

EUROPASS DIPLOMA SUPPLEMENT

TITLE OF THE DIPLOMA (ES)

Técnico Superior en Dirección de Servicios de Restauración

TRANSLATED TITLE OF THE DIPLOMA (EN)⁽¹⁾

Higher Technician in Catering Services Management

(1) This translation has no legal status.

DIPLOMA DESCRIPTION

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

Managing and organising production and the food and beverages service in catering, establishing offers and resources, monitoring procurement activities, complying with economic goals, following the established quality protocols and acting in accordance with rules on hygiene, labour risks prevention and environmental protection.

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

“Raw Materials Stock Control”

The holder:

- Selects raw materials identifying their organoleptic characteristics and applications.
- Deals with raw materials verifying compliance with quality protocols and food safety.
- Stores raw materials and other catering supplies identifying preservation and placement needs.
- Monitors stocks checking incoming and outgoing goods.

“Café-Bar Service Processes”

The holder:

- Determines type of services, characterising their organisational structures.
- Coordinates the preparation of facilities and settings operations, relating techniques with the type of service.
- Selects beverages recognising their characteristics and applications.
- Prepares/serves beverages in bars/cafés, applying procedures according to needs of preparation and service.
- Prepares/serves food in bars/cafés, applying procedures according to needs of preparation and service

“Restaurant Service Processes”

The holder:

- Determines types of services characterising their organisational structures.
- Coordinates the operations of preparation of facilities and settings, relating techniques with the type of service.
- Recognises communication and sale techniques applying them in the procedures of service and customer care.
- Performs customer service and care operations, applying procedures according to the needs of service.
- Makes culinary preparations and handles food in the presence of the customer, identifying and applying pre-established techniques and procedures.
- Performs invoicing and money collection operations, applying associated techniques and procedures.

“Sommelier Service”

The holder:

- Selects wines identifying their characteristics and components.
- Manages the wine cellar, identifying its conditions and responding to supply.
- Designs the wine and beverages offer and the appetiser and dessert offer, justifying the elements that make them up.
- Manages the preparation of tools and equipment for the service of wine and beverages, applying techniques according to the service, associated documentation and established protocol.
- Tastes wine and other beverages recognising and analysing their organoleptic characteristics.
- Monitors the serving of wine and other beverages in the restaurant, identifying the techniques of customer service and care.

“Catering Services and Events Planning and Management”

The holder:

- Gives advice on the design of areas used for service in catering establishments, characterising space and resources needs.
- Plans facilities for catering services and holding events in catering, justifying them and characterising them.
- Organises services establishing their structures, according to elements and variables that must be taken into account.
- Manages the service controlling and coordinating processes and actions.
- Applies the protocol establishing the characteristics of the constituting elements.

“Food Quality, Safety and Hygiene Management”

The holder:

- Identifies quality management systems characterising steps for their design and implementation.
- Monitors the application of quality regulations characterising measuring methods and tools.
- Supervises the cleaning and disinfection of tools, equipment and facilities assessing their impact on the hygiene-sanitary quality of products.
- Verifies good hygiene practices assessing hazards associated with bad hygiene habits.
- Applies the self-control systems based on the HACCP and traceability control, justifying the principles associated to them.
- Monitors environmental management in catering establishments, recognising their benefits, as well as their implications at a health level.

“Gastronomy and Nutrition”

The holder:

- Identifies gastronomic trends analysing their principles and characteristics.
- Recognises the Spanish and International gastronomy, identifying the most representative products, preparations and/or traditions/habits.
- Identifies nutritional properties of food analysing their functions in nutrition.
- Applies basic dietetic principles in catering establishments, relating dietetic and nutritional properties of food with customer’s needs.

“Administration and Commercial Management in Catering”

The holder:

- Establishes organisational structures in catering, characterising the different organisational models and objectives of the company.
- Controls the administrative management in areas of catering analysing documentation and its information.
- Monitors budgets in areas of production, recognising and establishing the structure of procurement, income and expenditure levels of his/her department or establishment.
- Assesses the situation of the company in relation to the market, analysing the variables of positioning and results.
- Prepares the marketing plan that characterises catering companies, describing its constituting elements and establishing strategies and actions.
- Designs gastronomic offers, characterising and selecting the elements and variables that make them up.

“Human Resources and Team Leadership in Catering”

The holder:

- Establishes job positions and their functions in the area of catering, characterising the different professional profiles.
- Plans human resources, applying systems of employees’ organisation.
- Collaborates in the employee recruitment, taking into account forecasts and needs of the company.
- Integrates employees into the company, adapting current models of human resources organisation.
- Leads teams, applying human resources management techniques so as to achieve goals.

