



NATIONAL OCCUPATIONAL STANDARD

**SERVICE ATTENDANT
LEVEL 3**

REFERENCE CODE / 10UMS0049-3

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Occupation	:	SERVICE ATTENDANT
Level	:	3¹
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¹ Qualification level of occupation is set as level (8) in octal (3) level matrix.

TERMS, SYMBOLS AND ABBREVIATIONS

CHECK: Bill.

ENTREE: The course that precedes the main course.

TOOL: An item used to perform or conclude a job.

BACKGROUND: Background office.

COASTER: Drink coaster.

DECANTATION: A process of pouring wine from wine bottle to decander and removal of sediment.

DISINFECTANT: Chemical agents that destroy harmful microorganisms and the other microorganisms which are not so resistant.

MATERIAL: An item used to perform a specific job.

ISCO: International Standard Classification of Occupations.

OHS: Occupational Health and Safety.

PROCEDURE: Path.

PERSONAL PROTECTIVE EQUIPMENT (PPE): Any kind of tools, materials and devices that are designed to protect employees from risks which arise from their job and threat their health and security and, that are worn or carried by employees.

CLOCHE: Plate cover.

CONCENTRATED: A dense beverage which is not ready to be drunk and is prepared by watering it down.

CROUTON: A piece of bread that is used to add texture and flavor to soups.

COVER: Arrangement of services on a table according to order of food and number of people.

TONGS: A service appliance consisting of fork and spoon.

MENAGE: Food products (such as salt, spices, sauce, oil, etc.) included in order to flavour dish.

MIFLON-MOLTON: Protective and thick sheet spread under table cloth.

MISE EN PLACE: A preparation made before service begins.

MENU: A list of the dishes.

PORTER: A person who carries microorganism that may cause a disease without generating it in himself/herself (by becoming immune to it)

POST: The total of the tables in charge

POT: A case from which hot drinks such as soup, tea, and coffee are served.

CHAFING DISH: A kind of heater.

RESERVATION: The action of reserving at hotels and restaurants in advance.

RUNNER: A kind of table cloth.

SANITATION: Establishment and sustainability of hygiene and health conditions.

SERVANT(SERVICE STATION): Service station, a covered closet containing equipments and materials necessary for service.

SET-UP: All of the service appliances that guests use on the table.

SKIRT: Table skirt.

STEAK: 1-2 cm thick slice of meat.

FOOD SERVING COUNTER: Round, oval and rectangle plates; food which are portioned or brought to the hall to be portioned.

CORKSCREW: A device which is used to remove bottle cap and wine cork.

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1. INTRODUCTION

Service Attendant (Level 3) National Occupational Standard has been prepared by Republic of Turkey Ministry of Culture and Tourism, Union of Mediterranean Touristic Hotel Owners and Investors (AKTOB), Touristic Hotels & Investors Association (TUROB) commissioned by Vocational Qualifications Authority (VQA) pursuant to the "Regulation on Preparation of National Occupation Standards" and "the Regulation on Establishment, Duties, Working Principles and Procedures of Vocational Qualifications Authority Sector Committees" issued in accordance with the Law No. 5544 on Vocational Qualifications Authority.

Service Attendant (Level 3) national occupational standard has been evaluated taking the opinions of relevant institutions and organizations in the industry and approved by the VQA's Board of Directors after reviewed by VQA's Tourism Accommodation, Food and Beverage Services Sector Committee.

2. INTRODUCTION TO THE OCCUPATION

2.1. Description of the Job

Service Attendant (Level 3) is someone who has knowledge and skills in arranging halls and tables; welcoming guests; receiving food and beverage orders; serving various food and beverages; processing checks and checking out at accommodations, entertainment and food & beverage operations in accordance with the procedures of operation.

2.2. Occupational Reference in the International Classification System

ISCO 08: 5131 (Waiters)

2.3. Regulations on Health, Safety and Environment

Social Insurance Law No. 506

Public Health Law No. 1593

Trade Union Law No. 2821

Collective Bargaining Agreement, Strike and Lockout Law No. 2822

Environmental Law No. 2872

Labor Law No. 4857

Law On The Production, Consumption And Inspection Of Food No. 5179

Social Security and General Health Insurance Law No. 5510

Communique on Hazard Classes for Occupational Health and Safety No. 27417

Regulation on Occupational Health and Safety Boards

Regulation on the Inspection and Control of Food Safety and Quality

Noise Regulation

PPE Regulation

* In addition, it is essential to comply with laws, statutes and regulations on occupational health and safety and environment in force and to conduct risk analysis regarding this issue.

2.4. Other Legislation Related to Occupation

Vocational Training Law No. 3308

Regulation on Overtime and Extra Hours Pursuant To Labor Law

Regulation on Vocational and Technical Training

* In addition, it is essential to comply with laws, statutes and regulations on occupation in force.

2.5. Work Environment and Conditions

Service Attendant (Level 3) works at private and public areas (restaurant, breakfast hall, terrace, room service, banquet hall, lobby, pool, night club, disco, bars), restaurants, ships, trains and yachts in which food and beverage are served. He/she wears work uniform while working. He/she needs to work standing up for long hours. This occupation requires strength and endurance. He/she may work, work shift and overtime during official holiday.

2.6. Other Occupation Related Requirements

Those who work at this occupation should not be porter.

