



System of  
Vocational  
Qualifications

Identity of Excellence!



# Vocational Qualification **Assistant Waiter**

Level CyQF/EQF3

## **Human Resource Development Authority of Cyprus (HRDA)**

### **Vocational Qualifications Technical Committee:**

Ministry of Labour and Social Insurance

Ministry of Education, Sport and Youth

Deputy Ministry of Tourism

Cyprus Employers and Industrialists Federation (OEB)

Cyprus Chamber of Commerce and Industry (CCCI)

Pancyprian Confederation of Professional Craftsmen, Traders and Shopkeepers (POVEK)

Cyprus Workers' Confederation (SEK)

Pancyprian Federation of Labour (PEO)

Democratic Labour Federation of Cyprus (DEOK)

Cyprus Hotel Association (CyHA)

Association of Cyprus Tourist Enterprises (ACTE)

Cyprus Hotel Managers' Association (CyHMA)

Pancyprian Association of Leisure Centre Owners (PASIKA)

Cyprus Bartenders Association (CBA)

Cyprus Chef's Association (CCA)

Cyprus Housekeepers Association (CHA)

Cyprus Life Saving Federation

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## 1. IDENTITY OF VOCATIONAL QUALIFICATION

### 1.1 Title of vocational qualification:

Assistant waiter

### 1.2 Vocational qualification level (CyQF/ EQF):

3

### 1.3 ISCO code:

5131

### 1.4 Vocational qualification code:

BTP3

## 2. DESCRIPTION OF THE VOCATIONAL QUALIFICATION

### 2.1 Overview:

Assistant waiters are responsible for setting tables, serving food and drinks, and attending to customers in hotels, restaurants, cafés, and other dining establishments. They prepare, organise, clean, and maintain the workspace and equipment. They follow instructions and apply measures related to occupational health and safety, food safety, and environmental management.

### 2.2 Work environment:

Assistant waiters work both indoors and outdoors, in an environment where strict rules are applied regarding food handling and health and safety. During the performance of their duties, they interact with customers, something that makes personal appearance and hygiene very important. Additionally, due to exposure to fluctuating temperatures and continuous standing, appropriate clothing and footwear are required. Working hours are usually fixed, but may include shift work.

### 2.3 Employment opportunities:

Assistant waiters may work in hotels, restaurants, passenger ships and cruise ships, pastry shops, kitchens, cafeterias, entertainment and leisure centres, as well as in banquet halls or venues hosting other celebratory events.

## **2.4 Equipment:**

Tables, chairs, ice machine, beverage refrigerators, dessert refrigerators, cutlery, kettle, mixer, plates, glasses, cups, wine and bottle opener, bread-serving utensils, trays, waste bins, fire safety equipment, health and safety equipment, post-mix beverage dispenser, sauce container, hot beverage serving pot, juicer, beverage thermos, warming cabinet, restaurant linens, buffet linens, homogeniser, wine cooler/ice bucket, coasters, draft beer dispenser, toaster, wine carafes, wine baskets, fire extinguishing equipment, and first aid kit.

## **2.5 Relevant vocational qualifications:**

1. ΤΡΠ4 Waiter
2. ΥΠΕ5 Restaurant supervisor
3. ΥΠΜ5 Bar supervisor
4. ΜΠΤ4 Bartender
5. ΜΠΡ4 Barista
6. ΔΕΚ5 Event organiser

## **2.6 Relevant job titles:**

Waiter assistant, waiter, commis waiter, server

## **2.7 Entry pathways for the specific vocational qualification based on the policy and procedures guide of the HRDA:**

### **Pathway 1**

Qualification: Certificate from a training/education programme aligned with a level 3 professional qualification

Experience: Not required

### **Pathway 2**

Qualification: At least level 3 in a non-relevant professional field or at least level 2 in a relevant field

Experience: Minimum of 1 year in a relevant field

### **Pathway 3**

Qualification: At least level 2 in a non-relevant professional field

Experience: Minimum of 2 years in a relevant field

### **Pathway 4**

Qualification: Not required

Experience: Minimum of 3 years in a relevant field

## 2.8 Assessment methods

- Written exam.
- Observation under real working conditions or simulated conditions.
- Oral examination.

