

EUROPASS CERTIFICATE SUPPLEMENT

TITLE OF THE DIPLOMA (ES)

Técnico en Servicios en Restauración

TRANSLATED TITLE OF THE DIPLOMA (EN)⁽¹⁾

Technician in Catering Services

(1) This translation has no legal status.

DIPLOMA DESCRIPTION

The holder of this diploma will have acquired the General Competence with regard to:

Carrying out the activities of preparing, presenting and serving food and drinks, as well as customer service in the area of catering, following the established quality protocols and acting in accordance with the rules on hygiene, labour risk prevention and environment protection.

Within this framework, the PROFESSIONAL MODULES and their respective LEARNING OUTCOMES acquired by the holder are listed below:

“Basic Operations in a Café-bar”

The holder:

- Deals with raw materials distinguishing their organoleptic characteristics and applications.
- Stores raw materials analysing documentation associated with planned services.
- Prepares equipment, tools and materials recognising how they work, their applications and appropriate placement.
- Carries out the activities of preparation relating them with the requested type of service.
- Prepares simple hot drinks to be served, justifying the selected techniques and procedures.
- Prepares milk shakes, juices, soft drinks and water to be served, applying the associated techniques and procedures.
- Serves simple alcoholic drinks, relating the serving technique and procedure with each type of drink.
- Performs the post-serving and closing operations in the café-bar areas, determining the needs for replacement and preparation of the area for the next service.

“Basic Operations in a Restaurant”

The holder:

- Prepares material, equipment and furniture identifying their uses and applications.
- Lays the table relating the same with the type of service to be offered.
- Performs operations to help serving food in the restaurant, assessing their implications on the quality of the service.
- Performs the post-serving and closing operations in the restaurant areas, relating them with the needs for replacement and preparation of the area for the next service.

“Café-bar Service”

The holder:

- Attends customers in the café-bar service relating demand with the products to be served.
- Serves any type of alcoholic drinks, except for wine, identifying their characteristics and presentation.
- Prepares cocktails and alcoholic combinations relating ingredients with their characteristics.
- Prepares dishes and appetisers in the café-bar recognising and applying different culinary techniques.
- Carries out the invoicing and money collection of the services offered to customers recognising the elements a bill includes.

“Restaurant Services and Special Events”

The holder:

- Attends customers in the restaurant and special events relating demand with the products to be served.
- Serves any type of culinary preparations, recognising and applying serving and protocol techniques.
- Prepares dishes in the presence of the customer applying the related culinary and service techniques.
- Performs the carving, dishing out and filleting of products and culinary preparations applying the associated techniques.

“Wine and Wine Service”

The holder:

- Deals with different types of wine recognising their storage conditions.
- Identifies different types of wine, determining their basic and differentiating characteristics.
- Makes simple wine tastings identifying basic aromas and tastes, using the elementary tasting techniques.
- Defines simple wine lists justifying their properties and applications.
- Serves wine relating physical and environmental conditions and gastronomic offers with tools, temperature and specific procedure.

“Gastronomic Offers”

The holder:

- Classifies catering companies analysing their typology and characteristics.
- Recognises basic dietetic and nutritional properties of food, relating them with the possibilities included in the offer.
- Determines gastronomic offers characterising their specifications.
- Calculates the global costs of the offer analysing their different variables.

“Catering Communication Techniques”

The holder:

- Provides information required by the customer, recognising and applying the different communications techniques and social skills.
- Communicates possible customers the range of services offered, justifying them from the technical point of view.
- Applies catering protocol, relating the type of service offered with its design and organisation.
- Applies techniques of potential customers' complaints and suggestions, recognising and applying the performance protocol.

“Safety and Hygiene in Food Handling”

The holder:

- Cleans/disinfects tools, equipment and facilities, assessing their importance in the hygienic-sanitary quality of products.
- Maintains Good Hygiene Practices assessing the risks associated with bad hygienic habits.
- Applies Good Food Handling practices, relating them with the hygienic-sanitary quality of products.
- Applies self-control systems based on the Hazard Analysis and Critical Control Point (HACCP) and traceability control, justifying the principles.
- Uses resources efficiently, assessing associated environmental benefits.
- Collects waste products selectively recognising their implications at a sanitary and environmental level.

