**THE PROGRAM OF PROFESSIONAL STUDENTS APPRENTICESHIP- Waiter profession**

General objective of the programme of vocational practice: development of practical skills in the profession of a waiter and the qualities that are necessary to work in this profession as: independence, activity, cultural way of work, language and behaviour, communication, responsibility ability to cooperate in a team and social skills enabling the students of an active navigation on the job market

Site: kitchen restaurant – Lisbon - Portugal

Before the implementation of the program it is necessary:

- to present the organization of classes

                        - familiarize students with the rules and regulations

                        - provide instruction on health and safety

                        - provide instruction in the workplace

                        - diagnose the competence and qualifications of the participant of vocational practice

Recommendations for implementation of the program:

- activities should be carried out individually or in small teams

- Activities should be carried out under the guidance of a tutor

- Each task should be preceded by an initial instruction and demonstration exercise of certain actions

- More time should be given for tasks that are difficult to perform

- The skills and knowledge students already acquired by the students at school should be used during the practice

Proposals of the assessment methods of the internee

* internee should be assessed for their practical skills and their development during the practice
* achievements should be assessed on the basis of observations how they perform practical tasks
* observations should be made regularly
* the assessment of the correctness of the tasks should be carried out during and after finishing the tasks

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| **Lp** | **Topics of the activities** | **The specific skills**  **that students should be able to gain:** | **Activities** | **Certified skills** |
| 1. | Familiarization with the organizational structure of the workplace and its functional layout. Occupational Health and Safetytraining | - To know and apply all the rules and regulations and safety regulations  - to know the organizational structure of the workplace - to know the functional system of the workplace | - To take part in occupational health training and in an occupational training  - to performing assigned activities related to the current functioning of the workplace |  |
| 2. | The responsibilities of restaurant staff and their documentation | - To know the responsibilities of restaurant staff  - to know how to document the work of the restaurant staff  - to know how to document the work of restaurant staff | - Application of responsibilities at individual positions  - performing assigned activities related to the current functioning of the workplace |  |
| 3. | Practical application of rules and procedures in a restaurant or in a catering company | - To know the rules and procedures  - apply rules and procedures | - Analysis of regulations and procedures  - performing assigned activities related to the current functioning of the workplace | Cleaning procedures in the front of house part of a restaurant or a catering company |
| 4. | Maintaining the cleanliness of tableware and service equipment | - To know how to clean and dry your tableware and service equipment | - Washing and scalding of tableware and service equipment  - performing assigned activities related to the current functioning of the workplace | Cleaning procedures in the front of house part of a restaurant or a catering company |
| 5. | Portioning and decoration of dishes and beverages | - To know the rules of portioning of beverages  - to know the rules of portioning the dishes  - to know the rules of decorating dishes and drinks | - Portioning of beverages  - Portioning dishes  -decorating of food and drinks  - performing assigned activities related to the current functioning of the workplace | Preparation of the premises to accommodate guests |
| Summary of the first week of apprenticeship - analysis of achievement of objectives, analysis of practical performed tasks | | | | |
| 6. | Preparation of the waiter switchboard to open the premises | - To know the rules of preparing the switchboard for reception of the guests  - to know how to prepare the switchboard for reception or the guests, apply the rules of preparing the switchboard |  | Preparation of the premises to accommodate guests |
| 7. | Preparation of the restaurant room to accommodate guests | - Be familiar with the scope of work used to prepare the restaurant room to accommodate guests  - use the scope of work used to prepare the restaurant room for the reception of guests | - Preparing a consumer room to host guests  - performing assigned activities related to the current functioning of the workplace | Preparation of the premises to accommodate guests |
| 8 | Preparation of the bar to accommodate guests | - To know the scope of work used to prepare the bar for receptions  - use the scope of work used to prepare the bar for receptions | - Performing the work used to prepare the bar for receptions  - performing assigned activities related to the current functioning of the workplace | Preparation of the premises to accommodate guests |