### **3. UNITS ANALYSIS (LEARNING OUTCOMES)**

### 3.1 Common units

<b>Unit Code</b>	<b>Unit Title</b>
<b>KT.9</b>	<b>Establish and maintain effective working relationships</b>
<b>KT.10</b>	<b>Applying health and safety requirements at work</b>
<b>KT.12</b>	<b>Applying environmental management requirements</b>
<b>KT.14</b>	<b>Applying food hygiene and safety requirements</b>
<b>KT.22</b>	<b>Organising, tidying, and cleaning of the food work area, equipment, and materials</b>
<b>KT.29</b>	<b>Reception, information, and customer service</b>

## **KT.9 Establish and maintain effective working relationships**

### **Knowledge:**

The individual should be able to:

1. List the various methods of communication.
2. Describe the organisation's policy and communication procedures.
3. List the basic principles of communication.
4. Explain the importance of effective communication.
5. Mention the obstacles to communication and the required actions to overcome them.
6. Describe the process of handling interpersonal relationships with colleagues and associates.
7. Mention the actions and initiatives that create and maintain a positive working environment.
8. Cite actions and initiatives for effective teamwork.
9. List the key elements necessary for the effective functioning of working groups.
10. Mention common problems that may arise in the functioning of a working group, which can affect its effectiveness and the achievement of its goals.

### **Skills:**

The individual should be able to:

1. Apply suitable methods to create and maintain effective communication with colleagues and associates, within the framework of the organisation's policy and procedures.
2. Contribute to the resolution of problems and disputes among colleagues and associates, to establish and maintain effective working relationships.
3. Assist in improving the workplace environment by undertaking relevant actions and initiatives.
4. Collaborate with team members to create and sustain a positive work environment by taking actions and initiatives that promote effective teamwork.
5. Support the improvement of collaboration among team members by providing recommendations and undertaking relevant initiatives.
6. Contribute to improving the effectiveness and productivity of teamwork by submitting proposals and taking appropriate initiatives.
7. Assist in identifying and resolving issues related to team operations, in coordination with the department head and colleagues

## **KT.10 Applying health and safety requirements at work**

### **Knowledge:**

The individual should be able to:

1. Identify the health and safety hazards that may occur in the workplace.
2. Describe the procedure for reporting hazards and dangerous situations related to health and safety.
3. State the organisation's health and safety policy at the workplace.
4. Reference the current legislation and regulations related to workplace health and safety relevant to their job.
5. Describe the instructions, preventive measures, and health and safety rules that must be followed at the workplace.
6. Explain the meaning of occupational health and safety signs.
7. Describe the correct and safe use of the equipment handled during work.
8. Identify and describe emergency response and health and safety action plans for incidents in the workplace.
9. Describe the procedure for reporting accidents and illnesses.
10. List fire categories and explain the principles of fire prevention and firefighting.
11. Identify the types of fire extinguishers and other firefighting equipment.
12. Describe the proper use of fire extinguishers and other firefighting equipment.
13. List the approved materials that a first aid kit must contain.

### **Skills:**

The individual should be able to:

1. Identify health and safety hazards in the workplace and report them to the responsible person, in accordance with the organisation's procedures.
2. Perform tasks while applying preventive measures as per the supervisor's instructions and the organisation's health and safety regulations.
3. Operate equipment in a correct and safe manner.
4. Implement the appropriate action plan in response to emergencies and urgent health and safety situations.
5. Follow the organisation's evacuation plan.
6. Use appropriate first aid materials for minor injuries and seek help from the designated workplace first aider.

## **KT.12 Applying environmental management requirements**

### **Knowledge:**

The individual should be able to:

1. Identify environmental hazards and environmental aspects related to products or activities in their workplace.
2. Describe the procedure for reporting environmental hazards.
3. State the organisation's environmental management policy.
4. Reference the applicable legislation and environmental management regulations relevant to their job.
5. Describe the instructions, pollution prevention measures, and environmental management rules to be followed in the workplace.
6. Describe methods and best practices for conserving water and energy.
7. Recognise recyclable materials in their workplace.
8. Describe the procedure for the collection and disposal of recyclable materials.
9. Identify and describe action plans for handling emergency incidents and situations to prevent environmental pollution.