3. OCCUPATIONAL PROFILE

3.1. Duties, Tasks and Performance Criteria

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
A	To carry out occupational health and safety (OHS) activities (Continues)	A.1	To attend trainings and drills	A.1.1	Attends trainings of operation and other institutions in the field of OHS.
				A.1.2	Applies what he/she learns from trainings to work.
				A.1.3	Updates his/her knowledge and skills about OHS.
				A.1.4	Participates in actions regarding determination and reduction of risk factors.
				A.1.5	Takes charge in natural disasters such as fire, flood, earthquake etc. in accordance with the procedure of operation.
		A.2	To follow legal and operation rules	A.2.1	Receives information about OHS.
				A.2.2	Keeps OHS protection and responder vehicles available and functional.
				A.2.3	Wears proper work clothes and PPE and, uses warning signs in line with the instructions.
				A.2.4	Preserves inflammable, caustic materials and sharp objects safely.
				A.2.5	Observes fire extinguisher filling dates and informs his/her chief about it.
				A.2.6	Determines hazardous situations, takes measures against them and report his/her chief.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
B	To work in accordance with environmental protection legislation	B.1	To learn environmental protection methods	B.1.1	Attends trainings of operation and the other institutions in the field of OHS.
				B.1.2	Applies what he/she learns from trainings to work.
				B.1.3	Updates his/her knowledge and skills about OHS.
		B.2	To attend environmental risk reduction activities	B.2.1	Participates in works on determination and reduction of risk factors.
				B.2.2	Uses natural resources efficiently and economically.
				B.2.3	Separates dangerous and hazardous wastes according to their types and stores them in garbage rooms.
				B.2.4	Observes his/her practices' environmental effects while working, reports them and attends hazardous result prevention.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
C	To implement quality management system	C.1	To carry out activities related to quality management system	C.1.1	Attends quality management and service standards trainings of the operation.
				C.1.2	Applies what he/she learns from trainings to his/her work and ensures that his/her subordinates also apply them.
				C.1.3	Updates his/her knowledge and skills through trainings and transfers developments to his/her subordinates.
				C.1.4	Attends communication meetings and ensures that his/her subordinates attend these meetings.
		C.2	To control quality of conducted works	C.2.1	Learns quality requirements of tools and the system.
				C.2.2	Applies quality requirements and gets them applied in accordance with the standards and plans of operation.
				C.2.3	Fills in quality reports concerning whether works are carried out in accordance with quality standards or not.
				C.2.4	Controls quality of works on the basis of operation.
				C.2.5	Informs relevant persons about errors and breakdowns determined during events in accordance with the operation's standard.
		C.3	To conduct feedback (from personnel&guests) system	C.3.1	Listens to his/her subordinates' complaints and suggestions and, informs his/her chiefs about them.
				C.3.2	Reviews guest survey forms; informs his/her chiefs about guests' suggestions and complaints; searches the reasons of complaints; resolves the complaints within his/her own initiative.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To carry out work organization (Continues)	D.1	To make personal preparation	D.1.1	Follows personal care and hygiene rules.
				D.1.2	Does not use jewellery (except for watch and wedding ring).
				D.1.3	Wears uniform determined by the operation.
				D.1.4	Wears a Title tag and operation logo, if available, on his/her uniform.
		D.2	To ensure coordination between shifts	D.2.1	Receives information about the remaining work of the previous shift from his/her chief.
				D.2.2	Looks over information boards and takes over duties under his/her responsibility by checking the hall.
				D.2.3	Lists duties that he/she will transfer to the next shift; gives information about them and transfers duties under his/her responsibility area.
		D.3	Ensures communication between subordinates and chiefs	D.3.1	Conveys his/her subordinates' demands to his/her chiefs.
				D.3.2	Conveys his/her chiefs' directives to his/her subordinates.
				D.3.3	Finds a solution for his/her subordinates' complaints, conveys problems that he/she cannot resolve to his/her chiefs.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To carry out work organization	D.4	To inspect his/her subordinates	D.4.1	Inspects his/her subordinates' work clothes and appearances.
				D.4.2	Checks whether his/her subordinates perform their duties properly and in due time.
				D.4.3	Checks his/her subordinates' arrivals and departures.
		D.5	To make preparations for his/her work	D.5.1	Be present at meetings organized within working hours.
				D.5.2	Receives necessary information about daily activities (working hours, weekly holidays, menu, reserved tables at his/her posta and arrival hours).
				D.5.3	Performs duties programmed before and after service.
				D.5.4	Distributes duties determined by his/her chiefs to his/her subordinates.
				D.5.5	Takes over the table under his/her responsibility and makes final check of tables.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To perform pre-service procedures (continues)	E.1	To prepare restaurant materials to service	E.1.1	Cleans and fills salt and pepper shakers, oil and venegar cruets, pepper mills and the other sauce bowls or ensures that they are filled.
				E.1.2	Cleans materials that he/she uses for service or gets them cleaned.
				E.1.3	Places cutleries, plates, cups and glasses to service stations or gets them placed.
				E.1.4	Prepares salt&pepper shakers, napkins and table clothes or gets them prepared.
		E.2	To prepare service areas to service	E.2.1	Cleans floor surfaces, windows, doors, walls, tables, chairs, brasses and silvers or gets them cleaned.
				E.2.2	Organizes the hall and tables before opening restaurant for service or gets them organized.
				E.2.3	Prepares buffets or gets them prepared and reports his/her chief about them.
				E.2.4	Prepares service tray and serving carts or gets them prepared.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To performs pre-service procedures (Continues)	E.3	To carry out maintenance of tools and equipment	E.3.1	Provides necessary agents for the cleaning of tools and equipment or gets them provided.
				E.3.2	Cleans tools and equipment with appropriate disinfectants or ensures that they are cleaned with them.
				E.3.3	Determines broken equipment and fills “Technical Service Form”.
				E.3.4	Submits “Technical Service Form” to relevant persons and reports his/her chief about it.
		E.4	To provide materials that will used during service	E.4.1	Determines missing materials that he/she will use during service.
				E.4.2	Prepares and signs “Material Request Form” and has his/her chief sign it.
				E.4.3	Provides missing materials or gets them provided.
				E.4.4	Cleans provided materials or gets them cleaned.
