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| 1. Title of the certificate ^(TR) |
| Servis Görevlisi Mesleki Yeterlilik Belgesi (Seviye 4) |
| ⁽¹⁾ In the original language |

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| 2. Translated title of the certificate (EN) |
| Serviceman VQA Vocational Qualification Certificate (Level 4) |
| ⁽¹⁾ If applicable. This translation has no legal status. |

| 3. Profile of skills and competences | | |
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| A typical holder of the certificate is able to: | | |
| UNIT CODE | TYPE | UNITS |
| 12UY0093-4/A1 | MANDATORY | Occupational Health and Safety Activities and Environmental Protection Legislation <ul style="list-style-type: none"> Analyses the Occupational Health and Safety and Environmental Protection Legislation and their methods. Analyses the environmental risk factors and their impacts. |
| 12UY0093-4/A2 | MANDATORY | Food Safety and Quality Management System <ul style="list-style-type: none"> Analyses the activities related to the implementation of the Food Safety and Quality Management System. Analyses improvement activities to increase guest satisfaction. Establishes control measures for the conformity of food safety and the quality of work done. |
| 12UY0093-4/A3 | MANDATORY | Work Organisation <ul style="list-style-type: none"> Performs personal preparation. Provides coordination between shifts. Establishes communication between subordinates and superiors. Supervises subordinates. Performs activities in area of responsibility. |
| 12UY0093-4/A4 | MANDATORY | Pre-Service Operations <ul style="list-style-type: none"> Prepares food-drink service materials at the enterprise for service. Prepares service field at the enterprise for service. Maintains the equipment and hardwares. Ensures supplying the materials which will be used during service. Arranges the table and salon. |
| 12UY0093-4/A5 | MANDATORY | Service Operations <ul style="list-style-type: none"> Welcomes guests and presents their food cards. Takes the orders and ensures the order to be delivered. Serves water and bread. Ensures the run of the service without disruption. Deals with the guests' wishes and complaints. Deals with the accidents during service. Reports the problems at workflow. |
| 12UY0093-4/A6 | MANDATORY | Hot Drinks Service <ul style="list-style-type: none"> Serves brewed or bag tea (black or herbal). Serves Turkish coffee. Serves filter coffee. Serves espresso with traditional methods. Serves hot chocolate. Serves sahlepe. Serves mulled red wine. Serves the coffee prepared with French press. |

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| 12UY0093-4/A7 | MANDATORY | Cold Beverages Service <ul style="list-style-type: none"> Serves white, rose and sparkling wine. Serves red wine. Serves beer. Serves high alcoholic beverages. Serves non-alcoholic beverages. |
| 12UY0093-4/A8 | MANDATORY | Food Service <ul style="list-style-type: none"> Performs the serving of starter foods. Performs soup service. Performs salad service. Performs savoury appetizer service. Serves the main course. Serves flambé. Performs desert and fruit service. Serves fondue. |
| 12UY0093-4/A9 | MANDATORY | Post Service and End of Day/Shift Operations <ul style="list-style-type: none"> Receives the check cost according to the bill. Fairwells the customer. Prepares the table again for the service. Prepares the salon for the next day/shift. Cleans the equipment and hardwares. Accepts gifts given by guests in accordance with the business practices. Applies business practices related to lost and found items. |
| 12UY0093-4/A10 | MANDATORY | Periodical Operations <ul style="list-style-type: none"> Controls the order of service storages. Takes material inventory. Controls the works for identifying and preventing pests. Controls the periodical cleaning operations in service fields. |
| 12UY0093-4/A11 | MANDATORY | Activities Related to Professional Development <ul style="list-style-type: none"> Analyses professional publications, innovations and technological developments. Analyses the on-the-job training program of the newly working personnel |
| 12UY0093-4/B1 | OPTIONAL | Foreign Language <ul style="list-style-type: none"> Has listening skill at A2 level at foreign language. Has reading skill at A2 level at foreign language. Has conversation skill at B1 level at foreign language. Has verbal expression skill at A2 level at foreign language. Has written expression skill at A2 level at foreign language. |

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

(¹) If applicable

(¹) 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.

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5. Official basis of the certificate

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| Name and status of the body awarding the certificate Serviceman (Level 4) Vocational Qualification Certificate, is awarded by Authorised Certification Bodies authorised by Vocational Qualification Authority. The list of Authorised Bodies available at: http://www.myk.gov.tr/ybk | Name and status of the national/regional authority providing accreditation/recognition of the certificate Vocational Qualification Authority (Mesleki Yeterlilik Kurumu) Ziyabey Caddesi 1420. Sokak No:12 Balgat Çankaya/ANKARA TURKIYE www.myk.gov.tr |
| Level of the certificate (national or international) ISCO 08: 5131 and Level 4- Turkish Qualifications Framework Detailed information on Turkish Qualifications Framework available at: http://www.tyc.gov.tr | Grading scale / Pass requirements 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 4) Vocational Qualification Certificate. |
| Access to next level of education/training - | International agreements - |
| Legal basis Vocational Qualification Authority Law No. 5544 | |

6. Officially recognised ways of acquiring the certificate

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.

The performance criteria and assessment rates may be different for each qualification.

Entry requirements

There is not an entry requirement for this national qualification.

Information

12UY0093-4 - 23/07/2014 Rev. No:01

Additional information

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.

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 <http://www.tyc.gov.tr/st>. Since TQF is referenced to European Qualifications Framework (EQF), eight TQF levels correspond to eight EQF levels. Level 4 qualifications for which this certificate herein is issued are defined as "Employee exercises self-management for the work or study activities that are usually predictable, but are subject to change; supervises the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities."

More information (including a description of the national qualifications system) available at:

Vocational Qualifications Authority

www.myk.gov.tr

www.tyc.gov.tr

Europass

www.europass.gov.tr

<https://europass.cedefop.europa.eu/>