### **Skills:**

The individual should be able to:

1. Identify environmental hazards and aspects and report them to the responsible person in accordance with the organisation's procedures.
2. Carry out work tasks by applying pollution prevention, water, and energy conservation measures, as instructed by their supervisor and in line with environmental management rules.
3. Use eco-friendly materials and environmentally safe products as directed by their supervisor.
4. Store, use, and dispose of materials and products in a way that prevents environmental pollution, the organisation's procedures.
5. Dispose of recyclable materials and products in the designated areas or bins, as specified by the organisation.
6. Implement the appropriate action plan to respond to emergency incidents and situations to prevent environmental pollution.

## **KT.14 Applying food hygiene and safety requirements**

### **Knowledge:**

The individual should be able to:

1. List the rules of personal hygiene in their workplace.
2. State the requirements for workplace clothing.
3. Identify the potential food safety hazards that may arise in the workplace.
4. Describe the procedure for reporting food safety hazards.
5. State the organisation's food safety policy.
6. Reference the current legislation and regulations on food safety relevant to their work.
7. State the instructions, rules, and requirements of the food safety system (HACCP) that must be followed in the workplace.
8. Describe food labelling requirements at all stages of processing, storage, and serving.
9. Identify and describe action plans for responding to emergency incidents and unexpected situations related to food safety in their workplace.

### **Skills:**

The individual should be able to:

1. Apply personal hygiene and clothing rules for food safety, in accordance with current legislation and organisational regulations.
2. Perform work tasks in compliance with the instructions, rules, and requirements of the organisation's food safety system (HACCP).
3. Label food at all stages of processing, storage, and serving, in line with organisational procedures.
4. Identify food safety hazards and non-compliance encountered during work and report them to the responsible person in accordance with the organisation's procedures.
5. Take corrective actions when results are outside acceptable limits, as outlined in the food safety system (HACCP).
6. Implement the appropriate action plan to handle emergency incidents and urgent situations regarding food safety.
7. Record information and the results of checks required by the food safety system (HACCP).

## **KT.22 Organising, tidying, and cleaning of the food work area, equipment, and materials**

### **Knowledge:**

The individual should be able to:

1. Explain the concepts of organising, tidying, cleaning, and disinfecting the food work area, equipment, and materials.
2. Identify the organisational actions for the workplace as defined by current legislation and workplace organisation principles.
3. Describe the tasks involved in tidying the workplace.
4. Describe the methods of cleaning and disinfecting the workplace.
5. Identify cleaning and disinfection equipment, materials, and tools.
6. State the protective measures required when using cleaning and disinfection materials.
7. State the procedures for handling workplace waste and materials.
8. List the steps for organising equipment and materials.
9. State the proper storage conditions for equipment.
10. Describe the steps involved in tidying materials in the workplace.

### **Skills:**

The individual should be able to:

1. Organise the workplace according to current legislation, principles of workplace organisation, and the organisation's regulations.
2. Tidy the workplace according to the organisation's regulations.
3. Clean and disinfect the workplace, following the required safety measures.
4. Handle workplace waste and materials in accordance with current legislation and organisational procedures.
5. Organise equipment according to workplace organisation principles and organisational procedures.
6. Classify and store equipment under appropriate conditions, based on manufacturers' manuals, regulations, and the organisation's layout plan.
7. Organise materials according to supplier specifications, proper storage practices, and the organisation's materials storage layout.
8. Tidy and classify materials according to supplier specifications and proper storage practices.

## **KT.29 Reception, information, and customer service**

### **Knowledge:**

The individual should be able to:

1. Explain the importance of professional appearance and personal hygiene in presenting a positive image to customers.
2. Describe how to welcome customers in the workplace.
3. Explain the importance of customer service.
4. State the basic principles of customer service.
5. State the basic principles of effective communication with customers.
6. Describe the customer service procedure.
7. Explain techniques for identifying customer information needs.
8. State the information provided to customers regarding the departments, layout, and operating hours of the organisation.
9. State the information provided to customers about the organisation's products, services, and offers.
10. Mention the informational and promotional materials available for the organisation's products and services.
11. Describe methods for informing customers and answering their questions.
12. Mention alternative options for the organisation's products and services.

