

1. Title of the certificate <sup>(TR)</sup>
<b>Servis Görevlisi Mesleki Yeterlilik Belgesi</b> (Seviye 3)
<sup>(1)</sup> In the original language

2. Translated title of the certificate (EN)
<b>Serviceman VQA Vocational Qualification Certificate</b> (Level 3)
<sup>(1)</sup> If applicable. This translation has no legal status.

3. Profile of skills and competences		
A typical holder of the certificate is able to:		
UNIT CODE	TYPE	UNITS
12UY0093-3/A1	MANDATORY	<b>Occupational Health and Safety Activities and Environmental Protection Legislation</b> <ul style="list-style-type: none"> <li>Interprets the Occupational Health and Safety and Environmental Protection Legislation and their methods.</li> <li>Explains the environmental risk factors and their impacts.</li> </ul>
12UY0093-3/A2	MANDATORY	<b>Food Safety and Quality Management System</b> <ul style="list-style-type: none"> <li>Explains the activities related to the implementation of the Food Safety and Quality Management System.</li> <li>Explains the performed work according to food safety and the quality standards.</li> <li>Explains the importance of working guest satisfaction oriented.</li> </ul>
12UY0093-3/A3	MANDATORY	<b>Work Organisation</b> <ul style="list-style-type: none"> <li>Performs personal preparation.</li> <li>Provides coordination between shifts.</li> <li>Ensures communication between subordinates and superiors.</li> <li>Supervises subordinates.</li> <li>Performs activities related to the works in his/her charge.</li> </ul>
12UY0093-3/A4	MANDATORY	<b>Pre-Service Operations</b> <ul style="list-style-type: none"> <li>Prepares food-drink service materials at the enterprise for service.</li> <li>Prepares service field at the enterprise for service.</li> <li>Maintains the equipment and hardwares.</li> <li>Supplies the materials which will be used after service.</li> <li>Prepares the table arrangement.</li> </ul>
12UY0093-3/A5	MANDATORY	<b>Service Operations</b> <ul style="list-style-type: none"> <li>Welcomes guests and presents their food cards.</li> <li>Takes the orders and ensures the order to be delivered.</li> <li>Serves water and bread.</li> <li>Deals with the guests' wishes and complaints.</li> <li>Takes care of the accidents occurring during service.</li> <li>Reports the breakthroughs occurring at the workflow.</li> </ul>
12UY0093-3/A6	MANDATORY	<b>Hot Drinks Service</b> <ul style="list-style-type: none"> <li>Serves brewed or bag tea (black or herbal).</li> <li>Serves Turkish coffee.</li> <li>Serves espresso with traditional methods.</li> <li>Serves hot chocolate.</li> <li>Serves sahlep.</li> <li>Prepares and serves French press.</li> </ul>
12UY0093-3/A7	MANDATORY	<b>Cold Beverages Service</b> <ul style="list-style-type: none"> <li>Serves white, rose and sparkling wine.</li> <li>Serves red wine.</li> <li>Serves beer.</li> <li>Serves high alcoholic beverages.</li> <li>Serves non-alcoholic beverages.</li> </ul>
12UY0093-3/A8	MANDATORY	<b>Food Service</b> <ul style="list-style-type: none"> <li>Performs the serving of starter foods.</li> <li>Serves soup.</li> <li>Performs savoury appetizer service.</li> <li>Performs salad service.</li> <li>Serves the main course.</li> <li>Performs desert and fruit service.</li> </ul>
12UY0093-3/A9	MANDATORY	<b>Post Service and End of Day/Shift Operations</b> <ul style="list-style-type: none"> <li>Receives the check cost according to the bill.</li> <li>Fairwells the customer.</li> <li>Prepares the table again for the service.</li> <li>Prepares the salon for the next day/shift.</li> <li>Cleans the equipment and hardwares.</li> <li>Accepts gifts given by guests in accordance with the business practices.</li> <li>Applies business practices related to lost and found items.</li> </ul>