“English”

The holder:

- Recognises professional and current information contained in any type of oral discourses produced by any communication means in standard language, interpreting with precision the content of the message.
- Interprets professional information contained in complex written texts, analysing its contents thoroughly.
- Produces oral messages which are clear and structured, analysing the content of the situation and adapting the linguistic register to the listener.
- Writes documents and reports in relation to the specific sector or academic and daily life, relating linguistic resources with their goal.
- Applies professional attitudes and behaviours in communication situations, describing common relationships which are characteristic of the foreign language country.

“Second Foreign Language”

The holder:

- Recognises professional and current information contained in clear and simple oral discourses produced in standard language, identifying the global content of the message.
- Interprets professional information contained in simple texts, analysing its contents thoroughly.
- Produces oral messages which are clear and structured, relating the purpose of the message with the acquired linguistic structures.
- Writes simple texts, relating grammatical rules with their goals.
- Applies professional attitudes and behaviours in communication situations, describing common relationships which are characteristic of the foreign language country.

“Project on Catering Services Management”

The holder:

- Identifies the needs of the production sector, relating them with the standard projects that may satisfy them.
- Designs projects related to the competences described in the diploma, including and developing their constituting stages.
- Plans the project implementation, determining the intervention plan and associated documentation.
- Defines the procedures for the monitoring and control of the project implementation, justifying the selection of variables and instruments used.

“Professional Training and Guidance”

The holder:

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

“Business and Entrepreneurial Initiative”

The holder:

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

“On the Job Training”

The holder:

- Identifies the company's structure and organization relating it with the type of service provided.
- Applies labour and ethic habits in his/her professional activity according to the characteristics of the job position and the procedures established by the company.
- Carries out the processes of bar and restaurant service using control means, equipment and tools and applying techniques and procedures in accordance with instructions and/or established rules.
- Carries out activities related to wine and beverages control and service using control means, equipment and tools and applying techniques and procedures in accordance with instructions and/or established rules.
- Participates in the activities focused on the planning and management of services, justifying the use of means, equipment and tools and controlling the application of techniques and procedures in accordance with instructions and/or established rules.

RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE DIPLOMA

The Higher Technician in Catering Services Management works in large, medium and small catering companies of the public or private sector. In this case, s/he is accountable to the managing director of the restaurant, or hierarchical equivalent position. S/he can also work in the area of wine and other beverages trade, either in direct sale establishments, distribution or consultancy.

The most relevant occupations or jobs are the following:

- Food and beverages manager
- Modern catering supervisor
- Maître
- Head waiter
- Bar-café manager
- Banquets manager
- Catering operations manager
- Sommelier
- Person responsible for purchasing beverages
- Store company and wine cellar manager

AWARD, ACCREDITATION AND LEVEL OF THE DIPLOMA

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

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

Level of the diploma (national or international)

- NATIONAL: Non-University Higher Education
- INTERNATIONAL:
 - Level 5 of the International Standard Classification of Education (ISCED5).
 - Level 5 of the European Qualifications Framework (EQF5).

Entry requirements: Holding the Certificate in Post-Compulsory Secondary Education (Bachillerato) or holding the corresponding access test.

Access to next level of education/training: This diploma provides access to University studies.

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

- Minimum teaching requirements established by the State: Royal Decree 688/2010, of 20 May, according to which the diploma of Higher Technician in Design and Production of Footwear and Accessories and its corresponding minimum teaching requirements are established.

Explanatory note: This document is designed to provide additional information about the specified diploma and does not have any legal status in itself.

COURSE STRUCTURE OF THE OFFICIALLY RECOGNISED DIPLOMA

PROFESSIONAL MODULES IN THE DIPLOMA ROYAL DECREE	CREDITS ECTS
Raw Materials Stock Control.	3
Café-Bar Service Processes.	14
Restaurant Service Processes.	18
Sommelier Service.	10
Catering Services and Events Planning and Management.	10
Food Quality, Safety and Hygiene Management.	5
Gastronomy and Nutrition.	3
Administrative and Commercial Management in Catering.	4
Human Resources and Team Leadership in Catering.	3
English.	7
Second Foreign Language.	7
Project on Catering Services Management.	5
Vocational Training and Guidance.	5
Business and Entrepreneurial Initiative.	4
On the Job Training.	22
	TOTAL CREDITS
	120
OFFICIAL DURATION (HOURS)	2000

* The minimum teaching requirements shown in the table above comprise 55% official credit points valid throughout Spain. The remaining 45% corresponds to each Autonomous Community and can be described in the **Annex I** of this supplement.

INFORMATION ON THE EDUCATION SYSTEM

