



MICRO-credentials
Identifying,
DEveloping, testing and
ASsessing innovative approaches



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Occupational Profile

WP 2 | Activity 1

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Report Summary

In the tourism sector, waiters and waitresses [GR: σερβιτόρος, σερβιτόρα / ES: camarero, camarera] are responsible for processing orders, serving food and drinks, and maintaining customer satisfaction in restaurants, hotels, and resorts. In Greece, Cyprus, and Spain, waiting staff are the backbone of the hospitality industry, which includes a wide range of establishments such as restaurants, bars, cafes, and hotels. The position of the waiter is multi-leveled, ranging from entry-level to senior waiter, head waiter, floor supervisor, restaurant manager and sommelier. The purpose of the occupational profile of the waiter is to focus on the basic skills and knowledge they need to possess, to ensure that entry-level waiters have the necessary training and senior waiters can expand on the skills and knowledge already acquired either through formal training or experience.

The primary responsibility of the waiters is to attend to customers by addressing their requests, which can range from serving food and drinks to providing recommendations and feedback. The key responsibilities of the waiter lie in: (1) customer service, (2) order management, (3) hygiene maintenance and (4) adhering to standards. Waiting staff are expected to demonstrate competence in the following areas:

- Welcoming Guests
- Table & Restaurant Service
- Processing Orders/Payments
- Serving Drinks
- Serving Food
- Complying with Hygiene Requirements
- Customer Service
- Working in Teams

It is highly desirable if waiting staff also demonstrate a degree of competence in the following:

- Knowledge of Tourism Industry of the Local Area
- Knowledge of Digital Tools and Skills
- Knowledge of Digital Marketing
- Knowledge of Other Cultures
- Strong and quick memory

1. Job Title and Basic Information

1.1 Defining the Occupation

Job Title: Waiter/Waitress

Industry: Tourism Sector, Hospitality [HORECA] Sector

Location: Greece (GR), Cyprus (CY), Spain (ES)

Alternate Job Titles: Server, Food and Beverage Attendant, Restaurant Waitstaff

In the tourism sector, waiters and waitresses [GR: σερβιτόρος, σερβιτόρα / ES: camarero, camarera] are responsible for processing orders, serving food and drinks, and maintaining customer satisfaction in restaurants, hotels, and resorts. In Cyprus, Greece, and Spain, waiters play a key role in the hospitality industry, which is central to each country's economy. These professionals are expected to fulfill a series of criteria and acquire a set of skills (both technical and soft skills) such as complying with health and safety regulations related to food handling and customer service. National regulations also mandate that waitstaff adhere to labour laws concerning working hours, minimum wage, and workplace safety standards, which can vary slightly between the countries but are generally aligned with EU directives on worker protection and fair wages.

1.2 Occupation & ISO Correlation

To ensure a high standard of service, waitstaff are required to adhere to a set of rules and guidelines established by the management of each establishment using ISO standards.

Furthermore, for the certification of the qualifications of professionals employed in the tourism sector there is an International Standard ISO/IEC 17024 which contains principles and requirements for a Body Certifying Persons as TÜV AUSTRIA against specific requirements and includes the development and maintenance of a certification scheme for persons. Certification of persons based on the requirements of the ISO/IEC 17024 is an internationally recognized and acceptable process of evaluating the qualifications of certified persons, with defined, transparent and widely accepted requirements and criteria that simultaneously ensures the repetition, objectivity and credibility of the examination results

Standardisation and Guidelines

To maintain quality, safety, and customer satisfaction, hospitality establishments in these countries frequently implement Management Systems according to several International Standards, developed by the International Organization for Standardization (ISO).

ISO (International Organization for Standardization) is an independent, non-governmental International Organization with a membership of 172 National Standards Bodies which represent ISO in their country. Through its members, ISO brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges. ISO only develops a standard if there is a market need for it



and, up to now, has developed and issued 25647 International Standards. The ISO Standards are documents that set requirements and give world-class specifications for products, services and systems, to ensure quality, safety and efficiency. They often describe agreed ways of doing something or a solution to a global problem. The ISO standards are worldwide recognized and facilitate international trade.