### **Skills:**

The individual should be able to:

1. Welcome customers in the workplace, presenting a positive image and following the organisation's regulations and basic principles of customer service.
2. Identify and confirm customers' information needs using appropriate techniques.
3. Inform customers about departments, layout, and operating hours, using basic principles of customer service and communication.
4. Inform customers about the organisation's products, services, and offers, using basic principles of customer service and communication.
5. Direct customers to the appropriate department and colleague based on their requirements and needs.

### 3.2. Mandatory Units

Unit Code	Unit Title
BTP3.1	Preparation of areas, equipment, and materials for the opening of dining areas.
BTP3.2	Preparation and serving of beverages
BTP3.3	Preparation and serving of wine
BTP3.4	Plate service
BTP3.5	Buffet service
BTP3.6	Clearing and removing tableware, equipment, and materials
BTP3.7	Tidying up and closing dining areas
BTP3.8	Room service
BTP3.9	Silver service

### **BTP3.1 Preparation of areas, equipment, and materials for the opening of dining areas**

#### **Knowledge:**

The individual should be able to:

1. Describe the process of preparing and arranging dining areas.
2. Name the different types of meals.
3. State the types of menus.
4. Describe the various layouts of dining areas according to the type of meal, menu, and number of reservations.
5. Explain the methods of table setting depending on the type of meal.
6. Recognise the required equipment for preparing the dining area.
7. List the tableware and materials placed on the table according to the type of meal.
8. Explain the proper and safe use of equipment.
9. Identify the necessary materials to be used based on daily needs.
10. Describe the methodology for preparing the materials to be used.

#### **Skills:**

The individual should be able to:

1. Prepare and arrange customer dining areas in accordance with the organisation's procedures.
2. Prepare and operate the required equipment while applying health and safety and food hygiene rules.
3. Set tables according to the type of meal, menu, and number of reservations.
4. Check the availability and ensure the necessary quantities of materials according to shift needs.
5. Prepare and maintain materials under appropriate conditions according to shift requirements.

## **BTP3.2 Preparation and serving of beverages**

### **Knowledge:**

The individual should be able to:

1. Identify the basic types and categories of beverages.
2. Recognise the necessary ingredients for the preparation and serving of beverages.
3. Recognise the required equipment for the preparation and serving of beverages.
4. Explain the proper and safe use of the required equipment.
5. Describe the methods for preparing ingredients for serving beverages.
6. State the appropriate storage conditions of the ingredients until their use.
7. Describe the transport techniques of beverages.
8. Describe the presentation and serving procedure of beverages.

### **Skills:**

The individual should be able to:

1. Select and prepare the necessary ingredients and equipment for the preparation and serving of drinks.
2. Store the ingredients under appropriate conditions until their use.
3. Prepare beverages according to the customer's order.
4. Transport the beverages using the appropriate equipment and technique.
5. Serve beverages to customers following the appropriate serving procedure.

### **BTP3.3 Preparation and serving of wine**

#### **Knowledge:**

The individual should be able to:

1. Identify the varieties, types, and classifications of wine.
2. Identify the required equipment for the preparation and serving of wine.
3. Explain the proper and safe use of the equipment for preparing and serving wine.
4. Name the appropriate glass for each type of wine.
5. State the suitable serving temperatures for each type of wine.
6. Describe the preparation techniques for wine according to its type.
7. Describe the equipment and techniques used for transporting wine to the customer.
8. Describe the techniques for opening wine.
9. Identify cases of spoiled wine and explain the proper handling procedure.
10. Describe the procedure for presenting and serving wine.
11. State the appropriate conditions for keeping wine at the customer table.

#### **Skills:**

The individual should be able to:

1. Prepare the required equipment for the preparation and serving of wine.
2. Prepare the wine for serving according to its type.
3. Transport the wine using the appropriate equipment and technique.
4. Present the wine to customers using the appropriate technique.
5. Open the wine properly using the appropriate tools and methods for each type.
6. Serve the wine using the appropriate technique in accordance with the wine service procedure.
7. Handle cases of spoiled wine in accordance with the organisation's procedure.

