

CERTIFICATE SUPPLEMENT (*)

1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Leidinggevende bediening
Kwalificatiedossier: Bediening
In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Service manager
Qualification file: Service
This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Service manager are:

Core task 1: Works in service

- 1.1 Performs preparatory tasks
- 1.2 Accepts reservations
- 1.3 Receives guests
- 1.4 Advises guest and takes orders
- 1.5 Makes beverages ready to be served
- 1.6 Serves the order and clears away
- 1.7 Creates and maintains an appropriate atmosphere
- 1.8 Takes payment for the order(s) and says goodbye
- 1.9 Performs closing tasks
- 1.10 Works with the till

Core task 2: Watches over the stock

- 2.1 Checks the inventory
- 2.2 Receives and checks the order
- 2.3 Unpacks and stores the order

Core task 3: Orders and manages the stock

- 3.1 Requests proposals and selects suppliers
- 3.2 Orders inventory
- 3.3 Contacts the supplier in the event of an incorrect delivery
- 3.4 Manages inventory storage

Core task 4: Offers suggestions in composing the menu and drinks list

- 4.1 Collates information

* 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.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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3. PROFILE OF SKILLS AND COMPETENCES

- 4.2 Devises the menu
- 4.3 Selects drinks
- 4.4 Helps to develop the hospitality concept and monitors this concept
- 4.5 Highlights and assesses trends and developments

Core task 5: Supervises and carries out management tasks

- 5.1 Monitors the social hygiene policy
- 5.2 Devises an operational plan
- 5.3 Plans and assigns tasks
- 5.4 Budgets finances
- 5.5 Monitors finances
- 5.6 Manages employees
- 5.7 Conducts formal internal meetings

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

A Service manager usually works within hospitality companies, such as hotels, road restaurants, diners, catering companies and meeting/congress centres. Within these companies, service is paramount. Tasks, products and services are primarily determined by the customer's expectations, within the company formula.

A Service manager works in a context with international customers.

A Service manager aims to achieve commercial effectivity. In this, all his activities are aimed at the guest and their needs.

5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science</p>																				
<p>Level of the certificate (national or international) Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF level 4 - EQF level 4 - ISCED 3A</p>	<p>Grading scale / Pass requirements</p> <table border="0"> <tr><td>10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
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<p>Access to next level of education/professions Through education and experience in this line of work, a Service manager can transfer horizontally to become a gastronome/sommelier or develop to become a food service/catering company entrepreneur. On VET-level education a Service manager can develop to become a Manager/entrepreneur catering. In higher professional education development is possible through Higher hotel education, Teacher in consumer technology or International hospitality management.</p>	<p>International agreements The profession of Service manager is not regulated in the Netherlands. However the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p>Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25170 The education and training for this qualification is offered as of August 1, 2015.</p>																					

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl).

In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.

In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.

Average duration of the education/ training leading to the certificate	3 years (4800 study hours) (depending on previous education)
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Entry requirements

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.

7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file determined by the Minister of Education, Culture and Science. The complete qualification file can be found at <http://kwalificaties.s-bb.nl/>, only in Dutch.

Optional subjects are linked to the qualification. The optional subjects have a total size of 15% of the course duration. The optional subjects completed by the student are listed on the certificate.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): www.s-bb.nl. The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.