The most popular ISO standards are listed below:

- Quality Management Standards (ISO 9000 family) to help work more efficiently and reduce product failures.
- Environmental Management (ISO 14000 family) to help reduce environmental impacts, reduce waste and be more sustainable
- Health and Safety Standard (ISO 45001 and related standards) to help reduce accidents in the workplace
- Food Safety Standards (ISO 22000) to help prevent food from being contaminated etc.

These standards dictate how waitstaff should handle various aspects of their job, from customer interaction to food safety and environmental responsibility. Below are the key standards for several Management Systems that the Enterprises have decided to implement and their waitstaff must follow the relevant policies, processes, documentation, guidelines etc. within their job duties and roles:

ISO 9001 – Quality Management Systems

Restaurants, hotels, and other hospitality venues often implement Quality Management Systems according to ISO 9001 requirements in order to improve their performance, meet customer expectations and demonstrate their commitment to quality. Waitstaff working in such establishments are expected to follow specific policies, processes, documentation, procedures, guidelines etc. for serving customers, maintaining hygiene, and ensuring a positive customer experience. Implementing ISO 9001 means the Enterprises of the tourism sector have put in place effective processes and trained staff to deliver flawless products and/or services time after time.

ISO 22000 – Food Safety Management

The requirements of this standard are applied to restaurants and any establishment involved in the food chain for the tourism sector and has been designed to ensure that the relevant Enterprises can consistently provide safe products and services assuring the wellbeing of their customers. Waitstaff must comply with food safety practices to prevent contamination, follow hygiene protocols, and properly handle and serve food. Waiters/waitresses in Greece, Spain, and Cyprus must be trained in basic food safety practices such as proper handling, storage, and hygiene as per HACCP (Hazard Analysis and Critical Control Points) principles which is integrated part of the ISO 22000 requirements for a Food Safety Management System (FSMS).

ISO 45001 – Occupational Health and Safety Management



This standard specifies requirements for an Occupational Health and Safety (OH&S) Management System and it provides a framework for the hospitality industry to manage risks and improve OH&S performance, assuring the safety of staff and injury prevention. The standard establishes criteria for an OH&S policy, objectives, planning, implementation, operation, auditing and review. Key elements include leadership commitment, worker participation, hazard identification and risk assessment, legal and regulatory compliance, emergency planning, incident investigation and continual improvement, ensuring a safe working environment for waitstaff who often work long shifts, handle heavy trays, and are exposed to various physical demands. Staff are trained to prevent injuries, adhere to safety regulations (lifting heavy items, managing slippery floors, etc.), and ensure both their safety and the customers' well-being.

2. Job Overview

In the ever-growing sector of hospitality, waiters and waitresses, also known as waiting staff, have a fundamental role in creating an overall memorable experience for the guests. Their job transcends the technical requirements of serving food and drinks and draws on the current trend of creating experiences for customers. Fitting the experiential drive of the tourism sector, waiting staff are also expected to cater unique experiences to customers following a multi-sensory and multi-faceted approach.

The waiter is expected to continuously provide a positive experience to their customer throughout their stay at the establishment. Their responsibilities start from welcoming the guest to seeing them off. Being the main liaison between the restaurant and its customers, waiting staff must have an array of technical and soft skills and knowledge. Ultimately, the purpose of the waiter is to deliver an outstanding service that would encourage referrals and repeat customers.

2.1 General Purpose of the Job

The general purpose of a waiter/waitress is to provide efficient and friendly service to guests, ensuring their dining experience is smooth, enjoyable, and meets the establishment's quality standards. They are responsible for taking orders, delivering food and beverages, addressing customer inquiries, and maintaining a clean and organized dining area.

2.1.1 Key Duties and Responsibilities

The main key duties and responsibilities of the waiter are encapsulated in the following areas:

Customer Service:

The waiter is responsible for greeting customers in warm manners upon arrival to ensure the commencement of an outstanding experience for the customer, present menus, and offer recommendations on food and drink options. It is of utmost importance for a positive customer experience, that the waiter is taking accurate orders, answer questions about the menu, and address any special requests or dietary requirements. The service of food and beverages promptly, ensuring correct orders are delivered to the right customers. Regular and subtle checks on guests are expected to ensure the customers are satisfied with their meals and service, responding to any issues or complaints effectively. It is vital for the checks to remain discreet to avoid interrupting the guest's experience.