### **BTP3.4 Plate service**

#### **Knowledge:**

The individual should be able to:

1. Name the dishes on the menu and their main ingredients.
2. Identify the side dishes that accompany each type of main dish.
3. Identify the required equipment for plate service.
4. Explain the proper and safe use of the equipment for plate service.
5. Describe the procedure for transporting and serving dishes during plate service.
6. Describe the procedure for transporting and serving side dishes during plate service.

#### **Skills:**

The individual should be able to:

1. Prepare the required equipment for plate service.
2. Select side dishes according to the type of food and the customer's preferences.
3. Transport main and side dishes using the appropriate equipment and technique.
4. Conduct plate service according to the appropriate serving procedure.
5. Serve side dishes at the table according to their type.

### **BTP3.5 Buffet service**

#### **Knowledge:**

The individual should be able to:

1. Identify the main types and categories of buffets.
2. Identify the required equipment for buffet service
3. Explain the proper and safe use of buffet equipment.
4. Describe the procedure for setting up the buffet area.
5. Describe the method of arranging equipment and side dishes on the buffet.
6. Describe how to present and maintain food on a buffet.
7. Recognise the food labels used on a buffet.
8. Describe the procedure for transporting, serving, and replenishing food and side dishes on a buffet.
9. Describe the conditions required for maintaining food on a buffet.

#### **Skills:**

The individual should be able to:

1. Prepare the buffet according to the presentation plan and the supervisor's instructions.
2. Arrange the side dishes and equipment according to the type of buffet.
3. Place the required labels on the buffet according to the type of food.
4. Monitor the conditions for maintaining food on the buffet, following food hygiene and safety regulations.
5. Identify shortages of food and side dishes on the buffet and inform the responsible person for replenishment.

### **BTP3.6 Clearing and removing tableware, equipment, and materials**

#### **Knowledge:**

The individual should be able to:

1. Identify the tableware, equipment, and materials to be cleared and removed.
2. Describe the procedure for clearing and removing tableware, equipment, and materials.
3. Describe the methodology for transporting tableware, equipment, and materials.
4. Describe the procedure for cleaning and disinfecting the table after clearing and removing tableware, equipment, and materials.
5. Describe the procedure for replenishing tableware, equipment, and materials.

#### **Skills:**

The individual should be able to:

1. Identify, clear and remove clear tableware, equipment, and materials in accordance with good restaurant practices.
2. Transport used tableware, equipment, and materials to the appropriate areas.
3. Clean and disinfect tables, tableware, equipment, and materials using the appropriate cleaning materials and techniques.
4. Replenish tableware, equipment, and materials following good restaurant practices.

### **BTP3.7 Tidying and closing dining areas**

#### **Knowledge:**

The individual should be able to:

1. Describe the procedure for organising materials during the closing of dining areas.
2. State the appropriate storage conditions for materials.
3. Describe the procedure for checking and organising equipment.
4. Identify the equipment that must be turned off during the closing of dining areas.
5. List the check points for closing dining areas.
6. Describe the procedure for closing dining areas.

#### **Skills:**

The individual should be able to:

1. Organise and store materials in the designated areas and under appropriate conditions.
2. Check and organise equipment in the designated areas.
3. Turn off equipment, applying health and safety and food hygiene regulations.
4. Inspect the readiness of dining areas for closing.
5. Close dining areas in accordance with the organisation's procedures.

### **BTP3.8 Room service**

#### **Knowledge:**

The individual should be able to:

1. Identify the necessary equipment for room service.
2. State the proper storage conditions for the materials.
3. Describe the procedure for preparing equipment for room service.
4. Explain the correct procedure for entering guest rooms.
5. Describe the procedure for serving a room service order.
6. Describe the procedure for handling the guest's account for room service.
7. Describe the procedure for removing dishes, equipment, and materials from guest rooms and floors.
8. Describe the procedure for cleaning, disinfecting, and storing the equipment.

#### **Skills:**

The individual should be able to:

1. Prepare the required equipment for room service.
2. Maintain materials under appropriate conditions, food hygiene and safety regulations.
3. Deliver orders to guest rooms using the appropriate equipment.
4. Enter the guest room following the proper entry procedure.
5. Serve the order to the guest in accordance with the room service procedure.
6. Handle the account the guest's request and the organisation's procedure.
7. Remove dishes, equipment, and materials from guest rooms and floors in accordance with the organisation's procedure.
8. Transport dishes, equipment, and materials to the appropriate areas.
9. Clean, disinfect, and store the equipment in the proper place, health and safety regulations.

