

1. Title of the certificate <sup>1</sup>

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:  
ΥΠΕΥΘΥΝΟΣ ΥΠΟΔΟΧΗΣ ΚΑΙ ΦΙΛΟΞΕΝΙΑΣ**

2. Translated title of the certificate <sup>2</sup>

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K.:  
WELCOMING AND ACCOMMODATION HOST**

## 3. Profile of skills and competences

LEARNING OUTCOMES (KNOWLEDGE, SKILLS, COMPETENCES). A typical holder of the certificate is able to:

**KNOWLEDGE**

- Recognise and present the forms of tourism and the impact of tourism on a financial, social, environmental and psychological level, by specifying the main pools of tourists, the main tourism destinations, the tourism attractions and sights globally and locally.
- Recognise the basic principles of law, the hotel legislation, the labour law, and the formulation of labour relations at the hotel.
- Describe the organization, and operation of hotel businesses.
- Describe the financial exploitation of the hotel, the accounting methods and the basic marketing techniques referring to the hotel industry.
- Identify the techniques for communicating and serving customers and for their connection to total quality management.
- Understand the procedures for maintaining facilities and equipment.
- Present the procedures for procuring hotel equipment.
- Describe the organisation and operation of the reception service and the floor management department at hotels, as well as the method for keeping customer accounts at the hotel.
- Recognise the basic principles of health and safety in the hotel industry.
- Understand English and German tourism terminology as the basic languages of tourism, both orally and in writing.
- Summarise the basic principles of IT and the method of operation of the operating systems and office application, along with the operation of hotel computer applications.

**SKILLS**

- Apply financial theories, principles for managing businesses and marketing principles for the hotel, the reception service and the room management service.
- Apply the hotel technique (reservation of rooms or halls, customer service, resolution of problems arising during accommodation, provision of tourism information).
- Keep customer accounts, by conducting night check and applying the accounting methods of the hotel.
- Identify the needs in terms of quantity and type of hotel consumables and equipment, while managing the system for procuring, storing, and distributing hotel consumables and equipment.
- Recognise the wear and deficiencies in rooms or hotel areas.
- Apply health and safety methods in the hotel.
- Use IT systems and hotel applications in the hotel.
- Communicate in writing and orally in English and in German.

**COMPETENCES**

- Collaborate with others, inside and outside the hotel.
- Show responsibility with regard to the effective and customer-oriented service of tourists and customers at the hotel.
- Manage the department for reception, for the rooms and for the reservations of the hotel autonomously or under the supervision of others, or by supervising other, non-specialised, personnel.
- Develop communication skills in order to deal in a positive manner and facilitate his/her collaboration with clients, suppliers and external bodies.

<sup>1</sup> In the original language. | <sup>2</sup> If applicable. This translation has no legal status. | <sup>3</sup> If applicable.

#### 4. Range of occupations accessible to the holder of the certificate <sup>3</sup>

The holder of this diploma can be employed in hotels of any size, reception centres (elderly, people with special needs, young people etc.), cruises, camp sites etc.

The Vocational Training Diploma is recognised as a qualification for appointment in the public sector falling in the category S.E. (Secondary Education) according to the Presidential Decree no.50/2001 (Greek Official Gazette 39/Vol.A/5-3-2001).

#### 5. Official basis of the certificate

##### Body awarding the certificate

E.O.P.P.E.P.  
(National Organisation for the Certification of Qualifications and Vocational Guidance )  
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia  
<https://www.eoppep.gr/>

##### Level of the certificate (national or European) <sup>1</sup>

Level 5 National and European Qualifications Framework

##### Access to next level of education / training <sup>1</sup>

Yes

##### Legal basis

Law 2009/1992 on the National System of Vocational Education and Training  
Law 4186/2013 on the Restructure of Secondary Education  
Law 4763/2020 on National System of Vocational Education, Training and Lifelong Learning

##### Authority providing accreditation / recognition of the certificate

E.O.P.P.E.P.  
(National Organisation for the Certification of Qualifications and Vocational Guidance )  
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia  
<https://www.eoppep.gr/>

##### Grading scale / Pass requirements <sup>1</sup>

a) acquisition of the Vocational Training Certificate (V.E.K.) after successful completion of study at the Vocational Training Institute (I.E.K.)  
b) acquisition of the Vocational Training Diploma after:  
1. success in the theoretical part of Initial Vocational Training certification examinations (Grading scale = 1-20, Pass = 10) and  
2. success in the practical part of the Initial Vocational Training certification examinations (Pass/Fail)

##### International agreements on recognition of qualifications <sup>1</sup>

No

#### 6. Officially recognised ways of acquiring the certificate

Total duration of the education / training leading to the certificate  
Success in the the Initial Vocational Training certification examinations  
4 semesters (until law 4186/2013) / 5 semesters (after law 4186/2013)

#### 7. Additional information

##### Entry requirements <sup>1</sup>

Certificate of Upper Secondary School. Qualification of Level 4 (NQF/EQF) // Certificate Vocational Training School (SEK) – Qualification of Level 3 (NQF/EQF)  
Following the voting of L. 4763/2020, only by an Upper Secondary Education certificate or an equivalent title of studies (Qualification of Level 4 NQF/EQF)

##### Indicative subjects taught:

Introduction to Tourism, Labour Law - Work Relations in the Hotel, Organization and Management of Hotel Enterprises, Tourist Geography, General Accountancy - Hotel Accountancy, Organization and operation of Reception Sections, Hotel Marketing, Hotel Law, Public Relations - Communication Technique, Procedures of equipment maintenance and supply, Management of Human Recourses, Environmental Management of Hotel Enterprises, Hygiene and Security in the Hotel, Floor Service, Entrepreneurship, Keeping of customers' accounts, Customer Service, Overall quality management, Dissertation, German language, English language, Use of PC - Hotel applications.

##### More information

National Qualifications Framework : <https://nqf.gov.gr/> and <https://proson.eoppep.gr/en>

National Europass Centre: **EL/NEC - E.O.P.P.E.P.** National Organisation for the Certification of Qualifications and Vocational Guidance, Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia, Greece. T.0030 2102709000 [europass@eoppep.gr](mailto:europass@eoppep.gr)  
<http://europass.eoppep.gr> [www.eoppep.gr](http://www.eoppep.gr)

<sup>1</sup> If applicable.