12UY0093-3/A10	MANDATORY	<b>Periodical Operations</b> <ul style="list-style-type: none"> <li>Ensures performing of periodical cleaning operations in service fields.</li> <li>Participates in the works for identifying and preventing pests.</li> <li>Takets material inventory.</li> <li>Arranges service storages.</li> </ul>
12UY0093-3/A11	MANDATORY	<b>Activities Related to Professional Development</b> <ul style="list-style-type: none"> <li>Interprets all kinds of professional publications, innovations and technological developments.</li> <li>Explains the on-the-job training program of the newly working personnel.</li> </ul>
12UY0093-3/B1	OPTIONAL	<b>Foreign Language</b> <ul style="list-style-type: none"> <li>Has listening skill at A2 level at foreign language.</li> <li>Has reading skill at A2 level at foreign language.</li> <li>Has conversation skill at A2 level at foreign language.</li> <li>Has verbal expression skill at A2 level at foreign language.</li> <li>Has written expression skill at A2 level at foreign language.</li> </ul>

4. Range of occupations accessible to the holder of the certificate (1)
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(1) If applicable

<p><b>(*) Explanatory note</b></p> <p>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.</p> <p>© European Union, 2002-2014   <a href="http://europass.cedefop.europa.eu">http://europass.cedefop.europa.eu</a>   <a href="http://www.europass.gov.tr">http://www.europass.gov.tr</a></p>
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5. Official basis of the certificate	
<b>Name and status of the body awarding the certificate</b> Serviceman (Level 3) Vocational Qualification Certificate, is awarded by Authorised Certification Bodies authorised by Vocational Qualification Authority. The list of Authorised Bodies available at: <a href="http://www.myk.gov.tr/ybk">http://www.myk.gov.tr/ybk</a>	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Vocational Qualification Authority (Mesleki Yeterlilik Kurumu) Ziyabey Caddesi 1420. Sokak No:12 Balgat Çankaya/ANKARA TURKIYE <a href="http://www.myk.gov.tr">www.myk.gov.tr</a>
<b>Level of the certificate (national or international)</b> ISCO 08: 5131 and Level 3- Turkish Qualifications Framework Detailed information on Turkish Qualifications Framework available at: <a href="http://www.tyc.gov.tr">http://www.tyc.gov.tr</a>	<b>Grading scale / Pass requirements</b> It is required that the candidate must be successful at the stages of A1,A2,A3,A4,A5,A6,A7,A8,A9,A10,A11,B1 for obtaining Serviceman (Level 3) Vocational Qualification Certificate.
<b>Access to next level of education/training</b> -	<b>International agreements</b> -
<b>Legal basis</b> Vocational Qualification Authority Law No. 5544	

6. Officially recognised ways of acquiring the certificate
<p>This document is prepared for candidates applying to authorised certification bodies, in the case of meeting the performance criteria after theoretical and applied assessments are made and each required unit for obtaining the qualification is successfully completed.</p> <p>The performance criteria and assessment rates may be different for each qualification.</p> <p><b>Entry requirements</b></p> <p>There is not an entry requirement for this national qualification.</p> <p><b>Information</b></p> <p>12UY0093-3 - 23/07/2014 Rev. No:01</p> <p><b>Additional information</b></p> <p>It is an equitable, transparent and confidential system including rules and activities regarding the development and application of technical and vocational education standards and qualifications, and accreditation, authorisation, audit, assessment, certification related to them, based on national and international occupational standards.</p> <p>The levels of VQA Vocational Qualification Certificates in relation to Turkish Qualifications Framework are defined as a result of comparing the learning outcomes of the related national qualification to TQF level descriptors. TQF level descriptors, defining the minimum learning outcomes required for the qualifications levelled according to TQF, are available at <a href="http://www.tyc.gov.tr/st">http://www.tyc.gov.tr/st</a>. Since TQF is referenced to European Qualifications Framework (EQF), eight TQF levels correspond to eight EQF levels. Level 3 qualifications for which this certificate herein is issued are defined as "Employee takes responsibility for the completion of tasks in work or study; adapts own behaviour to circumstances in solving problems."</p> <p><b>More information (including a description of the national qualifications system) available at:</b></p> <p><b>Vocational Qualifications Authority</b></p> <p><a href="http://www.myk.gov.tr">www.myk.gov.tr</a>  <a href="http://www.tyc.gov.tr">www.tyc.gov.tr</a></p> <p><b>Europass</b></p> <p><a href="http://www.europass.gov.tr">www.europass.gov.tr</a>  <a href="https://europass.cedefop.europa.eu/">https://europass.cedefop.europa.eu/</a></p>