				E.4.5	Places cleaned materials to service storages or ensures that they are placed.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To perform pre-service procedures (Continues)	E.5	To change dirty fabric materials	E.5.1	Cleans crumbs from dirty table clothes or gets them cleaned.
				E.5.2	Separates dirty table clothes and napkins according to their fabric types and color or gets them separated.
				E.5.3	Counts dirty table clothes and napkins or gets them counted.
				E.5.4	Wraps up dirty fabrics in a bundle and carries them to relevant departments (laundry) or gets them carried.
				E.5.5	Signs report stating that he/she delivers and receives dirty fabric materials.
				E.5.6	Carries clean table clothes and napkins to restaurant or gets them carried.
		E.6	To place tables	E.6.1	Examines reserved table (number of persons) under his/her responsibility table/station.
				E.6.2	Checks physical structure and usage areas of restaurant.
				E.6.3	Determines number of tables according to number of guests.
				E.6.4	Aligns tables and chairs with each other in line with the plan that his/her chief prepares or gets them aligned.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To perform pre-service procedures	E.7	To dress up tables and chairs	E.7.1	Provides fabric materials or gets them provided.
				E.7.2	Places protective table covers or gets them placed.
				E.7.3	Spreads table clothes/covers/cover clothes or gets them spread.
				E.7.4	Dresses up chairs or gets them dressed up.
				E.7.5	Prepares table skirts according to table sizes, neatens their pleats or gets them neatened.
				E.7.6	Folds napkins in accordance with hygiene rules and their types or gets them folded.
		E.8	To prepare table setting	E.8.1	Places service plates or guest napkins, bread plates, butter knives, glasses, shakers (salt, pepper) for guests to flavour their food during dinner, vases and candlesticks in accordance with the operation's standards or ensures that they are placed.
				E.8.2	Places cutleries according to list of dishes or gets them placed.
		E.9	To check tables, service stations and hall	E.9.1	Checks alignment of tables and chairs according to each other and setting of service stations and carts.
				E.9.2	Checks setting of lighting and sound system of the hall according to activity type and characteristic; checks heaters and coolers according to weather conditions; reports relevant departments and his/her chief if there is a problem.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To perform procedures during service (Continues)	F.1	To welcome guests *(In the event that level 4 service attendant is not present)	F.1.1	Welcomes guests with a smiling face according to time of day.
				F.1.2	Asks guests whether they have reservation or not.
				F.1.3	Accompanies guests to the table.
				F.1.4	Finds a table for guests who do not have reservation.
				F.1.5	Ensures that guests sit down on the tables which are ready for service.
		F.2	To present menu to guests	F.2.1	Presents menu to guests by opening it and gives priority to children, elderly and women.
				F.2.2	Waits for guests to look at menu and make decision.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To perform procedures during service (Continues)	F.3	To receive an order	F.3.1	Helps guests to make decision by arousing need and interest.
				F.3.2	Receives food&beverage orders by repeating and clockwise, gives information about cooking time and ingredients if demanded.
				F.3.3	Writes down orders legibly and clearly and marks order numbers with lines.
				F.3.4	Writes down special requests.
				F.3.5	Divides checks into parts.
				F.3.6	Gives numbers to guests while filling checks at group tables.
				F.3.7	Wishes guests to have a great time while leaving tables.
		F.4	To ensure that orders are submitted	F.4.1	Submits food and beverage orders to kitchen, service bar and cashier or gets them submitted.
				F.4.2	Ensures that entrees are prepared and presented and the other dishes are reserved.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To perform procedures during service (Continues)	F.5	To serve water	F.5.1	Serves water from the right side of the guests or gets it served.
				F.5.2	During water service with a pitcher, carries a napkin on his/her left hand and wipes drops from the top of the pitcher or gets them wiped.
				F.5.3	While serving water with a bottle, opens plastic bottle's cap before guests' eyes or ensures that it is opened before guests' eyes.
				F.5.4	Fills water without touching glass and by leaving a gap for sip or ensures that it is served by this way.
		F.6	To serve bread	F.6.1	Serves bread in a bread basket or in the other alternative plates (silver and porcelain plates) or ensures that it is served by this way.
				F.6.2	Serves bread without getting dry and serves toasted bread without getting cold; serves them from the left side and with flat or adverse tongs or ensures that it is served by this way.
				F.6.3	Places tongs in the basket or in the other alternative plates (silver and porcelain plates) properly after service or gets them placed and steps back without disturbing guests.
		F.7	To deal with requests and complaints of guests	F.7.1	Listens to requests and complaints of guests without interrupting them.
				F.7.2	Meets guests' requests by offering suggestions.
				F.7.3	Tries to solve guests' problems in a short time. Explains delays in solving problems and apologizes for them.
				F.7.4	Conveys complaints of guests to his/her chief immediately and clearly.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To perform procedures during service (Continues)	F.8	To deal with accidents that occur during service	F.8.1	Intervenes in the accident in a most proper way according to accident's severity and without harming guests and himself/herself.
				F.8.2	Takes necessary OHS measures to make scene of the accident safe.
				F.8.3	Solves problems arising from the accident.
				F.8.4	Reports the accident immediately to his/her chiefs in a written form and verbally.
				F.8.5	Determines type and amount of broken materials and writes down "Casualty Report" in detail.
				F.8.6	In the event that there is a need for repair, he/she informs relevant persons verbally and in a written form .
		F.9	To inform about malfunctions that he/she encounters during work flow	F.9.1	Informs his/her chief and relevant persons (securities) about suspicious packages, items and suspects.
				F.9.2	Intervenes in emergency (fire, drunkenness, fight, noise) within his/her own initiative, informs his/her chief and relevant departments (security) if he/she cannot solve.
				F.9.3	Informs his/her chief and relevant departments about injuries and deaths.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
G	To serve hot drinks (Continues)	G.1	To serve brewed tea and tea with tea bags (black, herbal and fruit teas)	G.1.1	Brews tea or gets it brewed, if necessary.
				G.1.2	Keeps tea cups, glasses and pots warm.
				G.1.3	Prepares hot water pot, sugar bowl and tranced lemon at guests' demand on the tray before serving tea with tea bags.
				G.1.4	Prepares brewed tea/boiling water in a clean cup or glass by leaving a gap for sip (1-2 cm).
				G.1.5	In the event that he/she serves in pot, he/she serves from the right side of the guest by ensuring that pot does not touch cups.