“Foreign Language: English”

The holder:

- Recognises professional and current information contained in spoken discourses produced in standard language, analysing the global content of the message and relating it with the respective linguistic resources.
- Interprets professional information contained in simple written texts, analysing its contents thoroughly.
- Produces oral messages which are clear and structured, participating as an active agent in professional conversations.
- Writes simple texts in standard language, relating grammatical rules with their goal.

“Professional Training and Guidance”

The holder:

- Selects job opportunities, identifying the different possibilities of labour integration, and the alternatives of lifelong learning.
- Applies teamwork strategies, assessing their effectiveness and efficiency on the achievement of the company's goals.
- Exercises rights and complies with the duties derived from labour relationships, recognising them in the different job contracts.
- Determines the protective action of the Spanish Health Service in view of the different covered eventualities, identifying the different types of assistance.
- Assesses risks derived from his/her activity, analysing job conditions and risk factors present in his/her labour setting.
- Participates in the development of a risk prevention plan in a small enterprise, identifying the responsibilities of all agents involved.
- Applies protection and prevention measures, analysing risk situations in the labour setting of the Technician in Catering Services.

“Business and Entrepreneurial Initiative”

The holder:

- Recognises skills related to entrepreneurial initiative, analysing the requirements derived from job positions and business activities.
- Defines the opportunity of creating a small enterprise, assessing the impact on the performance setting and incorporating ethic values.
- Carries out the activities for the setting-up and implementation of a company, choosing the legal structure and identifying the associated legal obligations.
- Carries out basic administrative and financial management activities of an SME, identifying the main accounting and tax obligations and filling in documentation.

“On the Job Training”

The holder:

- Identifies the company's structure and organization relating it to production and catering services offered.
- Applies labour and ethic habits in his/her professional activity according to the characteristics of the job position and the procedures established by the company.
- Performs operations of receipt, storage and preservation of raw food, identifying and using means, equipment and instruments of control and applying techniques and procedures according to instructions and/or established regulations.
- Performs basic serving operations in their different areas, interpreting instructions and/or established regulations and applying procedures and techniques inherent to the activities to be carried out.
- Prepares drinks, products and culinary dishes, identifying and applying serving procedures and techniques, as well as instructions and/or established rules.
- Serves wines, recognising their essential properties and qualities and applying specific techniques and procedures, as well as instructions and/or established norms.
- Complies with the health and safety criteria, acting in accordance with the hygiene and sanitation, labour safety and environmental protection regulations.

RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE DIPLOMA

The Technician in Catering Services carries out his/her professional activity, either in large, medium or small enterprises, mainly in the area of catering, although s/he can also work as self-employed in small catering establishments. This job is carried out in production areas and sub-areas in which processes of preparing and serving food and drinks take place, such as the area of the hospitality industry and, within its framework, the areas of hotel management and catering (traditional, modern and collective).

The most relevant occupations or jobs are the following:

- Café-bar or restaurant waiter
- Head waiter
- Person in charge of a store company producing and serving food and drinks
- Barperson
- Sommelier assistant
- Service assistant in transport means

AWARD, ACCREDITATION AND LEVEL OF THE DIPLOMA

Name of the body awarding the diploma on behalf of the King of Spain: Spanish Ministry of Education or the different Autonomous Communities according to their areas of competence. The title has academic and professional validity throughout Spain.

Official duration of the education/ training leading to the diploma: 2000 hours.

Level of the diploma (national or international)

- NATIONAL: Post-Compulsory Secondary Education
- INTERNATIONAL:
 - Level 3 of the International Standard Classification of Education (ISCED 3).
 - Level 4A of the European Qualifications Framework (EQF4).

Entry requirements: Holding the Certificate in Compulsory Secondary Education or holding the corresponding access test.

Access to next level of education/training: This diploma may provide access to Higher Technical Cycles provided that an entrance exam is passed.

Legal basis. Basic regulation according to which the diploma is established:

- Minimum teaching requirements established by the State: Royal Decree 1690/2007, of 14 December, according to which the diploma of Technician in Catering Services and its corresponding minimum teaching requirements are established.

Explanatory note: This document is designed to provide additional information about the specified diploma and does not have any legal status in itself. An Annex I may be added and will be filled in by the corresponding Autonomous Community.

INFORMATION ON THE EDUCATION SYSTEM

