

ODPORÚČANIA Z RÔZNYCH PROJEKTOV

- **Vzdelávacie výstupy - posun paradigmy od prístupu orientovaného na vstupy k prístupu založenému na výstupoch**
- Hodnotiace kritériá slúžia na generovanie dôkazu o učení
- Hodnotenie - kľúčový element
- Čím presnejšie sú vzdelávacie výstupy formulované, tým ľahšie je hodnotenie
- Hodnotiace kritériá musia byť zhodné so vzdelávacími výstupmi, metódy hodnotenia sa líšia
- Vzdelávacie výstupy a hodnotenie sa musia plánovať paralelne a pred vzdelávacím procesom



Hodnotenie súčasnej úrovne kompetencií žiaka vysielajúcou inštitúciou pred mobilitou na základe matice kompetencií

COMPETENCE AREA	STEPS OF COMPETENCE DEVELOPMENT			
Purchasing, costing and stocking			X	
Customer service			X	
Production of simple dishes			X	
Marketing	X	→	X	
Human Resources Management	X	→	X	
Regulation and monitoring of business performance	X	→	X	
Enterprise resource planning				X
System organisation				X

*current level of competence as evaluated by the sending institution

* desired level of competence at the end of the placement, as defined by the learning agreement

Competence Matrix 'Professional Caterer'

FIELDS OF COMPETENCE	STEPS IN COMPETENCE DEVELOPMENT			
<p>Purchasing, costing and stocking</p>	<p>S/he knows the foods that s/he works with, their characteristics, qualities and their range of use. S/he knows the rules of purchasing. S/he is able to check incoming products in matters of quality, and knows how to store them. S/he is able to implement the hygienic standards regarding the purchase, the storage (of fresh and conserved food) and the processing of foods.</p>	<p>S/he is able to calculate simple commercial kitchen costs. S/he is able to evaluate single dishes according to the recipe instructions, and to estimate the supplies needed of the various necessary foodstuffs. S/he is able to compose simple written orders and to complete the respective purchase.</p>	<p>S/he has an overview over the respective seasonal offers of food, knows the regional and international foods. S/he describes the different production conditions of vegetable and animal foods. S/he is able to choose the required food according to cost-effective and quality criteria. S/he is able to compare and choose bids from suppliers and monitor the movements of stocks.</p>	<p>S/he distinguishes the regional food suppliers and is able to bargain independently for product quality and prices. S/he is able to order the purchases of a particular establishment's short- and long-term foodstuff needs for a certain period with the help of a computer and special programmes. S/he is able stay within budgetary limits.</p>
<p>Customer service</p>	<p>S/he understands the importance of customer service and its benefits to the customer, the organisation and the employee. S/he is able to communicate effectively with different kinds of customers (internal, external, suppliers,</p>	<p>S/he is able to advise guests and to explain the essential European and international dishes available within the enterprise. S/he is able to compose menus and recommend dishes and to choose the beverages suitable</p>	<p>S/he is able to plan hospitality events (buffets, events, catering...). According to the seasonal offer and the situation on the market, s/he is able to compose a bill of fare and menus for such occasions, which are specified for the</p>	<p>S/he is able to review the success of an event (with a view to objectives, to budgets, and to deviations from plans). S/he is able to deal with unexpected occurrences.</p> <p>S/he monitors and ensures the</p>

agents). S/he is able to communicate also in a foreign language.

S/he knows the rules of composing a menu as well as the most important recipes of the local kitchen. S/he is able to compose a simple menu.

S/he is able to serve food and drink and to choose the appropriate equipment for this. S/he is able to relate to guests and to adjust to their needs, being clear, helpful and professional at all times. S/he is confident in serving and attentive towards guests. S/he is able to respond to different customer behaviour. S/he relays messages and orders accurately and promptly and makes proper use of the code of practice.

to them. S/he takes nutritional information and knowledge into consideration (nutritive value of food, energy demand), and also the different forms of diets such as raw vegetarian food, light forms of diet, whole foods and dietary foods. S/he arranges interior decoration and is able to draw up a bill.

S/he is able to read guests' body language, to identify guests' wishes (even before they know themselves), to deal with complaints and is able to explain in a way that is clear and does not cause offence when s/he cannot help a customer.

respective target groups. S/he is able to create new offers (in cooperation with chefs) and therefore reach new target groups. S/he is able to design menus and forms of presentation according to special occasions and to plan efficient work processes.

quality of service and products, following the requirements of target groups, and manages the team.