		G.2	To serve Turkish coffee	G.2.1	Pours cold water to coffee pot according to the number of cups, if necessary and cooks it by adding coffee and sugar depending on the guests demand
				G.2.2	Prepares serving tray with treats (Turkish delight, chocolate, liqueur) and a glass of water and serves them from the right side of the guests in accordance with the operation's standards.
		G.3	To serve filter coffee	G.3.1	Brews filter coffee if necessary and pours coffee in clean pot or cups directly.
				G.3.2	Prepares milk, cream and sugar at guests'demand and serves from the right side of the guests.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
G	To serve hot drinks	G.4	To serve espresso in a traditional way	G.4.1	Fills semi-automatic espresso coffee machine spoon with 7-8 gr. ground coffee.
				G.4.2	Presses coffee and places spoon in machine's tank.
				G.4.3	Puts warmed cup under spoon and opens machine's lock.
				G.4.4	Fills half of the espresso cup and puts on tray, serves from the right side of the guests.
		G.5	To serve hot chocolate	G.5.1	Keeps powder chocolate, milk, cup and pot available.
				G.5.2	Pours powder chocolate and milk into pot and stirs with teaspoon.
				G.5.3	Boils mixture with machine's steam and serves it.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
H	To serve cold drinks (Continues)	H.1	To serve white, rose sparkling wine	H.1.1	Pays attention to wine bottle and bucket to be clean.
				H.1.2	Places bottle in the bucket and fills it with ice.
				H.1.3	Covers the bucket with service napkin.
				H.1.4	Wraps a napkin around the bottle; holds the bottle with the label facing the guests; pours wine eđik and without shaking the bottle.
				H.1.5	Gets approval from the guests to pour wine.
				H.1.6	Takes corkscrew knife and cuts the foil off the top of the bottle in front of guests' eyes.
				H.1.7	Takes cork off with corkscrew silently and without harming, breaking and dropping it inside wine.
				H.1.8	Opens cork wire of sparkling wine with a napkin carefully and silently.
				H.1.9	Rotates bottle and pours a few drops into extra glass to clean cork crumbs on the top of the bottle.
				H.1.10	Pours wine into the host's glass to taste and gets his/her approval.
				H.1.11	Pours 1/3 wine into guests' glasses from their right side according to service priority, then pours the host's wine and steps back.
				H.1.12	Places the bottle into the ice bucket.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
H	To serve cold drinks (Continues)	H.2	To serve red wine	H.2.1	Places the bottle into the basket with label facing out in accordance with the operation's standards.
				H.2.2	Has a napkin in his/her hand to prevent wine drip on the guests or the table during wine service.
				H.2.3	Presents wine with label facing out and gets approval.
				H.2.4	Cuts the foil off the top of the bottle with a corkscrew.
				H.2.5	Takes cork off with corkscrew without harming, breaking and dropping it inside wine.
				H.2.6	Pours wine into the host's glass to taste and gets his/her approval.
				H.2.7	Pours 2/3 wine into guests' glasses from their right side according to service priority, then pours the host's wine and steps back.
				H.2.8	Places the bottle into ice bucket in accordance with the operation's standard.
		H.3	To serve beer	H.3.1	Chooses appropriate glass for the service and chills it.
				H.3.2	Holds the glass from the bottom in order not to heat with his/her hand.
				H.3.3	Pours bottle beer in front of guests' eyes.
				H.3.4	Serves beer from the right side with suds or not at guests' request and with a coaster.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
H	To serve cold drinks	H.4	To serve high alcoholic drinks	H.4.1	Chooses appropriate glass according to drink type that he/she will serve.
				H.4.2	Provides thinly and properly sliced lemon and ice for gin, vodka and tequila and places them on the tray.
				H.4.3	Serves drink poured into glass, additives (mineral water, tonic, water), if any, and ice in front of guests' eyes.
				H.4.4	Adds water first and ice afterwards into raki at guests' requests.
		H.5	To serve soft drinks	H.5.1	Provides salt, sugar and pepper at guests' requests or gets them provided.
				H.5.2	Opens up soft drinks at once and in front of guests' eyes or gets them opened up.
				H.5.3	Serves soft drinks from the right side of guests and without touching glass; pours $\frac{3}{4}$ drink into glasses or gets them served by this way.
				H.5.4	Serves concentrated drinks by diluting according to their types or gets them served.
				H.5.5	Serves drinks with ice or lemon slice at guests' requests or gets them served by this way.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
I	To serve food (Continues)	I.1	To serve entrees	I.1.1	Places service instruments on the table according to service type; makes necessary changes according to number of persons.
				I.1.2	Serves entrees with tongs, on the plates and from the serving cart.
				I.1.3	If he/she serves entrees with tongs, he/she serves from the left side of the guests with flat or adverse tongs.
				I.1.4	Puts serving spoons on the plates so that the guest can easily take food from these plates
				I.1.5	If he/she serves sauces and side dishes (at guests' requests) for entrees separately, he/she serves from the left side of guests with tongs.
				I.1.6	Before starting the next service, he/she collects the empties.
		I.2	To serve soup (Continues)	I.2.1	Places service instruments on the table according to service type and food order, makes necessary changes according to number of persons.
				I.2.2	Prepares soup pot, soup bowl and soup mug according to soup type.
				I.2.3	If he/she serves soup in soup pot, he/she leaves ladle in the pot and serves pot with its coaster and from the left side of guests.
				I.2.4	If he/she serves soup in soup bowl, he/she serves it from the right side of guests.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
I	To serve food (Continues)	I.2	To serve soup	I.2.5	If he/she serves soup from serving tray, he/she uses heater to keep soup warm and ensures that soup does not stiffen.
				I.2.6	Serves side dishes (croutons, kashar cheese, sliced lemon) according to soup type after serving soup.
				I.2.7	Before starting the next service, he/she collects the empties.
		I.3	To serve appetizers	I.3.1	Serves appetizers which are prepared as portions from the right side of guests.
				I.3.2	Serves appetizers which are prepared on serving trolleys from the left side of guests with tongs (flat, adverse).
				I.3.3	Serves sauces from the left side of guests with sauce bowl at guests' request and according to appetizer type.
				I.3.4	Before starting the next service, he/she collects the empties.
		I.4	To serve salads	I.4.1	Places salads in salad bowls on the place where bread plate is (on the left side) by putting bread plate forward.
				I.4.2	Adds desired amount and type of dressing to salads.
				I.4.3	Collects salad empties at the end of the main course.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
I	To serve food	I.5	To serve main courses	I.5.1	Places service instruments on the table according to service type and food order, makes necessary changes according to number of persons.