Order Management:

The waiter is expected to input orders into the establishment's ordering system accurately and promptly, coordinate with kitchen and bar staff to ensure timely preparation and delivery of orders and process payments, handle cash transactions, and issue receipts.

Maintaining Hygiene and Cleanliness:

The waiter is required to set up and prepare tables for new customers, including arranging cutlery, napkins, and tableware. Upon the departure of the customer, the waiter is required to clear tables, clean dining areas, and maintain a tidy and sanitary environment. Food safety and hygiene protocols must be thoroughly followed to ensure a safe dining experience for customers.



Adherence to Standards:

Compliance with quality and safety standards is required at all stages to ensure food safety and service consistency. Adherence to occupational safety standards, including handling heavy trays safely and preventing workplace hazards is also expected.

2.1.2 Importance of the role

The role of a waiter/waitress is essential in creating a positive customer experience, which contributes to the establishment's brand image which is fundamental to the success of any hospitality establishment. By providing attentive, friendly, and efficient service, waitstaff help to build customer loyalty and satisfaction, directly impacting the establishment's trajectory.

3. Key Responsibilities and Duties

The ability to manage multiple tasks, maintain high standards, and work effectively as part of a team ensures smooth daily operations and enhances the overall dining experience for guests. A more detailed display of the key duties and responsibilities of the waiting staff follows below. Overall and for the purpose of education and training, waiters' responsibilities and duties can be grouped in three main professional functions (MPF):

1. Preparing the Restaurant for Service
2. Welcome restaurant guests with the application of preliminary service procedures and serving various dishes and drinks, based on the established rules of professional ethics
3. Processing Payments and Closing Procedures for the Dining and Recreation Area

3.1 Primary Tasks and Responsibilities:

The waiter is expected to demonstrate adequacy in fulfilling all the primary responsibilities.

- ✓ **Customer Interaction and Service:** Welcome guests, take accurate food and drink orders, and serve meals in a courteous and efficient manner.
- ✓ **Order Management:** Relay orders promptly to the kitchen and bar, ensuring special requests or dietary restrictions are noted and followed.
- ✓ **Payment Processing:** Handle billing, including cash, card, and other transactions, accurately and efficiently.
- ✓ **Dining Area Maintenance:** Set and clear tables, maintain cleanliness, and follow hygiene protocols.
- ✓ **Compliance with Safety Standards:** Adhere to food safety and occupational health guidelines.
- ✓ **Team Collaboration:** Work closely with kitchen staff, bartenders, and fellow waitstaff to deliver a seamless dining experience.
- ✓ **Promotion and Upselling:** Recommend menu items and specials to guests, aiming to enhance the dining experience and boost sales.
- ✓ **Professional Conduct:** Maintain a positive, professional demeanour and address customer concerns tactfully.

Daily Duties:

Demonstration of ability to perform the below daily duties is required for the waiting staff.

- ✓ **Greeting and Seating Guests:** Meet guests at the entrance, guide them to their tables, and provide menus.
- ✓ **Taking and Serving Orders:** Engage with customers to take detailed orders, deliver food and beverages promptly, and ensure everything is as requested.
- ✓ **Table Preparation:** Set up tables before service begins, ensuring all items (cutlery, napkins, glasses) are in place.
- ✓ **Maintaining Cleanliness:** Continuously check and clean the dining area, including clearing dishes, wiping tables, and organizing chairs.



- ✓ **Customer Payment and Checkouts:** Present bills, handle payment processing, and provide change or receipts as needed.
- ✓ **Food Safety Practices:** Follow proper procedures for handling, storing, and serving food to ensure compliance with hygiene standards.

Ad Hoc Responsibilities:

Waiting staff are expected to take upon ad hoc responsibilities depending on the needs of the establishment and carry them out successfully.

