

**1. TITLE OF THE CERTIFICATE (HU)**

52-812-01 Szállodai recepció

**2. TRANSLATED TITLE OF THE CERTIFICATE (EN)**

Hotel receptionist

(THIS TRANSLATION HAS NO LEGAL STATUS)

**3. PROFILE OF SKILLS AND COMPETENCES****A typical holder of the certificate is able to:**

- perform administrative duties related to guests' check-in and check-out;
- use business and other professional software and handle office technology equipment;
- provide information on hotel prices, services and sell them;
- communicate with guests, hotel departments and management in Hungarian and in a foreign language;
- apply the rules of business communication;
- check booking records;
- document cash-flow, manage cash and cash-free payment options;
- supervise order at the hotel, comply with legal regulations and apply the quality assurance system.

**4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE**

4223 Hotel receptionist

**(\*) Explanatory notes:**

This document is designed to provide additional information about the specified certificate and does not serve as a legal certificate of vocational qualification. The format of the description is based on the following documents:

Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information on transparency is available at: <http://europass.cedefop.europa.eu/>

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## 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Name and status of the institute issuing the certificate</b></p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>Ministry for National Economy</p>												
<p><b>Level of the certificate (national or international)</b></p> <p><b>Level of vocational qualification according to the National Qualification Register:</b> 52 upper secondary vocational qualifications, which require the completion of the secondary school leaving exam and may be obtained primarily in non-formal education</p> <p><b>ISCED2011 code:</b> 4</p> <p><b>NQF level:</b> 4</p> <p><b>EQF level:</b> 4</p>	<p><b>Grading scale / Pass requirements</b></p> <p>Five -grade: 5 excellent 4 good 3 satisfactory 2 pass 1 fail</p>												
<p><b>Certificate number:</b> PT K</p> <p>Serial number: 123456</p> <p><b>Certificate issue date:</b> 2023.10.02</p>	<p><b>Results achieved at the examination and their proportion expressed in percentage in the complex mark</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Central written examination</td> <td style="width: 45%;">Hotel operation, administration and management</td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 20%; text-align: center;">40.00</td> </tr> <tr> <td>Practical examination</td> <td>Hotel receptionist tasks</td> <td style="text-align: center;">5</td> <td style="text-align: center;">60.00</td> </tr> <tr> <td colspan="2">Result achieved at the complex vocational examination, expressed in grades.</td> <td style="text-align: center;">5</td> <td></td> </tr> </table>	Central written examination	Hotel operation, administration and management	5	40.00	Practical examination	Hotel receptionist tasks	5	60.00	Result achieved at the complex vocational examination, expressed in grades.		5	
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<p><b>Access to next level of education/training</b></p> <p>To higher education</p>	<p><b>International agreements</b></p>												
<p><b>Other information concerning the vocational training process</b></p>													
<p><b>Legal basis</b></p> <p>Act CLXXXVII of 2011 on Vocational Training Decree 29/2016 (VIII. 26.) NGM of the Minister for National Economy on the professional and examination requirements of vocational qualifications.</p>													

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Description of vocational education and training received	Percentage of total programme %	Duration (hours/weeks/months/years)
School-/training centre-based	Theory: 40 % Practice: 60 %	
Workplace-based		
Accredited prior learning		
Total duration of the education/training leading to the certificate		800 hours

**Entry requirements:**

- Secondary school leaving examination

**Vocational requirement modules:**

- 11300-12 Hotel administration
- 11301-12 Hotel communications
- 11302-12 Hotel activities
- 11498-12 Employment I (for training courses built on secondary school-leaving examination)
- 11500-12 Occupational health and safety

This certificate supplement was prepared on the basis of the instruction for filling in the Certificate Supplement published on the homepages of the National Reference Point and the National Europass Centre.

**National Reference Point – NSZFH – <http://nrk.nive.hu>**

Head of Examination Organiser:

Issue date: 2023.10.02

**SEAL**