| 9 | Getting familiar with the menu card | - To know the types of menu cards  - to know the rules of preparing a menu card | Analyzing menu cards  - preparing menu cards  - performing assigned activities related to the current functioning of the workplace | Preparation and analyzing of menu cards |
| 10 | Familiarize with menu cards for special occasions | - To know the types of menu cards for special occasions  - to know the rules of preparing menus for special occasions | - Analyzing the menu cards  - preparing menu cards  - performing assigned activities related to the current functioning of the workplace | Preparation and analyzing of menu cards |
| Summary of the second week of apprenticeship - analysis of achievement of objectives, analysis of practical performed tasks | | | | |
| 11 | Organization of the work of serving waiters | - To know the scope of work done by the waiters  - use the range of work done by the waiters  - know the rules of the organization of the work of waiters | - Use the range of work done by the waiters  - application of the rules of the organization of the work of waiters  - performing the work assigned by the waiter  - performing assigned activities related to the current functioning of the workplace | Co-operation of waiters in service of guests |
| 12 | Organization of work in service of special occasion parties | - To know the scope of work performed by the waiters during the organization of special occasion parties  - use the range of work done by the waiters  - know the rules of the organization of the work of waiters during special occasion parties | - Perform works related to the organization and service of special occasion events  - performing assigned activities related to the current functioning of the workplace | Co-operation of waiters in service of guests |
| 13. | Restaurant room and bar appliances and equipment | - To know how to operate the equipment of the restaurant room and a bar  - use the equipment while working | - To use the equipment in a restaurant room and a bar  - performing assigned activities related to the current functioning of the workplace | Familiarity with the use of restaurant room equipment |
| 14 | Activities performed by the waiter's help | - Know the range of work done by the waiter's help  - use the range of work done by the waiter’s help | - Performing activities belonging to the waiter's help  - performing assigned activities related to the current functioning of the workplace | Co-operation of waiters in service of guests |
| 15 | Special service - observing the work of waiters | - Know the scope of work performed by the waiters during the special service  - use the range of work done by the waiters  - know the rules of organizing the work of waiters during special service | - Watching and performing special service activities  - performing assigned activities  related to the current functioning of the workplace | Co-operation of waiters in service of guests |
| Summary of the third week of apprenticeship - analysis of achievement of objectives, analysis of practical performed tasks | | | | |
| 16 | Activities performed while working in the bar | - Know the range of work done by the waiters while working in the bar  - use the range of work done by the waiters  - Know the rules of organizing the work of waiters while working in the bar | - Watching and performing activities while working in the bar  - performing assigned activities related to the current functioning of the workplace | Co-operation of waiters in service of guests |
| 17 | Recording orders and handling of equipment used for waiter settlements | - Know the rules for registering orders and handling equipment used by the waiter for settlements | - Registering orders by the waiter  - settling up by the waiter  - performing assigned activities related to the current functioning of the workplace | Familiarity with the use of restaurant room equipment |
| 18 | Cleaning operations at the time of service and after closing of the workplace | - Know the range of cleaning jobs performed by the waiters  - use the range of cleaning work done by the waiters  - know the rules of the organization of the work of the waiters at the time services and after the closure | - Perform cleaning work during and after the workplace services  - performing assigned activities related to the current functioning of the workplace | Cleaning procedures in the front of house part of a restaurant or a catering company |
| 19 | Operating computer programs used by the  waiter | - Know the rules of using computer programs dedicated to waiters | - Operating computer programs used by the waiters  - performing assigned activities related to the current functioning of the plant | Familiarity with the use of restaurant room equipment |
| 20 | Summary and evaluation of vocational practice |  | - Filling in an evaluation questionnaire  - Completing the documentation of the practice in the journal |  |

Summary and appraisal of vocational practice: - a description of the acquired skills and experience gained

                                                                           - opinion of the tutor of the apprentice

                                                                          - completing an evaluation questionnaire

                                                                           - certification of acquired skills