- ✓ **Inventory and Stock Management:** Monitor supplies (such as condiments, napkins, and beverages) and inform management of restocking needs.
- ✓ **Event and Special Occasion Service:** Assist in the preparation and execution of events or special dinners, which may include setting up additional seating, coordinating with event planners, and adapting to specific themes.
- ✓ **Customer Feedback:** Collect and report customer feedback to management, helping to identify areas for improvement in service and menu offerings.
- ✓ **Training Support:** Occasionally assist in the onboarding and training of new staff members, helping them understand service protocols, menu details, and workplace safety.
- ✓ **Menu Updates and Special Promotions:** Learn about new menu items or seasonal specials and prepare to introduce these to customers, using upselling techniques to promote new dishes and beverages effectively.
- ✓ **Maintaining Sustainable Dining Practices:** Participate in sustainability initiatives, such as waste reduction programs, by helping implement recycling procedures, minimizing food waste, and using eco-friendly materials during service.
- ✓ **Customer Service Improvement Projects:** Engage in projects that focus on enhancing the overall customer experience, such as developing new greeting protocols, handling feedback surveys, or introducing new ways to improve the speed and efficiency of service during peak hours.

These tasks and responsibilities highlight the versatile nature of the role of the waiting staff, which requires adaptability, strong communication skills, and a commitment to delivering high-quality service.

4. Skills and Competencies

4.1 Initial Occupation Study

The Occupational Profile developed for the waiter occupation in the tourism sector has been a subsequent product of the *Synthesis Report on Needs Analysis Research in the Tourism Sector (GR, CY & ES)* as a result of the MICROIDEA project. The Report is composed of the conclusions reached through a thorough study of each country on the in-situ conditions of their tourism sector and collected data gathered from the focus groups conducted with representatives from relevant ministries and enabling organisations, social partners and immediate stakeholders. The discussions offered valuable insights into the challenges and opportunities of the sector in subject, showcasing that the occupation of the waiter deems further occupation. Subsequently, a questionnaire was sent to the participants to indicate the importance of skills, knowledge and competences that are required in the specific occupation and the gaps in training, in order of priority. Therefore, within the framework of this study of the occupation of the waiter, the following steps were implemented:

Task Analysis

- The main tasks that form the core of a waiter's responsibilities were recorded, reflecting the base-line of skills required in the role. Waiters are expected to demonstrate proficiency in all the skills that are considered as the base-line.
- Optional tasks were analysed, which require specialist skills and offer opportunities for further professional development. These Specialised units of skills were identified as critical to the development of microcredentials.

Data Sources

- **ESCO:** The European System of Classification of Skills, Competences, Qualifications and Occupations was used to ensure alignment with European standards.
- **ECECPs:** The occupational outline of the waiter, as developed by the National Certification Centre, was the main basis for the development of the occupational profile.
- **Deloitte and INSETE survey:** Data from the survey "*The reskilling/upskilling needs of human resources in tourism*" were used to identify critical skills and professional needs in the sector.

Results Produces

- An occupational profile was created detailing the main and optional tasks of a waiter.
- The optional tasks were utilised as a basis for developing microcredentials, offering a targeted approach to vocational training.
- The needs for skills aligned with the current and future requirements of the tourism and food service industry were identified, contributing to increased competitiveness and employability.

4.2 Essential Skills for the Occupation of Waiters

Considering the above analysis of the Occupation of the Waiter, the table below shows the Main Professional Functions by detailing the following:

1. Specific Professional Function
2. The Skills expected to be demonstrated under the tasks of each specific function
3. The specialised units of skills that can serve as microcredentials derived from each task

Specialised units of skills that can serve as microcredentials will also be categorised as follows:

1. Derived units of skills
2. Standalone units of skills
3. Country-specific units of skills

The key duties and responsibilities as well as the skills required are common throughout the three countries, showing that the skills of a waiter can be transferred across borders. Evidently, some countries require some nuanced skills as well to cater to their local customer experience.

Spain

In the tourism sector, **digital marketing expertise** among waitstaff can be a valuable asset, enhancing both customer engagement and the overall dining experience. With skills in **digital platforms**, waitstaff can assist in promoting special events, seasonal offers, and menu highlights through **social media, increasing the restaurant's online presence** and attracting more tourists. Familiarity with digital marketing trends also enables waitstaff to contribute to **upselling strategies, boosting sales by recommending promotions and limited-time offers directly to customers**.

