

1. TITLE OF THE CERTIFICATE (DE) (1)

**Abschlussprüfung im staatlich anerkannten Ausbildungsberuf
Kaufmann für Hotelmanagement und Kauffrau für Hotelmanagement**

(1) in original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)(1)

Final examination in the state-recognized training occupation hotel management clerk

(1) This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

- Plan, execute and analyse channel management and revenue management
- Develop, execute and evaluate marketing measures
- Prepare bills and monitor payment transactions
- Identify and evaluate key operational indicators, keep business statistics, calculate sales prices
- Accept and store goods and control stocks
- Determine product requirements and handle procurement processes
- Manage, calculate and evaluate events
- Plan human resources and process and manage HR processes
- Work in reservations and at reception
- Sell overnight accommodation and services
- Process guest communications and manage complaints
- Welcome and advise guests
- Carry out basic service tasks
- Implement hygiene measures
- Take aspects of sustainability into account
- Work in a team and cooperate with related areas of responsibility.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE (1)

Hotel management clerks are mainly involved in dealing with administrative matters. They provide support in strategic areas, especially for companies providing accommodation, for cooperative hotel ventures and for hotel chains.

(1) if applicable

(*) Explanatory notes

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: 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: www.europass.cedefop.eu.int/transparency

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate Chamber of Industry and Commerce	Name and status of the national/regional authority providing accreditation/recognition of the certificate Chamber of Industry and Commerce
Level of the certificate (national or international) ISCED 354 This qualification corresponds to Level 4 of the German and European Qualifications Framework; cf. publication from 1 August 2013 (BANZ AT 20/11/2013 B2)	Grading scale / Pass requirements 100-92 points = 1 = excellent 91 - 81 points = 2 = good 80 - 67 points = 3 = average 66 - 50 points = 4 = pass 49 - 30 points = 5 = poor 29 - 0 points = 6 = fail A total of at least 50 grade points are required to pass the examination.
Access to next level of education / training Certified hotel administrator Bachelor Professional in the Hospitality Services Industry Master Professional in Business Management in the Hospitality Sector Bachelor Professional in Marketing Certified specialist commercial clerk for human resources	International agreements In the field of vocational training, joint declarations on the comparability of qualifications obtained in the respective vocational training systems have been signed on the basis of bilateral agreements concluded between Germany and France and between Germany and Austria.
Legal basis Ordinance on Initial Vocational Education and Training in the Occupation of hotel management clerk of 03/09/2022 (Federal Law Gazette, Part I, p 314) Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany (KMK) of 17.12.2021	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Final examination administered by the competent body: 1. after completion of dual training in a company and at part-time vocational school (normal procedure) 2. after retraining in a recognized training occupation 3. as an external examination for working people without formal vocational qualifications or persons who have been trained at full-time vocational schools or other vocational training institutions
Additional information Entry requirements: Entry requirements are not governed by legislation; as a rule, young people are admitted after completing (nine or ten years of) general education. Duration of training: 3 years. Training in the "dual system": The knowledge, skills and competences delivered in a training occupation are based on the typical requirements of work processes and prepare the trainees for a specific job as well as for further qualifications. The training is provided in a company and at vocational school: Trainees spend 75% of the duration of training in the company. Here they acquire practical skills in a real working environment. Trainees complete 25% of training time in vocational school where they are taught general and vocational knowledge as it relates to their training occupation. More information is available at: www.berufenet.de www.europass-info.de