



ESF programm „Kutsete süsteemi arendamine“

Occupational standard

Senior Waiter, 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
Senior Waiter	Level 5



Euroopa Liit
Euroopa Sotsiaalfond



Eesti tuleviku heaks



SINIASUTUS
Kutsekoda

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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 act and perform according to ethical, aesthetical and other socially approved norms.

A senior waiter organizes the preparation of serving process, puts together work schedules, and instructs the team, shares information and tasks. They organize the serving process, attending and advising customers, if necessary prepare drinks and serve food and beverages. A senior waiter communicates with customers in a friendly manner and according to good practice. They collect and analyze feedback throughout the whole serving process. They monitor inventory and assure that all required products and tools would be available. They are responsible for training the team and assuring that the work process would run smoothly. Follows self-checking plan and assures that it would be fulfilled. Is familiar with products and opportunities of the company.

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 Preparing drinks
- A.2.5 Serving food and drinks
- A.2.6 Finalizing the service situation
- A.2.7 Serving catering events and parties
- A.2.8 Cleaning and maintenance
- A.2.9 Management

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

A.3 Working environment and specific aspects of work

A waiter works in an establishment providing catering services. The occupational qualification of an 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, accounting equipment, coffee making devices, hot processing devices, delivery devices, bar tools and devices, refrigerating equipment, ice machines, dishwashers, cleaning tools and other small tools. Standard office equipment.

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

Attending customers requires readiness to provide service and communicate with customers, capability to go from one activity to another in a fast and smooth manner, ability to focus, good memory, calm attitude, good stress tolerance and physical endurance, good self-expression skills,



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clear dictation and empathy. The job requires reliability and analyzing skills, correctness, trustworthiness, conscientiousness, self-discipline and ability to lead.

A.6 Occupational training

Basic education and completion of professional training is required when applying for the occupational qualification of a senior waiter. The professional field of a senior waiter can be studied in a vocational school, coursed and/or at the workplace.

A.7 Possible job titles

More common job titles are waiter, senior waiter, head waiter, head of the shift, server, catering server, customer service representative, etc.

A.8 Regulations

A bill of health.



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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.2.9 and B.2.10 (transversal competence) is required.

B.2 Competences

B.2.1 Planning and organizing work	EstQF level 5
<u>Performance indicators:</u>	
<ol style="list-style-type: none"> 1) creates work schedules, plans their personal and their colleagues' working time; 2) prepares their workplace, equips it with necessary instruments and keeps it clean according to instructions; 3) checks if work positions in the hall are in order; 4) arranges the preparation of work positions and necessary tools; 5) specifies the menu and changes in the menu and daily offers, if necessary, readjusts ; 6) organizes co-operation with the kitchen; 7) organizes work in the hall, checks table orders and cleanliness of the hall; 8) assures the availability of necessary tools; 9) assures the availability of products and tools necessary for the job; 10) orders necessary products and tools; 11) orders and receives products and tools according to necessity and authorizations. 	
<u>Assessment method(s):</u>	
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 5
<u>Performance indicators:</u>	
<ol style="list-style-type: none"> 1) initiates and ends contact with customers in a positive manner, is ready for serving and communicates with the customer directly and by using different means of communication; 2) organizes the receiving of customers; 3) organizes guiding customers to the dining hall and their table; 4) attends customers, solves customer requests and provides for their special needs 5) organizes the work of all servers with customers; 6) advises customers and matches the needs of customers to the ones of the company. 	
<u>Assessment method(s):</u>	
Verbal questioning or a test assignment or observation during practical work or at workplace or assessment of work-related performance or self-analysis or a combined method.	

B.2.3 Taking and forwarding orders	EstQF level 5
<u>Performance indicators:</u>	
<ol style="list-style-type: none"> 1) thoroughly introduces and recommends food and drinks listed in food and drink charts; 2) matches food and drinks; 3) introduces products offered by the company; 4) organizes and checks the process of taking orders; 5) organizes and checks the adjustment of table covers; 6) uses cash handling systems and gives employees privileges for using them; 7) trains waiters on using cash handling systems, if necessary, gives instructions. 	

Assessment method(s):

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

B.2.4 Preparing drinks

EstQF level 5

- 1) prepares mixed drinks, if necessary, supervises the process of preparing mixed drinks;
- 2) prepares coffee- and tea beverages, if necessary, supervises the process of preparing coffee- and tea beverages.

Assessment method(s):

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

B.2.5 Serving food and drinks

EstQF level 5

Performance indicators:

- 1) serves soft-, mixed- and alcoholic beverages, wines, coffee- and tea beverages by using proper work methods;
- 2) checks the process of serving drinks and provides instructions;
- 3) serves portion dishes by using proper work methods;
- 4) serves food from platters by using proper work methods;
- 5) serves food from a handcart or auxiliary table;
- 6) checks the process of serving food and provides instructions;
- 7) arranges the process of cleaning and tidying tables;
- 8) if necessary, supervises the cleaning process;
- 9) organizes and supervises the work at delivery line.