Cyprus

In the hospitality sector, a **waiter's ability to remember details** is crucial for providing efficient and personalised service. This skill allows waitstaff to recall **specific customer preferences, dietary restrictions, and even names**, which helps create a more welcoming and tailored experience for new and repeat guests. A good memory also ensures **accuracy in taking orders, minimizing errors and reducing wait times**, especially in busy establishments. By remembering menu details, daily specials, and ingredient information, waitstaff can **answer customer questions confidently**, further enhancing service quality.

Waitstaff in tourist-heavy areas often play a key role in **coordinating events**, such as group reservations, special celebrations, or themed dining experiences. This involves **collaborating with kitchen staff, bartenders, and management to ensure smooth service, timely meal delivery, and a seamless flow of activities** throughout the event. Effective event coordination requires waitstaff to be organised, adaptable, and able to handle multiple tasks simultaneously, from setting up tables to managing specific guest requests, which is crucial in maintaining high service standards during special occasions.

With tourists from diverse backgrounds, **understanding different cultures** is a vital skill for waiters particularly in the tourism sector. This cultural awareness enables them to **interact respectfully and sensitively with guests, recognizing and accommodating cultural preferences related to food**,



beverages, service, and communication. By being mindful of different customs and traditions, waiting staff can avoid misunderstandings and provide a more inclusive dining experience. Furthermore, this understanding enhances the **establishment's reputation for being welcoming and globally aware**, encouraging repeat visits from international customers.

Waiters are required to demonstrate knowledge and experience in all the specific professional functions and are encouraged to acquire specialized units of skills that can serve as microcredentials depending on the needs of the market and of their respective employer.

4.3 Gaps in Training

In Greece, Cyprus and Spain significant training gaps have been identified in the skill set of waitstaff, highlighting the need for targeted development. One of the primary areas requiring improvement is customer service, particularly in **identifying customer needs**, providing assistance—especially for guests with specific requirements, handling complaints, and effectively measuring feedback while monitoring incident reporting. Training should focus on enhancing **communication skills, empathy, and problem-solving abilities** to ensure a positive and seamless customer experience. Additionally, there is a need for **deeper understanding of alcoholic beverages, wines, and dietary requirements** to enable waitstaff to offer informed recommendations and ensure safety and satisfaction. Further gaps were identified in **supervising food quality**, including the use of appropriate tools for serving food, as well as in skills related to proper table setting, which are crucial for maintaining dining standards. Addressing the **ability to identify signs of drug abuse** is also essential for ensuring customer safety and adhering to legal standards. Lastly, **strengthening hygiene practices** remains a critical area for training, focusing on both personal hygiene and the maintenance of clean, safe dining environments. Addressing these gaps through comprehensive training programs will help elevate service standards and enhance the overall customer experience in the hospitality sector across these regions.

Below, the Occupational Profile for the Waiter Table addresses all the points mentioned above.

MPF 1	Prepare the Restaurant for Service	
Specific Professional Function	1. Check the Dining Room Cleanliness	
	Tasks:	Explanation/description:
	1.1 Maintain Personal Hygiene	Activities aimed at preserving cleanliness and personal care to prevent illness, promote health, and ensure a presentable appearance
	1.2 Check for Reservations and take customers to their table	Hospitality service tasks, involving verifying booking details and providing personalized assistance to ensure guests are seated efficiently and courteously
	1.3 Make any arrangements for walk-ins	Check the availability of tables and make necessary arrangements to accommodate walk-ins if possible, ensuring seamless service.
	1.4 Ensure the comfort of the customers and respond to any questions they may have	Be present and attend to the needs of the customers by addressing customer inquiries to enhance their experience.
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Green cleaning: with the right products and good practices.	Derived from Specific Professional Function	Green Skills
Detecting Drug Abuse	Standalone	Standalone Skill
Specific Professional Function	2. Furnishing and equipment of a dining and recreation hall	
	Tasks:	Explanation/description:
	2.1 Restaurant Equipment	Knowledge of, management, proper use and maintenance of all the equipment used in the restaurant
	2.2 Cleaning Utensils and Equipment	Sanitation and maintenance of all restaurant utensils, dishes and

