different diets	no requirement	x	
10.3 Planning the frequency of meal courses	no requirement	x	
11. Catering service			
11.1 Organizing and planning catering services	no requirement	x	x
11.2 Putting together catering menus	no requirement	x	
11.3 Preparing cold and hot appetizers	no requirement	x	
11. 4 Serving	no requirement	x	
Restaurant work			
12. Organizing restaurant work			

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12.1 Preparing dining hall and tables for the menu	no requirement	x	x
12.2 Preparing food and beverages	no requirement	x	
12.3 Serving customers	no requirement	x	
12.4 Presenting products and services	no requirement	x	
12.5 Serving food and beverages	no requirement	x	
13. Party service			
13.1 Preparing food according to event format	no requirement	x	x
13.2 Preparing the dining hall and tables	no requirement	x	
13.3 Preparing food and beverages	no requirement	x	
13.4 Serving food and beverages	no requirement	x	
13.5 Preparing products and services	no requirement	x	
14. National and regional cuisine			
14.1 Preparing different national dishes	no requirement	x	x
14.2 Serving different national dishes	no requirement	x	