

## Specialist in the Hospitality Services Industry (Fachkraft im Gastgewerbe)

<b>Type of profession:</b>	recognised training occupation (with option of further-going education) *
<b>Type of apprenticeship:</b>	dual vocational education and training, regulated by the German Vocational Training Act (BBlG)
<b>Duration of apprenticeship:</b>	2 years
<b>Learning places:</b>	company and vocational school

(\*) This vocational education can be supplemented by another further-going education. For information in more detail, see BERUFENET, "Die Ausbildung im Überblick" (Trade Education Overview).

### What do you do in this profession?

Specialists in the hospitality services industry serve, attend and advise guests. For example, they take orders from diners in restaurants, serve dishes and pour drinks at the bar. They also lay and dress tables and prepare buffets. In the kitchen they make simple dishes, garnish cold spreads or arrange breakfast buffets.

In room service, they ensure that rooms for guests are clean and welcoming and that there is always enough fresh linen and towels.

### Where do you work?

Specialists in the hospitality services industry mostly work

- **in cafés, in restaurants and catering**
- **in hotels and hostels**
- **in sanatoriums**

Basically, they work in restaurants and hotel rooms, as well as at reception desks, in stores, hotel kitchens and at refreshment bars.

### What is important in this profession?

- **Communication skills** are important to make, intensify and keep quick and easy contact to customers and guests. To consider special wishes and requirements of guests, you need a sense of **customer- and service-orientation**.
- **Good German language skills** are needed, when the specialists in the hospitality services industry complete commercial correspondence with customers. Moreover, this area of competence includes receiving and advising foreign guests. Who is skilled in **foreign languages** has the edge over competitors.