		equipment, upholding hygiene standards.
Specific Professional Function	3. Prepare the restaurant for service	
	Tasks:	Explanation/description:
	3.1 Arrange and Lay Tables	Proper table arrangement and setting up, following appropriate placements and décor to align with service standards.
	3.2 Decoration of the Dining and Recreation Area	Proper restaurant decoration in accordance with the rules of the restaurant to enhance the ambiance of the restaurant/recreational area.
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Environmental Protection and Recycling in Catering and Leisure Areas	Derived from Specific Professional Function	Green Skills

MPF 2	Welcome restaurant guests with the application of preliminary service procedures and serving various dishes and drinks, based on the established rules of professional ethics	
Specific Professional Function	1. Welcoming guests in the dining and recreation area and creating a pleasant atmosphere	
	Tasks:	Explanation/description:
	1.1 Welcoming and greeting customers and creating a pleasant and friendly atmosphere	Initiate positive customer interactions by warmly welcoming them.
	1.2 Apply foreign languages in hospitality	Communicating in different languages enhances the guest experience, helps avoid misunderstandings, and ensures that international guests feel welcome and understood.

Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Apply Foreign Language Terminology in the Hospitality Industry	Derived from Specific Professional Function	Technical Skills
Specific Professional Function	2. Process reservations	
	Tasks:	Explanation/description:
	2.1 Processing customer reservations according to their schedules and needs via phone, electronically, or in person	Managing booking requests across multiple platforms ensuring customer needs are met
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Online reservation system for restaurants	Derived from Specific Professional Function	Digital Skills
Specific Professional Function	3. Assist Customers	
	Tasks:	Explanation/description:
	3.1 Work in Hospitality Team	Effective teamwork and collaboration with colleagues to ensure high-quality service.
3.2 Maintain customer service	Consistent, high-standard customer interactions and support.	
Specific Professional Function	1. Assist Customers	
	3.3 Identify Customer's Needs	Proper assessment of customer preferences and requirements to personalize their experience.
	3.4 Assist Clients with Special Needs	Ensuring guests with special needs are comfortable and well-served shows inclusivity and professionalism, as well as offering tailored approaches.
	3.5 Assist VIP Guests	Providing tailored, discreet and high-priority service for VIP clients.

	3.6 Advise Guests on Menus for Special Events	Proper guidance to customers in selecting suitable menu items for special occasions.
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Types of Restaurant Customers and How to Treat them	Derived from Specific Professional Function	Soft Skills
Quality Customer Service in Catering and Leisure Areas	Derived from Specific Professional Function	Soft Skills
Coordination of various events in catering and entertainment venues	Country-specific specialised units of skills that can serve as microcredentials [CYPRUS]	Technical Skills
Digital marketing for restaurants and entertainment	Country-specific specialised units of skills that can serve as microcredentials [SPAIN]	Digital Skills
Understanding the gastronomic culture of different cultures	Country-specific specialised units of skills that can serve as microcredentials [CYPRUS-GREECE]	Soft Skills
Specific Professional Function	2. Informing customers about the available products and services, serving preliminary items at the table, and taking their order for the dishes and drinks of their choice	
	Tasks:	Explanation/description:
	4.1 Food and Beverages on the Menu	Detailed knowledge of menu offerings to inform and assist customers.
	4.2 Present Menus	Professionally presenting and explaining the menu, including daily specials or new items, helps engage customers and enhances their dining experience.
	4.3 Dietary Regimes	Understanding common dietary preferences and restrictions (e.g.,