				I.5.2	Serves main courses which are prepared on serving trolleys from the left side of guests with tongs (flat, adverse).
				I.5.3	If he/she serves sauce and side dishes separately in accordance with the guests requests and type of main course, he/she serves them with tongs from the left side of guests.
				I.5.4	Checks whether the table is ready to be cleared or not. Takes away materials that will not be used.
				I.5.5	Cleans crumbs from table from the left side with a napkin or appliances without disturbing guests.
		I.6	To serve desserts and fruits	I.6.1	Makes changes in cover according to service type, completes it if necessary. Places dessert and fruit instruments on the table.
				I.6.2	Serves hot and cold desserts before they lose their temperature.
				I.6.3	Serves desserts and fruits that are prepared as portions from the right side of guests.
				I.6.4	Serves desserts and fruits that are prepared on serving trolley from the left side of guests with tongs (flat, adverse).
				I.6.5	Serves sauce for hot desserts (if there is sauce) from the left side of guests at guests' requests.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
J	To perform procedures after service (Continues)	J.1	To process bill	J.1.1	Checks the information (accuracy of food and beverage inventory, table numbers, number of persons and date) on the bills.
				J.1.2	Closes bill in accordance with the operation's standard.
				J.1.3	Presents bill to the guest who will make payment in accordance with the procedures of operation.
				J.1.4	Steps back to enable guest to look over the bill after leaving the bill on the table.
				J.1.5	Says 'thank you' while receiving payment.
				J.1.6	Brings mobile pos machine to guest to enter password for credit card payments; checks information on the credit card and slip.
				J.1.7	Brings bill, invoice and change to the table and says 'thank you'.
				J.1.8	In the event that the bill is charged for the room at accommodations, he/she receives guest's Title, signature and room number and checks them.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
J	To perform procedures after service	J.2	To see guests off*	J.2.1	Brings guests' belongings (if any) from cloakroom or gets them brought.
			*(In case level 4 Service Attendant is not present)	J.2.2	Accompanies guests to the exit door.
		J.3	To prepare the table for service again	J.3.1	Checks the table after seeing guests off or ensures that it is checked.
				J.3.2	Deals with mislaid items belonging to guests (if any) in accordance with the procedures of operation.
				J.3.3	Prepares the table for next guests or ensures that it is prepared.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
K	To perform end of day/shift procedures (Continues)	K.1	To prepare the hall for the next day/shift	K.1.1	Clears the air in the restaurant by opening windows and airconditioners after service at night or before service in the morning.
				K.1.2	Collects dirty instruments from the tables, service tables and service stations and takes them to dish washing area or gets them taken.
				K.1.3	Takes dirty fabric materials to dish washing area or the place where dirty fabrics are gathered in accordance with the procedure of operation or gets them taken.
				K.1.4	Takes clean glasses and service instruments to service storages or gets them taken.
				K.1.5	Adjusts chairs and tables or gets them adjusted.
				K.1.6	Prepares the hall for breakfast, if necessary or gets it prepared.
				K.1.7	Checks lights and plugs before leaving the room and turns off the lights or gets them turned off.
		K.2	To clean tools and equipment	K.2.1	Provides necessary cleaning agents for the cleaning of tools and equipment or ensures that they are provided.
				K.2.2	Determines the place where tools and equipment are cleaned.
				K.2.3	Cleans tools and equipment with proper cleaning agents or gets them cleaned by this way.
				K.2.4	Empties salt and pepper shakers, cleans them in accordance with hygiene and sanitation rules and polishes them or ensures that these procedures are performed.
				K.2.5	Places tools and equipment to service storage or closets or ensures that they are placed.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
K	To perform end of day/shift procedures	K.3	To accept guests' gifts in accordance with the procedure of operation	K.3.1	Requests his/her chief to prepare gift register for guests' gifts.
				K.3.2	Shows gift register to relevant persons (exit, security) before leaving the operation.
		K.4	To implement procedures related to lost and found items	K.4.1	Prepares "Found Item Form" for the items that his/her subordinates find or he/she finds.
				K.4.2	Prepares "Lost Item Form" for the lost items that guest notifies in person.
				K.4.3	Delivers found items to his/her chief by giving information about their type, colour, the date they are found and by whom they are found.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
L	To help periodic procedures to be performed	L.1	To help housekeeping department during periodical cleaning* *(At accommodations)	L.1.1	Helps housekeeping department for periodical cleaning and maintenance programs in the service areas.
				L.1.2	Helps housekeeping department for the overall renovation and repair works.
		L.2	To attend operations for determination and prevention of insects	L.2.1	Responds insects in accordance with his/her chief's instructions and the procedure of operation.
				L.2.2	Helps to take necessary measures to deodorize the working areas (if pesticides are applied)
				L.2.3	Informs his/her chiefs about insects.
				L.2.4	To apply pesticides to the all operation, prepares his/her working areas in line with his/her chief's instructions or gets them prepared.
		L.3	To take inventory* *(In case level 4 Service Attendant is not present)	L.3.1	Carries tools, equipment and materials which are in use and to be counted to service storage or back office or ensures that they are carried.
				L.3.2	Takes inventory with his/her chief for the all tools, equipment and materials or ensures that inventory is taken.
		L.4	To organise service storages	L.4.1	Places materials to the storage according to their types and in accordance with OHS rules or ensures that they are placed.
				L.4.2	Clears the air in the storages and cleans them or gets them cleaned.
				L.4.3	Ensures that materials in the storages are in a good condition and they are complete.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
M	To perform activities related to professional development	M.1	To follow publications related to his/her occupation	M.1.1	Follows any kind of publication, innovation and technological development related to his occupation.
				M.1.2	Follows publications within the operation.
				M.1.3	Applies what he/she learns to his/her work.
		M.2	To participate in courses and seminars	M.2.1	Participates in the trainings.
				M.2.2	Participates in courses and seminars that the operation requires and recommends.
				M.2.3	Participates in the activities (meetings, visits, observations, fairs) that enhance his/her personal development.
				M.2.4	Applies what he/she learns to his/her work.
		M.3	To help new personnel	M.3.1	Helps new personnel for their job.
				M.3.2	Teaches the principles of operation.

