

Hotel

The subject of hotel covers diverse forms of accommodation in the hospitality industry for private, group and business related travel. It also covers the target groups' different expectations as regards standards, service levels and range of services. The hotel industry is international in scope where service and treatment of guests permeate all activities.

Aim of the subject

Teaching in the subject of hotel should aim at helping students develop knowledge of the diverse forms of accommodation in the hospitality industry e.g. camping, cruise ships and different types of hotels. Students should also develop knowledge about different tasks in all areas of the profession. Teaching should help students develop communicative skills so that contact with customers and guests is professional and service-oriented. Students should also be given the opportunity to develop knowledge of trends in the industry, profitability requirements and trade unions. Teaching should also give students the opportunity to develop an understanding of entrepreneurship and the role of employees in the organisation.

Teaching should give students the opportunity to develop knowledge about basic serving forms such as breakfast and buffet catering, and about handling food and the responsible serving of alcohol.

Teaching should help students develop knowledge about laws and other regulations in the industry. Teaching should also give students the opportunity to develop the ability to work in a manner that is safe and in accordance with regulations for the working environment. Students should also be given opportunities to discuss the industry's responsibility in terms of ethics, social conditions and the environment.

Through practical exercises, students should be given the opportunity to develop the ability to respond to customers and guests with different needs and expectations, and deal with complaints, in a way that is consistent with the business's goals. Through contact with different kinds of accommodation, students should be given opportunities to develop their understanding of the wide range of standards and service available in the area, and also of the wishes of different target groups.

Teaching in the subject of hotel should give students the opportunities to develop the following:

- 1) Knowledge of diverse types of accommodation in the hospitality industry, organisations, professional roles and tasks.
- 2) Knowledge of the historical growth, development and future of the industry.
- 3) The ability to plan, organise and carry out tasks in the area.
- 4) The ability to work with due regard to health, the environment, finance and safety in accordance with applicable laws and other regulations.

- 5) Understanding the importance of service and customer treatment with due regard to different target groups, cultural differences and guests with special needs.
- 6) The ability to cooperate and communicate with others, and also adapt their actions and language to the situation.
- 7) The ability to assess one's own work and results.

Courses in the subject

- Accommodation, 100 credits.
- Breakfast and buffet serving, 100 credits, which builds on the course, accommodation.
- Reception 1, 100 credits, which builds on the course, accommodation.
- Reception 2, 100 credits, which builds on the course, reception 1.
- Reception 3, 100 credits, which builds on the course, reception 2.
- Floor service 1, 100 credits, which builds on the course, accommodation.
- Floor service 2, 100 credits, which builds on the course, floor service 1.
- Floor service 3, 100 credits, which builds on the course, floor service 2.
- Hotel administration, 100 credits, which builds on the course, reception 2, or the course, conference 2.

Hotel administration

The course, hotel administration, covers points 1 and 3–7 under the heading Aim of the subject, with special emphasis on points 3–4 and 7. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Managing and reconciling daily receipts as well as booking sales for different departments.
- Payment processing and checking credit worthiness.
- Use of existing financial and accounting systems.
- Following-up customer records and archiving.
- Documentation of the company's environmental performance and reporting to relevant department managers, owners and the certifying organisation.
- Following-up results and key ratios.
- Employment and salary issues, contacts with parties concerned e.g. union or employer organisations, and the rules for sick leave and sick pay.
- Ergonomy, the working environment and safety in accordance with laws and other regulations.
- Receiving and handling customer enquiries.
- Communication and collaboration between departments.

Knowledge requirements

Grade E

Students describe **in basic terms** different parties, professional roles, and tasks. In addition, students give an account **in basic terms** of the meaning of following up results, key figures, and also employment and salary questions.