Assessment method(s):

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

B.2.6 Finalizing the service situation

EstQF level 5

Performance indicators:

- 1) is responsible for implementing the feedback system;
- 2) asks and collects information from customers about products and services and waiting throughout the whole serving process;
- 3) handles compliments and complaints and provides solutions within their sphere of competence;
- 4) positively finalizes the serving situation with an aim to continue the positive customer relationship;
- 5) collects feedback from employees, analyzes it and forwards it to their manager and team;
- 6) handles cash within their sphere of competence;
- 7) submits a proper invoice and handles customer account by using different means and methods of payment (cash, payment cards, invoices);
- 8) collects and puts together properly formalized cash handling and sales reports;
- 9) stores and submits reports to a responsible employee;
- 10) arranges and supervises accounting and cash handling of employees within their sphere of competence;
- 11) sees customers out by maintaining positive customer contact, if necessary, assists customers;
- 12) if necessary, supervises the process of finalizing the serving situation.

Assessment method(s):

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

B.2.7 Serving catering events and parties

EstQF level 5

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Performance indicators:

- 1) plans catering and party service according to the time, location and theme of the event;
- 2) prepares necessary information materials for the team;
- 3) puts together the team and hands out tasks;
- 4) organizes preparations;
- 5) assures that service rooms would be ready and furniture and table covers properly organized;
- 6) assures that all necessary tools are present;
- 7) if necessary, readjusts and provides instructions;
- 8) observes and checks food safety requirements while providing catering services;
- 9) gives the serving team information about food and drinks and theme of the event;
- 10) hands out serving tasks to the team;
- 11) if necessary, readjusts and instructs the team;
- 12) assures the preparedness of the serving team;
- 13) assures that customers will be properly greeted and that the team is prepared for serving;
- 14) assures that food and drinks will be served and rooms and tables kept clean;
- 15) assures that proper work methods will be used during the serving process;
- 16) assures that positive customer contact will be maintained;
- 17) if necessary, readjusts and instructs the team;
- 18) organizes cleaning tasks, packaging of tools used on the event and tidying serving rooms;
- 19) necessary, readjusts and instructs the team;
- 20) assures that the event will be completed properly.

Assessment method(s):

Written report or 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 portfolio or a combined method.

B.2.8 Cleaning and maintenance

EstQF level 5

Performance indicators:

- 1) organizes washing dishes and serving instruments;
- 2) provides training on using necessary equipment and dishwashers and, if required, provides instructions;
- 3) assures that washing equipment will be used properly and cleanliness of dishes;
- 4) follows the self-checking plan and assures that it will be fulfilled;
- 5) organizes cleaning tasks and checks the quality of cleaning tasks.

Assessment method(s):

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

B.2.9 Management

EstQF level 5

Performance indicators:

- 1) organizes and co-ordinates conducting customers inquiries for finding out consumer needs;
- 2) instructs and trains the serving team;
- 3) organizes co-operation with the kitchen;
- 4) creates menus in co-operation with their direct manager and head chef;
- 5) participates on degustation and trainings in order to keep in touch with market events, new trends and ideas;
- 6) assures that equipment would be used prudently;
- 7) monitors the need for renewing equipment and tools;
- 8) assures that self-checking plan would be fulfilled.

Assessment method(s):

Written report or interview/verbal questioning or a test assignment or observation during practical work



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or at workplace or self-analysis or assessment of work related performance or portfolio or a combined method.

B.2.10 Transversal competences	EstQF level 5
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> 1) is aware of first aid methods, knows how to react in case of a fire; 2) fulfils and checks work safety and hygiene requirements; 3) is familiar with general sales and marketing strategies of the company; 4) communicates with customers and colleagues according to good practice; 5) assures a positive environment in the collective; 6) speaks Estonian on proficiency level B1, English on proficiency level B1, Russian on on proficiency level A2, Finnish on proficiency level A2; 7) uses computer in their work on skill level AO1-AO4, AO7; 8) values their professional field and is focused on achieving high-quality work results, acts independently and shows initiative; 9) is active and has good problem solving skills; 10) actively participates in teamwork, assures that responsibilities would be fulfilled and is ready to take the lead; 11) adjusts to changing situation in their work, can share information; 12) asks feedback on their activities from customers and colleagues; 13) supervises the serving team. 	
<p><u>Assessment method(s):</u> Integrated with assessment of other competences specified in the occupational standard.</p>	
<p><u>Supporting knowledge:</u></p> <ol style="list-style-type: none"> 1) basics of customer service; 2) basics of work management; 3) inventory, tools and equipment required for serving; 4) service management; 5) basics of different table settings; 6) basics of creating and formalizing menus, meal- and drink charts; 7) basics of price shaping; 8) basic knowledge of wines and other drinks; 9) basics of matching food and drinks; 10) basics of preparing food; 11) basics of healthy and special diets; 12) specifics of food cultures of different nations; 13) food and drink trends; 14) different techniques for serving food; 15) basics of bartending; 16) basics of organizing catering and party service; 17) basics of sales work; 18) basics of accounting/working with cash handling systems, logistics; 19) reporting and documentation; 20) food safety requirements; 21) work relations, work environment; 22) cleaning agents and -chemistry; 23) basics of management. 	



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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	04-01122011-4.3/4k
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.	4
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 - Vanemkelne	
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	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			
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



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Organizing self-checking activities			x
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