3.2. Tools, Materials and Equipment Used

1. Carts (Dirty laundry cart, appetizer cart, chair cart, types of service carts)
2. Cruets
3. Coasters
4. Glass baskets
5. Glass types
6. Glass coolers
7. Forks, knives, spoons
8. Ice buckets
9. Coffee pots
10. Flower types
11. Soup bowl mat
12. Garbages
13. Garbage bags
14. Bread baskets
15. Electric crumbers
16. Cup types
17. First aid materials
18. Paper towels
19. Pens
20. Decanter types
21. Matches
22. Fabric materials (dinner napkin types, tea (Discard) clothes, miflon-multon, uniforms, washrags)
23. Ashtrays
24. Toothpick holders
25. Machines (ice machine, tea - coffee machine, toaster, juice dispenser)
26. Tables and their appliances (table cart, table skirt, table dustpan, table brush, table clips, table number, table cover, table top flags)
27. Tong types
28. Printed forms (Bills, Material Request Form, Menu Card, Reservation Book, Reservation Cards, Order Forms, Cleaning Control Chart)
29. Menage
30. Candle types
31. Notebooks
32. Napkin types
33. Pot types
34. Chafing dishes
35. Chairs
36. Servants
37. Vinegar-oil cruets
38. Sauce bowls
39. Pithcers

40. Cream pitchers
41. Candlesticks
42. Wine stand
43. Wine buckets
44. Wine baskets
45. Sugar bowls
46. Plate types
47. Plate heater
48. Plate cover (Cloche)
49. Cutlery baskets
50. Pepper mill
51. Tray types
52. Vases