		vegetarian, gluten-free, nut allergies) to adhere to customer needs and accommodate them.
	4.4 Alcoholic Beverage Produces	Familiarity with different types of alcoholic beverages, including spirits, beers, and cocktails, helps in making recommendations and preparing drinks.
	4.5 Take Food and Beverage Orders from Customers	Record and confirm customers' selections accurately.
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Menu composition and Menu Types	Derived from Specific Professional Function	Technical Skills
Complete Wireless Ordering System	Derived from Specific Professional Function	Digital Skills
Complete wireless ordering system	Country-Specific specialised units of skills that can serve as microcredentials [CYPRUS]	Technical Skills
Specific Professional Function	3. Serves customers their orders of dishes and drinks, clears and replaces the tableware for each intermediate use	
	Tasks:	Explanation/description:
	5.1 Prepare Alcoholic Beverages	Mix and serve cocktails and other drinks accurately and stylishly according to customer preferences.
	5.2 Prepare Hot Drinks	Preparing and serving a range of hot drinks, from coffee to specialty teas.
	5.3 Serve Beverages	Knowledge of proper techniques for serving various beverages, including soft drinks, cocktails, and coffee, is essential for delivering excellent service.

	5.4 Serve Wines	Recommending and serving wine adhering to the proper etiquette and pairings.
	5.5 Supervise Food Quality	Quality test of dishes before serving, according to their presentation and safety standards.
	5.6 Serve Food in Table Service	Knowledge of how to serve various types of food and understanding the appropriate cutlery and service etiquette in polite and efficient manners.
	5.7 Attend to Detail Regarding Food and Beverages	Maintaining precision in the presentation and quality of food and beverages.
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Legislation on the Supply of Alcohol	Derived from Specific Professional Function	Technical Skills
Basic Knowledge of Coffee Varieties	Derived from Specific Professional Function	Technical Skills
Basic Knowledge about Tea Varieties	Derived from Specific Professional Function	Technical Skills
Pairing Food and Wine and advising on wine selection	Derived from Specific Professional Function	Technical Skills
Decanting Wines	Derived from Specific Professional Function	Technical Skills
Sparkling Wines	Derived from Specific Professional Function	Technical Skills
Decoupage in front of the customer and proper use of food cutting tools	Derived from Specific Professional Function	Technical Skills
Flambée preparation	Derived from Specific Professional Function	Technical Skills

Room Service	Derived from Specific Professional Function	Technical Skills
MPF 3	Processing payments and closing procedures for the dining and recreation area	
Specific Professional Function	1. Process Payments	
	Tasks:	Explanation/description:
	1.1 Provides the Bill to Customers When Requested and Collects Payment	Efficient and accurate processing of customer bills and transactions.
	1.2 Returns the receipt and any change to the customers	Efficient and accurate return of receipts and any changes to the payment process.
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Electronic Insurance of Documents in Dining and Entertainment Areas	Derived from Specific Professional Function	Digital Skills
Specific Professional Function	2. Measure Customer Feedback	
	Tasks:	Explanation/description:
	2.1 Evaluate customers' comments in order to find out whether customers feel satisfied or dissatisfied with the product or service	Gathering and analyzing customer feedback for service improvement.
Specific Professional Function	3. Maintain Relationship with Customers	
	Tasks:	Explanation/description:
	3.1 Build a lasting and meaningful relationship with customers to ensure satisfaction and fidelity by providing accurate and friendly advice and support, by delivering quality products and services and by supplying after-sales information and service	Positive and warm engagement with customers, particularly with repeat customers, remembering their preferences, and offering personalized service builds customer loyalty.

Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Local and Regional Tourism Infrastructure	Derived from Specific Professional Function	Technical Skills
Specific Professional Function	4. Organizing the tidiness of the workspace and participating in the closing process of the dining and recreation area	
	Tasks:	Explanation:
	4.1 Clears and removes all used and unused utensils from the dining and recreation area and transports them to the designated area	Efficient table clearance and transfer items to the cleaning or storage area.
	4.2 Arranges and repositions the tables and chairs to their original configuration and sets the tables each time customers leave	Efficient and effective resetting of tables and furniture for subsequent service after customer use.
	4.3 Prepares the space for the next service based on predetermined needs	Efficient organisation of the dining area to be ready for the next service session.
4.4 Maintain incident reporting records	Documenting, logging and managing records of any incidents or issues that arise in the service area for improvement and safety.	
Specialised units of skills that can serve as microcredentials	CATEGORY	SKILL
Local and Regional Tourism Infrastructure	Derived from Specific Professional Function	Technical Skills

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