



1. Title of the certificate (LT)¹

Profesinio mokymo diplomas. Svečių aptarnavimo darbuotojo modulinė profesinio mokymo programa (valstybinis kodas M44101502)

¹in original language

2. Translated title of the certificate (EN)¹

Qualified worker's Diploma. Guest service employee modular vocational training programme (state code M44101502)

¹If applicable. This translation has no legal status.

3. Profile of skills and competences

Competences of qualification:

1. Meet guests.
2. Provide information to the guest about additional services in the enterprise.
3. Keep records of materials and financial documents.
4. Keep records of material values.
5. Inform guard service and other responsible persons while reacting to unexpected situations.
6. Help guests during extreme situations. 7. Take care of inside and outside plants. 8. Take care of the outside territory.
9. Tidy up rooms and common areas of use.
10. Clean various surfaces and coverings. 11. Take care of inventory and devices in the guests rooms.
12. Choose food products.
13. Prepare breakfast snacks and (or) dishes.
14. Prepare catering hall (place).
15. Serve drinks and meals to the guests.
16. Serve drinks and meals to the guests in the room.

4. Range of occupations accessible to the holder of the certificate¹

The object of activity of the Guest service employee is: meeting, service and checking out of hotel's guests, provision of information to hotel's guests, care of the general order in the hotel, cleaning of rooms and common spaces, preparation and serving of breakfast.

¹ If applicable

(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.



5. Official basis of the certificate

Name and status of the body awarding the certificate Legal entity with licence to provide formal vocational training programmes	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education and Science of The Republic of Lithuania
Level of the certificate (national or international) ISCED 454; LTKS IV; EKS 4	Grading scale / Pass requirements 10 grade scale. A Pass Grade -
Access to next level of education/training Possibility to continue studies at the higher level of education programme	International agreements
Legal basis Law on Education of the Republic of Lithuania Law on Vocational Education and Training of the Republic of Lithuania Resolution No. 535 of 4 May 2010 of the Government of the Republic of Lithuania "On the approval of the description of the National Qualifications Framework	

6. Officially recognised ways of acquiring the certificate

Aggregate duration of learning required to get the certificate (in weeks): 55 Ratio of theoretical and practical learning (%): 70/30 Duration and place of apprenticeship (in weeks): (0) Possibility to include passed education: passed education included by evaluating the knowledge		
Description of vocational education and training received	Part of programme (%)	Duration (in weeks)
School-/training centre-based	70	39
Workplace-based	30	16
Accredited prior learning		
Total duration of the education/ training leading to the certificate		55
Entry requirements Additional information More information (including the description of the national system of qualifications) at: www.aikos.smm.lt , www.europass.lt , www.euroguidance.lt , www.kpmc.lt The National Reference Points: www.europass.lt , www.smpf.lt		