3.3. Knowledge and Skills

1. Tools and equipment knowledge
2. Handcraft
3. Knowledge of different cultures
4. General tourism knowledge
5. Visual skills
6. Knowledge of grams and portions
7. Strong sense of smell and taste
8. Memory skills
9. Calculation skills
10. Hygiene and sanitation skills
11. Communication skills
12. OHS knowledge
13. Knowledge of procedures of operation
14. Quality control principles
15. Recording knowledge
16. Knowledge of legal regulations related to occupation
17. Professional terminology knowledge
18. Organization skills
19. Problem solving skills
20. Sales and marketing knowledge
21. Service methods knowledge
22. Foreign language knowledge (Intermediate)
23. Knowledge of neighbourhood and the operation

3.4. Attitudes and Behaviours

1. To be sensitive to environmental protection
2. To be careful
3. To be honest and trustworthy
4. To be able to work in a team
5. To be energetic
6. To be cheerful
7. To have working discipline
8. To give importance to quality
9. To be determined
10. To be open to learning and teaching
11. To be a good example
12. To be planned and organized
13. To be practical
14. To be able to solve problems
15. To be patient
16. To be calm
17. To be responsible
18. To use time effectively

4. TESTING, ASSESSMENT AND CERTIFICATION

Assessment to be made for certification according to national qualifications based on occupational standards for Service Attendant (Level 3) shall be carried out written and/or oral both theoretical and practical at measurement and assessment centers which provide the necessary conditions.

Method of measurement and assessment and principles of implementation shall be detailed in the national qualifications to be developed in accordance with this occupational standard. Procedures relating to measurement and assessment and certification shall be performed in the framework of Vocational Qualification, Testing and Certification Regulation.

Annex: Institutions that Participated in Developing Occupational Standard

1. Occupational Standards Team of the Organization Developing Occupational Standard

Nursin NAMLI ,	Head of Non-formal Education Department, Ministry of Culture and Tourism
Figen KUNT ,	Instructor, Ministry of Culture and Tourism
İsa YAYLA ,	Assistant Expert, Ministry of Culture and Tourism
Sibel AKÇAĞLAYAN ,	Trainer, Ministry of Culture and Tourism
Elif Özkan YERCİ ,	Trainer, Ministry of Culture and Tourism
Murat ÖZEN ,	Trainer, Ministry of Culture and Tourism
Abdullah DURMUŞ ,	Training Coordinator, Union of Mediterranean Touristic Hotel Owners and Investors
İsmail TAŞDEMİR ,	Office Manager, Touristic Hotels & Investors Association

2. Technical Work Team Members

Selim ÇİL ,	Bar Manager, Sheraton Hotel- ANKARA
Murat KOÇAK ,	Service Attendant, Metropolitan Hotel- ANKARA
Hasan SABUNCU ,	Food & Beverage Operation Manager, Hilton Hotel- İSTANBUL
Necdet AYÇİÇEK ,	Service Manager, Belek Kaya Select Hotel-ANTALYA
Bülent KOZANOĞLU ,	Food & Beverage Operation Manager, Belek Kaya Select Hotel ANTALYA

3. Individuals, Institutions and Organizations for Which Opinions Asked

INSTITUTIONS/ORGANIZATIONS

1. Confederation of Progressive Trade Unions
2. Confederation of Turkish Real Trade Unions
3. Small and Medium Enterprises Development Organization
4. Republic of Turkey Ministry of Labor and Social Security
5. Republic of Turkey Ministry of Culture and Tourism
6. Republic of Turkey Ministry of National Education (General Directorate of Apprenticeship and Non-Formal Education)

7. Republic of Turkey Ministry of National Education (Department of Projects Coordination Group)
8. Republic of Turkey Ministry of National Education (General Directorate of Trade and Tourism Education)
9. Republic of Turkey the Council of Higher Education
10. Turkish Statistical Institute
11. Confederation of Turkish Tradesmen and Craftsmen
12. Turkish Employment Agency
13. Confederation of Turkish Trade Unions
14. Turkish Confederation of Employer Associations
15. The Union of Chambers and Commodity Exchanges of Turkey
16. Association of Turkish Travel Agencies

OTHER (TRADE UNION/NGO/ASSOCIATION)

1. Professional Hotel Managers Association
2. Turkish Industry and Business Association
3. Turkish Cooks and Waiters Platform
4. Turkish Bartenders Association
5. Turkish Gastronomy Managers Association
6. Turkey Hotel Owners Federation
7. Turkey's Hotel Restaurant and Entertainment Workers Trade Union
8. Turkey's Hotel Restaurant and Entertainment Workers Trade Union
9. Turkish Tourism Investors Association

UNIVERSITIES AND SCHOOLS:

1. Ankara Çankaya İMKB Hotel Management and Tourism Vocational High School
2. Ankara Yenimahalle Hotel Management and Tourism Vocational High School
3. Akdeniz University Vocational School of Tourism and Hotel Management
4. Balıkesir University Vocational School of Tourism and Hotel Management
5. Başkent University Faculty of Economic and Administrative Sciences Tourism Management Department
6. Bilkent University Vocational School of Tourism and Hotel Management
7. Boğaziçi University Tourism Management Department
8. Bursa Hotel Management and Tourism Vocational High School
9. Ege University Çeşme Vocational School of Tourism and Hotel Management
10. Erciyes University Vocational School of Tourism and Hotel Management
11. Eskişehir Anadolu University Vocational School of Tourism and Hotel Management
12. Gazi University Faculty of Trade and Tourism Education
13. Marmara University Vocational School of Social Sciences
14. Mersin University Vocational School of Tourism and Hotel Management
15. Muğla University Vocational School of Tourism and Hotel Management