Students plan, organise and carry out **in consultation** with the supervisor simpler tasks in the area of hotel administration with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods appropriate for the task **in consultation** with the supervisor. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** different parties, professional roles, and tasks. In addition, students give an account **in detail** of the meaning of following up results, key figures, and also employment and salary questions.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of hotel administration with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** different partners, professional roles and tasks. In addition, students give an account **in detail and in a balanced way** of the meaning of following up results, key figures, and also employment and salary questions.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of hotel administration with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and

solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Reception 1

The course, reception 1, covers points 1 and 3–7 under the heading Aim of the subject, with special emphasis on points 3 and 5–7. The course covers basic knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Local and regional partners in the travel and hospitality industries of importance for reception work.
- Planning and performance of reception tasks, e.g. check-in, room allocation, check-out and cashier duties.
- Information and presentation of hotel facilities to provide a higher quality of service.
- Pricing of hotel services.
- Booking systems and other technical equipment.
- Telephone techniques and the importance of approach, tone of voice and product knowledge.
- Environmental and quality measures in the department.
- Ergonomics, working environment and safety in accordance with laws and other regulations.
- Emergency plans in the event of fire, threat and danger.
- Guest service, e.g. searching and providing tourist information.
- Service and treatment of guests, and the importance of correct professional attitudes when dealing with people.
- Different target groups and their diverse needs, cultural differences, and accessibility for the disabled.
- Collaboration between different departments.
- Formal and informal communication, as well as awareness of the importance of both verbal and body language when dealing with guests.

Knowledge requirements

Grade E

Students describe **in basic terms** different organisations, professional roles and tasks, and the principles for setting prices.

Students plan, organise and carry out **in consultation** with the supervisor simpler tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods appropriate for the task **in consultation** with the supervisor. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in basic terms** of emergency plans in the event of fire, threat, and danger.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** different organisations, professional roles and tasks, and the principles for setting prices.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in detail** of emergency plans in the event of fire, threat and danger.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** different organisations, professional roles and tasks, and the principles for setting prices.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in detail and in a balanced way** of emergency plans in the event of fire, threat and danger.

Students adapt **with certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Reception 2

The course, reception 2, covers points 1 and 3–7 under the heading Aim of the subject, with special emphasis on points 3 and 5–7. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Planning and performance of reception tasks, e.g. check-in, room allocation, check-out and cashier duties.
- Marketing, product knowledge and selling hotel services.
- Hotel booking systems and other booking channels.
- Booking individual guests.
- Designing booking confirmations and invoice specifications and their contractual implications.
- Profitability analyses, price optimisation and pricing of hotel services.
- Loyalty programmes and business contracts.
- Environmental and quality measures in the department.
- Working environment and safety in accordance with applicable laws and other regulations.
- First aid, accident prevention, and emergency plans in the event of fire, threat and danger.
- Guest service, e.g. searching and providing tourist information, as well as suggesting different activities suitable for target groups.
- Service and handling different target groups, and dealing with their diverse needs in different situations.
- Handling positive and negative guest reactions.
- Communication and collaboration between company departments.

Knowledge requirements

Grade E

Students describe **in basic terms** professional roles, tasks and the basis for price optimisation, profitability calculations and marketing.

Students plan, organise and carry out **in consultation** with the supervisor various tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods appropriate for the task **in consultation** with the supervisor. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in basic terms** of emergency plans in the event of fire, threat and danger, and also give **in consultation** with the supervisor first aid.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** professional roles, tasks and the basis for price optimisation, profitability calculations and marketing.

Students plan, organise and carry out **after consultation** with the supervisor a variety of tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in detail** of emergency plans in the event of fire, threat and danger, and also give **after consultation** with the supervisor first aid.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** professional roles, tasks and the basis for price optimisation, profitability calculations and marketing.

Students plan, organise and carry out **after consultation** with the supervisor a variety of tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in detail and in a balanced way** of emergency plans in the event of fire, threat and danger, and also give **after consultation** with the supervisor first aid.