S/he implements complaints procedures and the rules of business ethics.

S/he plans and leads consultations and sales talks in accordance with the marketing concept, undertakes and evaluates post consultations and follow-ups to sales talks.

4. Soft skills assessment.

		1- Approaches Expectations	2-Meets Expectations	3-Exceeds Expectations
ORGANIZATIONAL SKILLS	Time Management	Usually completes projects on time but can procrastinate on one component of the project.	Uses time effectively in most situations.	Routinely uses time well to ensure work is completed on time.
	Project management	Tends to proceed in his or her tasks in a rather structured way, but can sometimes be overwhelmed	Manages multiple tasks and resources simultaneously Plans and optimizes his or her activity	Organises easily his or her tasks and those of others.
SOCIAL SKILLS	Capacity for teamwork	Participates in team work to a degree but tends to stay in background.	Participates and actively seeks responsibilities within the team.	Leads the team, seeks effective ways to develop cooperation, including ways to resolve any conflict, supports other members.
	Communicative skills and competences	Speaks relatively clearly in a way that suits the situation, and listens to others attentively. Complex instructions need to be explained several times before understood.	Understands instructions without problems and communicates with clients/co-workers about work-related topics.	Engages in basic conversations with clients/co-workers, actively seeks communication opportunities.
	Intercultural skills and competences	Has a basic understanding of the culture of the hosting country and sometimes adjusts his or her behaviour accordingly.	Is aware of the differences between cultures and adjusts his or her behaviour accordingly. Is able to work with people who vary in their age, gender, race, religion, political views.	Understand and accepts cultural differences and is able to explain them to others.

Mentor
hostujúcej
organizácie
-
hodnotenie
na konci
mobility

EMPLOYABILITY SKILLS	Accountability & Responsibility	Focuses on the task most of the time. Accepts responsibilities, but can sometimes be reluctant.	Focuses on the task & what needs to be done most of the time. Accepts responsibilities.	Consistently stays focused on the task & what needs to be done. Very self-directed, seeks responsibilities.
	Respect	Usually shows respect in speaking to others, but can sometimes be less interested in others' remarks	Shows respect in speaking to others.	Always shows respect in speaking to others & welcomes others into the conversation.
	Positive Attitudes & Initiative	Accomplishes his or her tasks, but can sometimes limit his or her activity and initiative.	Shows interest, initiative and effort Responds with keenness to demands of the tutor	Takes initiatives and actively seeks after work to be done

Hodnotenie študentov

- **PORTFÓLIO**

- Sumarizácia dokumentov, fotografií zo zahraničnej stáže
- Dokumenty pripravené vysielajúcou organizáciou
 - Sebahodnotenie
 - Hodnotenie firmy / hosťujúcej organizácie (dotazník)
 - Reflexia
- Prezentácia o stáži

D e n n í k

NAME: _____

WEEK from - to: _____

Tasks accomplished (verb with a complement, e.g. <i>Pricing of a daily menu</i>) and level of autonomy*	Acquired knowledge (nouns, e.g. <i>French VAT level</i>)	Required organizational, social and personal skills / attitudes (e.g. <i>rigour, perfectionism, attention to detail</i>)

* 1 - observation, 2 – execution under supervision, 3 – execution with final check by a supervisor, 4 – execution without final check

DIFFICULTIES ENCOUNTERED:

Sebaodnotenie
soft skills –
žiak
prediskutuje s
tútorom
hostujúcej
inštitúcie na
konci projektu

		1- Could be improved	2- Good	3- Very Good	4- Excellent
ORGANIZATIONAL SKILLS	Time Management <i>Ability to plan and foresee the time necessary to finish my tasks</i>				
	Project management <i>Ability to carry on different tasks simultaneously, coordinate my work</i>				
	Write here a two-sentence description of the context in which you demonstrated each of the relevant skills:				
SOCIAL SKILLS	Capacity for teamwork <i>Ability to integrate and function effectively in a team</i>				
	Communicative skills <i>Ability to understand and to make oneself understood</i>				

	Intercultural skills <i>Ability to understand, accept and function effectively in a different culture</i>				
	Write here a two-sentence description of the context in which you demonstrated each of the relevant skills:				
EMPLOYABILITY SKILLS	Accountability & Responsibility				
	Respect				
	Positive Attitudes & Initiative				
	Write here a two-sentence description of the context in which you demonstrated each of the relevant skills:				