SLOVENSKO
OGRODJE
KVALIFIKACIJ

Vodja hotelske recepcije

Selected qualifications

Name of qualification	Vodja hotelske recepcije
Translated title (no legal status)	Hotel reception manager
Type of qualification	Nacionalna poklicna kvalifikacija, SOK raven 6
Category of qualification	Poklicna kvalifikacija

Admission requirements

• at least upper secondary general education or upper secondary vocational education, and
• at least five years of work experience in the field of hospitality, which the candidate proves with an employment contract, another employment contract and the employer's reference letter
• Knowledge of foreign languages:
    ◦ English - knowledge at the level of comparable B1 (which the candidate proves with a final certificate of secondary general education for the subject of English or with passed 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 basic education where instruction is given in English, issued in Slovenia or abroad)
    ◦ foreign language - optional, knowledge at the level comparable to B1 (which the candidate proves with a final certificate of secondary general education for the selected foreign language or passed general or vocational matura in the selected language at level B1 or with another valid certificate for level at least B1 or certificates of successful completion of at least primary 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 their own work and the work of others
- to receive and accommodate guests
- provide guest services, inform guests and advise them
- manage service reservations
- manage rooms and keep records of rooms and guests
- take care of the rational use of energy, materials and time
- communicate with colleagues, guests and business partners
- communicate in English and at least one foreign language in everyday work situations
- use modern information and communication technology and software tools
- plan and organize work at the reception and ensure optimal distribution according to the needs of the work process
- manage personnel matters at the reception

- to control the quality, efficiency and effectiveness of work at the reception in accordance with the standards
- perform and control the billing of services provided
- develop entrepreneurial qualities, skills, knowledge
- 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 evaluated by a committee. If the candidate has submitted authentic, valid and relevant proof of knowledge, skills and competences from the operational 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 under the occupational standard, in which case it will verify the occupational standard in full.

ASSESSMENT METHOD

- Practical service test and oral presentation.

With a practical demonstration of the service, the candidate proves the mastery of the required occupational competences according to the requirements of the occupational standard and taking into account the prescribed documentation. During the performance of the service, there is also an oral defense of the performed service, which includes a test of knowledge in accordance with the occupational standard of the Head of the hotel reception.

Condition for obtaining certificate

The candidate shall demonstrate that he / she achieves the knowledge, skills and competences specified in the catalog of standards of occupational 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/08437081