

Archived

Mojster strežbe/mojstrica strežbe

Selected qualifications

Name of qualification

Mojster strežbe/mojstrica strežbe

Translated title (no legal status)

Master waiter/Master waitress

Type of qualification

Mojster

Category of qualification

Izobrazba

Type of education

Upper secondary technical education

Admission requirements

Fulfilment of one of the following conditions:

- the candidate has obtained a vocational upper secondary education (any specialisation) and has at least three years of experience in his/her profession,
- the candidate has obtained a secondary technical education (any specialisation) and has at least two years of experience in his/her profession, or
- the candidate has obtained a higher vocational education or first-cycle professional education (any specialisation) and has at least one year of experience in his/her profession.

ISCED field

Field
Transport, varnost, gostinstvo in turizem, osebne storitve

ISCED subfield

subfield hotelirstvo in gostinstvo

Qualification level

SQF 5
EQF 4

Learning outcomes

A master craftsman:

- has achieved mastery of work tasks including the most demanding waiting staff tasks,
- is a wine connoisseur, and harmoniously links, recommends and serves the appropriate wines with regular meals and specialities,
- prepares and/or completes dishes and drinks in front of guests,
- participates in the purchase, ordering and receipt of drinks and inventories relating to the waiting staff,
- prepares work premises relating to the waiting staff,
- ensures a safe work environment and supervises the implementation of occupational safety regulations,
- ensures the implementation of sanitary-hygiene regulations (HACCP system),
- communicates in accordance with business etiquette with co-workers and guests in Slovene and at least two foreign languages,
- prepares written offers of food services using contemporary information and communication technologies, and special food services information programmes at work,
- organises and manages the waiting staff's work process,
- ensures rational and efficient operations,
- understands various marketing techniques,
- monitors, masters and develops new food services trends,
- drafts development and financial programme proposals,
- rationally allocates and organises human resources to maintain social security and a positive climate,
- drafts proposals for the advancement of co-workers,
- introduces new workers to their jobs and ensures their professional growth,
- carries out practical on-the-job training for students, and
- controls the quality of services.

Accessors

Members of examination boards for each examination unit separately. Appointed by the minister responsible for education. Appointment may be renewed every 4 years.

Assessment and completion

The candidate sits for a master craftsman's examination, which consists of four units:

- a practical unit,
- a specialised theoretical unit,
- a business and economic unit, and
- a teaching/instruction unit.

Condition for obtaining certificate

A candidate must sit for all four units of a master craftsman's examination to receive the title of master craftsmen.

Awarding body

Chamber of Crafts and Small Business of Slovenia

URL

<http://www.ozs.si/ozseng/>