Students adapt **with certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Reception 3

The course, reception 3, covers points 1 and 3–7 under the heading Aim of the subject, with special emphasis on points 3 and 5–7. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Planning and performance of reception tasks, e.g. check-in, room allocation, check-out and cashier duties.
- Product knowledge to meet customer wishes, recommend and target offers in order to increase sales.
- Presentation, showing and marketing the hotel's rooms and facilities.
- Hotel booking systems and other booking channels.
- Booking and planning guest arrangements.
- Loyalty programmes and business contracts.
- Environmental and quality work in hotels as competitive instruments.
- The working environment and systematic safety measures based on laws and other regulations, and also emergency and evacuation plans in the event of fire, threat and danger.
- Guest service, e.g. searching and providing tourist information, as well as suggesting different activities suitable for target groups.
- Service and handling different target groups, and dealing with their diverse needs in different situations.
- Handling positive and negative guest reactions, and also documentation and follow-up.
- Communication and collaboration between different departments.

Knowledge requirements

Grade E

Students describe **in basic terms** professional roles, tasks and the development of customer loyalty programs, work on the environment and quality.

Students plan, organise and carry out **in consultation** with the supervisor all common tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods appropriate for the task **in consultation** with

the supervisor. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in basic terms** of emergency plans in the event of fire, threat, and danger.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** professional roles, tasks and the development of customer loyalty programs, and work on the environment and quality.

Students plan, organise and carry out **after consultation** with the supervisor all common tasks in the area of reception with results that fulfil specified quality requirements. In their planning, students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in detail** of emergency plans in the event of fire, threat and danger.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** professional roles, tasks and the development of customer loyalty programs, and work on the environment and quality.

Students plan, organise and carry out **after consultation** with the supervisor all common tasks in the area of reception with results that fulfil specified quality requirements. In their planning,

students choose materials, technical equipment and methods suitable for the task **after consultation** with the supervisor. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students give an account **in detail and in a balanced way** of emergency plans in the event of fire, threat and danger.

Students adapt **with certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Floor Service 1

The course, floor service 1, covers points 1 and 3–7. The course covers basic knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Organisation, professional roles and tasks in housekeeping.
- Systematic and safe cleaning, and maintenance of furnishings.
- Design, colour and form, and their impact on the experience.
- Furnishings in guest rooms and other facilities, as regards safety, cost, the environment and ergonomics.
- Environmental labelling and certification.
- Ergonomics, the working environment and safety in accordance with laws and other regulations.
- Taking due account of guest integrity and safety in accordance with company policy.
- Service, treatment, and care of guests prior to arrival and during their stay.
- Communication and collaboration within and between departments.
- Assessing quality of work performed.

Knowledge requirements

Grade E

Students describe **in basic terms** the organisation, professional roles and tasks in departments. In addition, students describe **in basic terms** different interior designs for hotel rooms, colours and forms, and their importance.

Students plan, organise and carry out **in consultation** with the supervisor simpler tasks in the area of floor service with results that fulfil specified quality requirements. In their planning, **in consultation** with the supervisor, students choose materials, equipment and methods appropriate for the task. Students carry out the work with **some** skills. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to target groups and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also

reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** the organisation, professional roles and tasks of a department. In addition, students describe **and compare in detail** furnishings of hotel rooms, design, colour and form, and their importance.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of floor service with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. Students carry out the task with **good** skills. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to target groups and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** the organisation, professional roles and tasks of a department. In addition, students describe **and compare in detail and in a balanced way** furnishings of hotel rooms, design, colour and form, and their importance.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of floor service with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. Students carry out the work with **very good** skills. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with certainty** their work to target groups and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Floor Service 2

The course, floor service 2, covers points 1 and 3–7 under the heading Aim of the subject, with special emphasis on points 3–4 and 6–7.

Core content

Teaching in the course should cover the following core content:

- Basic management, organisation and planning of floor work.
- Equipment and machines for cleaning and maintenance of rooms and other spaces.
- Safe and systematic cleaning and maintenance. Inspection of work performed using a check-list.
- Personnel planning and drawing up work schedules.
- Purchasing materials and external services.
- Furnishings with emphasis on comfort, design and universal accessibility.
- Flowers, decorations etc. to enhance guest experiences.
- Budgeting, calculating and using key ratios.
- Environmental labelling and certification.
- The importance of working ergonomically for both the individual and the company.
- Working environment and safety in accordance with laws and other regulations.
- Taking due account of guest integrity and safety in accordance with regulations and company policy.
- Service, treatment, and care of guests prior to arrival and during their stay.
- Different target groups and their diverse needs.
- Communication and collaboration within and between departments.

