

Menedžer/menedžerka hotelske operative

Selected qualifications

Name of qualification	Menedžer/menedžerka hotelske operative
Translated title (no legal status)	Hotel operations manager
Type of qualification	Nacionalna poklicna kvalifikacija, SOK raven 6
Category of qualification	Poklicna kvalifikacija

Admission requirements

- at least upper secondary or upper secondary technical education and
- 5 years of work experience in the field of accommodation establishments and
- Knowledge of foreign languages:
 - English - knowledge at a level comparable to B1 (as evidenced by the candidate with a final certificate of upper secondary education for the subject of English or with a general or vocational matura in English at least B1, with another valid certificate for level at least B1, with a certificate of successful completion of at least B1 primary education where instruction is given in English, issued in Slovenia or abroad)
 - foreign language - optional, knowledge at a level comparable to B1 (which the candidate proves with a final certificate of upper secondary education for the selected foreign language or passed general or vocational matura in the selected language at level B1 or other publicly certified certificate for level at least B1 or with a certificate of successful completion of at least elementary education, where classes are conducted in the selected language or for a selected subject, issued in Slovenia or abroad)

ISCED field

Field
Transport, varnost, gostinstvo in turizem, osebne storitve

ISCED subfield

subfield hotelirstvo in gostinstvo

Qualification level

SQF 6
EQF 5

Learning outcomes

The candidate is able to:

- plan, prepare and control work processes in hotel operations
- carry out operational management at the hotel
- to ensure the quality and efficiency of work in the hotel operations in accordance with the hotel and widely established standards
- develop business cooperation between different departments of the company
- control work processes in hotel operations
- analyze, monitor and report on the performance of hotel operations
- manage personnel matters in the hotel operations
- communicate with co-workers, customers, suppliers and other partners in the destination, as well as with guests
- communicate in English and at least one foreign language in everyday work situations
- cooperate with customers, suppliers, other partners in the destination and with guests
- participate in the development, introduction and implementation of promotional and sales activities and monitor their effectiveness
- participate in the design and determination of the hotel development strategy

- guest relations management
- take care of the rational use of energy, materials and time
- ensure occupational safety and comply with environmental principles

Accessors

Verification and assessment are carried out by committees for the verification and validation of national vocational qualifications, appointed by the National Examination Centre (NEC). Committee members must be licensed by the National Examination Centre. Licences may be found [here](#).

Assessment and completion

VALIDATION

During the guidance process the candidate prepares a portfolio, which is assessed by a committee. If the portfolio submitted by the candidate contains authentic, valid and adequate proof of the knowledge, skills and competences defined in the occupational standard, the committee may:

- validate the contents of the occupational standard in full,
- validate the contents of the occupational standard in part and define the knowledge, skills and competence to be verified,
- refuse to validate any of the contents of the occupational standard because the candidate has not provided proof of any of the knowledge, skills and competences defined in the occupational standard, in which case it will verify the occupational standard in full.

VERIFICATION METHODS - Service with an oral presentation.

In the practical presentation of services, the candidate proves the mastery of the required occupational competences according to the requirements of the occupational standard. When performing the service, an oral defense of the task is performed, which includes a test of knowledge and skills, in accordance with the occupational standard Small hotel manager.

Condition for obtaining certificate

Candidates demonstrate attainment of the knowledge, skills and competences defined in the catalogue of standards of vocational knowledge and skills.

Awarding body

Providers of procedures for identifying and validating NVQs are entered in a register of providers maintained in the collection of the national information centre for vocational qualifications. These are:

vocational schools, businesses, B2B training centres, adult education centres and chambers of commerce.

URL

<https://www.nrpslo.org/podrobnosti/npk/55863881>