### **BTP3.9 Silver service**

#### **Knowledge:**

The individual should be able to:

1. Identify the types of tongs and their use according to the type of food.
2. Identify the required equipment for silver service.
3. Explain the proper and safe use of the equipment for silver service.
4. Describe the procedure for transporting and serving food at the table during silver service.

#### **Skills:**

The individual should be able to:

1. Prepare the required equipment for silver service.
2. Select the appropriate type of tongs according to the type of food.
3. Transport food for silver service using the appropriate equipment and technique.
4. Conduct silver service, following the appropriate serving procedure.

### **3.3. Competences (responsibility and autonomy)**

The individual should be able to:

1. Organise their tasks in coordination with the supervisor and colleagues to complete the work within the specified timeframe.
2. Apply, under supervision, the knowledge and skills required to perform assigned tasks.
3. Seek guidance from supervisors during the execution of assigned tasks.
4. Undertake, under supervision, the handling of simple tasks, following company procedures and practice.
5. Demonstrate a professional attitude and behaviour in the workplace.
6. Show orderliness and diligence in the execution of their work.
7. Manage time effectively to complete their work.
8. Demonstrate willingness and a positive attitude in performing their duties.
9. Assume responsibility for their tasks and the outcomes.
10. Collaborate with colleagues and direct supervisors in performing their duties.
11. Participate actively and with interest in learning activities to upgrade their knowledge and skills.
12. Support and follow the instructions received from their superiors.
13. Adopt and apply current legislation, regulations, policies, procedures, and work instructions.
14. Maintain a positive attitude toward serving and satisfying customer needs.
15. Adopt and apply the required preventive health and safety measures while performing their work.
16. Cooperate in implementing environmental protection measures.
17. Adopt and apply personal hygiene rules and requirements for food safety (HACCP).
18. Handle equipment safely and skilfully for each task performed.

## 4. GLOSSARY

The following definitions are provided to explain terms and concepts used in the standard:

<b>Clearing and removing</b>	Collecting and cleaning from dining areas and guest rooms food, drinks, trays, trolleys, tableware, materials, and utensils.
<b>Principles of workplace organisation</b>	Rules for the layout and arrangement of the workspace so that it operates effectively and efficiently, such as the principles of the 5S philosophy (Sort, Set in order, Shine, Standardise, Sustain).
<b>Knowledge</b>	The result of assimilating information through learning. Knowledge is the body of facts, principles, theories, and practices related to a field of work or study.
<b>Skills</b>	The application of knowledge and the use of know-how to perform tasks and solve problems. Skills are described as cognitive (involving the use of logical, intuitive, and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools, and instruments).
<b>Vocational qualification</b>	The official result of an assessment and validation process achieved when the competent authority determines that an individual has achieved learning outcomes that meet specific standards.
<b>Competences</b>	The proven ability to use knowledge, skills, and personal, social, and/or methodological abilities in work or study situations and for professional and/or personal development. In the European Qualifications Framework, competences are described in terms of responsibility and autonomy.
<b>Learning outcomes</b>	What a learner knows, understands, and is able to do after completing a learning process, referring to knowledge, skills, and competences.

<b>Service</b>	Serving customers.
<b>Silver service</b>	Serving from a platter or a soup tureen.
<b>Plate service</b>	Transferring and serving food to the guest on a plate
<b>Environmental aspect</b>	An element of an organisation's activities, products, or services that interacts or may interact with the environment.
<b>Food labeling</b>	Any words, indications, trademarks, brand names, images, or symbols referring to a food item and placed on any packaging, document, sign, label, ring, or collar accompanying or referring to that food.
<b>Unit</b>	Describes what a person is able to do to demonstrate that they can effectively perform a part of their job, consisting of a set of specific tasks, expressed in learning outcomes.
<b>HACCP</b>	Hazard Analysis and Critical Control Points. A simple and effective system aimed at ensuring food hygiene. The HACCP system allows for the identification of potential hazards and the likelihood of their occurrence at each stage of the food production process, thereby preventing harm to the consumer's health.

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