Knowledge requirements

Grade E

Students describe **in basic terms** work management, and how tasks are allocated in departments. In addition, students describe **in basic terms** how budgets for the department are established, and use of key ratios.

Students plan, organise and carry out **in consultation** with the supervisor various tasks in the area with results that fulfil specified quality requirements. In their planning, **in consultation** with the

supervisor, students choose materials, equipment and methods appropriate for the task. Students carry out the work with **some** skills. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to target groups and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** work management and how tasks are allocated in departments. In addition, students describe **in detail** how the budget for a department is established and the use of key ratios.

Students plan, organise and carry out **after consultation** with the supervisor a variety of tasks in the area with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. Students carry out the task with **good** skills. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with applicable laws and other regulations.

Students adapt **with some certainty** their work to target groups and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** work management and how tasks are allocated in departments. In addition, students describe **in detail and in a balanced way** how a department budget is established and also the use of key ratios.

Students plan, organise and carry out **after consultation** with the supervisor a variety of tasks in the area with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. Students carry out the work with **very good** skills. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with certainty** their work to target groups and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Floor Service 3

The course, floor service 3, covers points 1 and 3–7 under the heading Aim of the subject, with special emphasis on points 3–4 and 6–7. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Work management, organisation and planning of floor work.
- Equipment and machines for cleaning and maintenance of rooms and other spaces.
- Checking completed work.
- Personnel planning and drawing up work schedules.
- Purchasing materials and external services.
- Furnishings with emphasis on comfort, design and universal accessibility.
- Flowers, decorations etc. to enhance guest experiences.
- Environmental labelling and certification.
- The importance of working ergonomically for both the company and the individual.
- Working environment and safety in accordance with laws and other regulations.
- Taking due account of guest integrity and safety in accordance with regulations and company policy.
- Service, treatment, and care of guests prior to arrival and during their stay.
- Different target groups and their diverse needs.
- Communication and collaboration within and between departments.

Knowledge requirements

Grade E

Students describe **in basic terms** staff planning and how work schedules are established. In addition, students give examples of **some** staff welfare activities.

Students plan, organise and carry out **in consultation** with the supervisor tasks in the area with results that fulfil specified quality requirements. In their planning, **in consultation** with the supervisor, students choose materials, equipment and methods appropriate for the task. During their work, students identify problems that arise and solve them **in consultation** with the

supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to target groups and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** staff planning and how work schedules are established. In addition, students give examples of **some** staff welfare activities.

Students plan, organise and carry out **after consultation** with the supervisor tasks in the area with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to target groups and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in basic terms** staff planning and how work schedules are established. In addition, students give examples of **several** staff welfare activities.

Students plan, organise and carry out **after consultation** with the supervisor tasks in the area with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with applicable laws and other regulations.

Students adapt **with certainty** their work to target groups and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Accommodation

The course, accommodation, covers points 1–7 under the heading Aim of the subject, with special emphasis on points 1–3. The course covers basic knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Diverse forms of accommodation in the hospitality industry, different departments and how service levels and supply may differ.
- Hotel chains, marketing organisations and ownership structures.
- The industry's key organisations.
- Organisational plans and professional roles.
- The industry's development from the need for accommodation to contemporary requirements for comfort, service and "adventure". Development trends.
- Tasks in different forms of accommodation.
- The industry's environmental responsibility and companies' different environmental policies.
- Working environment and fire and safety regulations.
- First aid, cardiopulmonary resuscitation, and accident prevention.
- Customers and guests, different target groups and their diverse requirements for accommodation. facilities and service.
- Care and accessibility for guests with special needs, e.g. functional disabilities or allergies.
- The importance of a professional attitude in giving good service.
- The importance of communication and collaboration for internal and external service.

Knowledge requirements

Grade E

Students describe **in basic terms** different forms of accommodation, organisations and professional roles. In addition, students give an account **in basic terms** of the industry's development.