16. Namık Kemal University Vocational School of Marmara Ereğlisi

HOTELS

1. Ankara Dedeman Hotel
2. Ankara Hilton Hotel
3. Ankara Sheraton Hotel
4. Ankara Swiss Hotel
5. Ankara Metropolitan Hotel
6. Ankara Hotel 2000
7. Ankara İçkale Hotel
8. Ankara Kent Hotel
9. Kapadokya Peri Tower
10. Kapadokya Lykia Lodge
11. İzmir Swiss Hotel
12. İzmir Balçova Termal Hotel
13. İzmir Pırıl Hotel (Çeşme)
14. Altinyunus Hotel (Çeşme)
15. İzmir Sheraton Hotel
16. Çeşme Sheraton Hotel
17. İzmir Tusan beach (Kuşadası)
18. Korumar Hotel (Kuşadası)
19. Aqua Hotel (Marmaris)
20. Antalya Best Western Hotel
21. Antalya Dedeman Hotel
22. Antalya Şampiyon Tatil Köyü
23. Antalya Xanadu Hotel (Belek)
24. Antalya Calista Hotel (Belek)
25. Antalya Letonia Hotel (Belek)
26. Çanakkale Akol Hotel
27. Çanakkale Colin Hotel
28. Bolu Abant Hotel
29. Diyarbakır Klas Hotel
30. Erzurum Polat Renaissance Hotel
31. Urfa Dedeman Hotel
32. Urfa Cevahir Konukevi
33. Gaziantep Grand Hotel
34. Tuğcan Hotel
35. Trabzon Zorlu Grand Hotel
36. Rize Dedeman Hotel
37. Ordu Belde Hotel
38. Fatsa Yalçın Hotel
39. İstanbul Çırağan Hotel
40. İstanbul Laresse Park Hotel
41. Sapanca Richmand Spa Hotel

42. Sapanca Güral Hotel
43. İstanbul Akgün Hotel
44. Barcelo Premium Eresin Topkapı
45. By Otell
46. Ceylan Intercontinental
47. Crowne Plaza İstanbul Old City
48. Conrad International
49. Çırağan Palace Kempinski
50. Çınar Hotel
51. Eser Premium Hotel & Spa Büyükçekmece
52. Dedeman Hotel İstanbul
53. Divan Hotel
54. Four Seasons At The Bosphorus
55. Grand Cevahir Hotel
56. Grand Yükseliş Hotel
57. Holiday Inn İstanbul Airport Hotel
58. Holiday Inn İstanbul City
59. Hyatt Regency
60. İstanbul Marriott Asia Hotel
61. İstanbul Sürmeli Hotel
62. İstanbul Hilton Hotel
63. Sheraton İstanbul Maslak
64. Kaya Ramada Plaza Hotel
65. Klassis Resort Hotel
66. Kumburgaz Princess Hotel
67. Legacy Ottoman Hotel
68. Mövenpick Hotel İstanbul
69. Ortaköy Princess Hotel
70. Papillon Ayscha Hotel (Belek)
71. Polat Renaissance Hotel
72. Polat Renaissance Erzurum Otel
73. Radisson Sas Conference & Airport Hotel
74. Radisson Sas Bosphorus Hotel
75. Ramada Plaza İstanbul Hotel
76. Richmond Wellness Sapanca
77. Sarıkamış Toprak Hotel
78. Swissotel Ankara
79. Swissotel-The Bosphorus
80. Sunset Beach Hotel
81. Taksim International Abant
82. Taksim International Mersin
83. The Green Park Bostancı
84. The Green Park Merter
85. The Marmara İstanbul

86. The Ritz Carlton Hotel

87. The Plaza Hotel

4. VQA's Sector Committee Members and Experts

Şahap YILMAZ ,	President (Ministry of National Education)
Agâh TURAL ,	Vice President (Turkish Confederation of Employer Associations)
Dr. Bülent ŞİMŞEK ,	Member (Ministry of Labor and Social Security)
Ferda ÇAKMAKLIOĞLU ,	Member (Ministry of Culture and Tourism)
Prof. Dr. Doğan TUNCER ,	Member (The Council of Higher Education)
Seçim AYDIN ,	Member (The Union of Chambers and Commodity Exchanges of Turkey)
Murat ÇAKIR ,	Member (Confederation of Turkish Tradesmen and Craftsmen)
Ali RENDAN ,	Member (Association of Turkish Travel Agencies)
Tevfik GÜNEŞ ,	Member (Confederation of Progressive Trade Unions)
Mustafa PAÇAL ,	Member (Confederation of Turkish Real Trade Unions)
Firuzan SİLAHŞÖR ,	Member (Vocational Qualifications Agency)
H.Merve İLKKUTLU AYHAN ,	Sector Manager (Vocational Qualifications Agency)
Sinan GERGİN ,	Representative of Sector Committee (Department of Administration of the Disabled)

5. VQA's Board Members

Bayram AKBAŞ ,	President (Representative of Ministry of Labor and Social Security)
Prof. Dr. Oğuz BORAT ,	Vice President (Representative of Ministry of National Education)
Asst. Prof. Dr. Ömer AÇIKGÖZ ,	Member (Representative of the Council of Higher Education)
Prof. Dr. Yücel ALTUNBAŞAK ,	Member (Representative of Professional Organizations)
Dr. Osman YILDIZ ,	Member (Representative of Confederation of Turkish Trade Unions)
Celal KOLOĞLU ,	Member (Representative of Turkish Confederation of Employer Associations)