Students plan, organise and carry out **in consultation** with the supervisor simpler tasks in the area of accommodation with results that fulfil specified quality requirements. In their planning, **in**

consultation with the supervisor, students choose materials, equipment and methods appropriate for the task. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students carry out **in consultation** with supervisors first aid and cardiopulmonary resuscitation.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** different forms of accommodation, organisations, **both nationally and internationally**, and also different professional roles. In addition, students give an account **in detail** of the industry's development.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of accommodation with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students carry out **after consultation** with supervisors first aid and cardiopulmonary resuscitation.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** different forms of accommodation, organisations, **both nationally and internationally**, and also different professional roles. **Students also discuss the advantages and disadvantages of different business models and ownership structures.** In addition, students give an account **in detail and in a balanced way** of the industry's development.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of accommodation with results that fulfil specified quality requirements. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to health, the environment, economy and safety in accordance with laws and other regulations. In addition, students carry out **after consultation** with supervisors first aid and cardiopulmonary resuscitation.

Students adapt **with certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved.** In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Breakfast and buffet serving
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Breakfast and buffet serving

The course, breakfast and buffet serving, covers points 1–7 under the heading Aim of the subject, with special emphasis on points 3–7. The course covers basic knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- The importance of breakfast for well-being and performance ability.
- Breakfast habits in different countries and international breakfast buffets.
- Methods, devices and equipment used for serving breakfasts and buffets.
- Planning content and table arrangements, as well as tasks and logistics for buffets in different contexts.
- Cooking, preparation and table arrangements of Swedish breakfast dishes.
- Carrying techniques, table clearing, and rational working methods.
- Responsible serving of alcohol in connection with buffet events.

- Planning of room service from ordering to serving.
- Dining room environment and atmosphere.
- Food products and quality of raw materials, as well as handling and storage with regard to costs, quality and the environment.
- Personal hygiene and appropriate clothing.
- Food hygiene and laws for handling food and self-monitoring.
- Service and treatment of guests, the importance of both verbal and body language when dealing with guests.
- Special diets for medical, religious or ethical reasons.
- Communication and collaboration between different departments.

Knowledge requirements

Grade E

Students describe **in basic terms** different tasks and professional roles in breakfast and buffet serving. In addition, students give an account **in basic terms** of the development of the business and its activities in different parts of the world.

Students plan, organise and carry out **in consultation** with the supervisor simpler tasks in the area of breakfast and buffets with results that fulfil specified quality requirements, and also arrange buffets of different kinds. In their planning, **in consultation** with the supervisor, students choose materials, equipment and methods appropriate for the task. Students carry out the work with **some** skills. During their work, students identify problems that arise and solve them **in consultation** with the supervisor. Students work with due regard to hygiene, health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in basic terms** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **simple** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** different tasks and professional roles in breakfast and buffet serving. In addition, students give an account **in detail** of the development of the business and its activities in different parts of the world.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of breakfast and buffet, with results that fulfil specified quality requirements, and arrange buffets of different kinds. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. Students carry out the task with **good** skills. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to hygiene, health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with some certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **simple** assessments for their working approaches, and also reason **in detail** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with some certainty** and adapt **with some certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments. In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** different tasks and professional roles in breakfast and buffet serving. In addition, students give an account **in detail and in a balanced way** of the development of the business and its activities in different parts of the world.

Students plan, organise and carry out **after consultation** with the supervisor simpler tasks in the area of breakfast and buffet, with results that fulfil specified quality requirements, and arrange buffets of different kinds. In their planning, **after consultation** with the supervisor, students choose materials, equipment and methods appropriate to the task. Students carry out the work with **very good** skills. During the work, students identify problems that occur and solve them **after consultation** with the supervisor. Students work with due regard to hygiene, health, the environment, economy and safety in accordance with laws and other regulations.

Students adapt **with certainty** their work to the target group, cultural differences and guests with special needs. Students also give reasons in **balanced** assessments for their working approaches, and also reason **in detail and in a balanced way** about the importance of service and treatment in different customer and guest situations. In their work, students cooperate and communicate **with certainty** and adapt **with certainty** their language to the situation. Furthermore, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

