

Dette er en oversettelse av den fastsatte læreplanteksten. Læreplanen er fastsatt på Bokmål

Laid down as a regulation by the Norwegian Directorate for Education and Training on 5 February 2008 as delegated in a letter of 26 September 2005 from the Ministry of Education and Research pursuant to the Act of 17 July 1998 no. 61 relating to primary and secondary education (Education Act) Section 3-4 first paragraph.

Valid from 01.08.2008

Purpose

Waiting shall lay the foundation for an occupation serving foods and beverages at different establishments that serve food. Waiting shall contribute to spreading Norwegian and Sami culinary traditions. Waiting shall also contribute to professional development based on national and international trends. The waiter/waitress shall attempt to create a positive experience for guests.

Learning in the subject shall emphasise the necessity of performing the best possible service for guests. Learning in the subject shall also emphasise communicating with and helping guests with foods and beverages. Furthermore, learning in the subject shall emphasise hygiene where foods and beverages are sold. All food production shall have a quality management system applied to it based on hazard analysis and critical checkpoints. Learning in the subject shall also contribute to cooperation, communication and equality.

Learning in the subject shall arrange for varied work tasks that require creativity and problem-solving skills, and which contribute to further developments in the art of waiting tables.

Training completed and passed in the subject will lead to a Trade Certificate. The professional title is Waiter or Waitress.

Structure

Waiting consists of four main subject areas. The main subject areas complement each other, and should be viewed in relation to one another.

Overview of the main subject areas:

Year level	Main subject areas			
Vg3 / In-service training at a training establishment	Drinks, foods and serving	Sales and service	Hygiene and quality management	Trade, company and environment

Main subject areas

The main subject area is concerned with preparing the location, setting tables, and handling, finishing, preparing and serving food and drinks. It also covers specialised diets and different cultural food habits and traditions. Preparing the bar, mixing and presenting drinks is also a central theme in the subject. Use of resources and working technique is also included.

The main subject area is concerned with marketing, sales, service, communication and professional handling of guests. Dining pleasure and extra sales when waiting tables is also a central theme in the subject.

The main subject area is concerned with food safety at all levels, from reception of goods and raw materials to preparing tables and serving meals. It also covers current regulations and quality management systems with an emphasis on hygiene during production and in the food industry in general and personal hygiene in particular.

The main subject area is concerned with company organisation, employment conditions, and the company's goals for economic results, service, cooperation and communication. It also covers ethics and environment, health and safety and other relevant rules.

Basic skills

Basic skills are integrated into the competence aims for this course in areas where they contribute to the development of and are a part of the basic subject competence. In Waiting, basic skills are understood as follows:

Being able to express oneself orally or in writing in Waiting involves presenting foods and beverages, and receiving and giving information. It also involves using professional terminology.

Being able to read in Waiting involves using professional literature and understanding menus and orders. It also involves using instruction manuals and quality assurance systems, and following recipes and prescriptions.

Numeracy in Waiting involves estimating space needs and table settings, giving price estimates and estimating quantities and prices, controlling turnover and settlements, doing inventory counts and ordering goods.

Digital literacy in Waiting involves the use of relevant programs to gather information, count stocks and resupply goods, for seating arrangements, table reservations, party reservations and ordering system routines.

Competence aims

Drinks, foods and serving

The aims of the training are to enable the apprentice to

- plan, carry out, evaluate and document the serving of foods and beverages
- use mise en place for laying tables, serving and working the bar
- prepare the premises and be able to arrange various forms of table settings
- set and decorate the table for different themes and occasions
- describe qualities and uses for beer, wine, spirits and non-alcoholic alternatives, including coffee and teas
- give an account of how to compose a menu, and preparation methods for this
- compose menus and plan meals for different occasions, seasons and groups
- master the different serving methods
- compose wine lists
- prepare and serve hot and cold drinks
- use bar equipment and measure and mix drinks according to national and international recipes
- show responsibility when serving alcoholic beverages according to the Norwegian Alcohol Act
- present and describe menus and beverage lists
- recommend combinations of foods and drinks
- prepare, present and serve courses from beside a guest's table
- sell, present and serve aperitifs and drinks
- offer specialised diets and courses for guests from different cultures
- give an account of the various intolerances and allergic reactions that come from foods and beverages

Sales and service

The aims of the training are to enable the apprentice to

- present menus and wine lists to guest, and explain professional terminology for these

- show professional service when dealing with guests and users
- apply the basic principles of sales and marketing
- discuss and elaborate on different methods that can promote extra sales and re-sale, and give an account of the relationship between recommendation and sale
- give an account of content in relevant national and international legislation applicable to the consumer 's rights and obligations, including rules about the right of appeal
- give an account of consumer rights and demands to product labelling and food safety, and current rules and regulation in this area
- inform guests about the local community and any local cultural activities
- use digital tools at work
- use cash settlement routines and the cash register, and master the different forms of payment
- use professional terminology

Hygiene and quality management

The aims of the training are to enable the apprentice to

- practice good personal, production and food industry hygiene according to current regulations
- do quality control for preparations, settings, equipment and the serving premises
- do quality controls on foods and beverages that are served to guests
- comply with existing company rules and routines for the movement of people and the flow of goods
- wash up; do other cleaning chores and inspect cleanliness according to current rules and regulations
- sort and handle garbage and waste based on current rules and regulations
- follow routines for preventing and fighting insects and other harmful vermin

Trade, company and environment

The aims of the training are to enable the apprentice to

- give an account of the company's business concept, procedures for handling guests and organisation
- discuss and elaborate on which factors can influence the company's economic results
- discuss and elaborate on the company's working environment, productivity and quality
- comply with requirements set for work clothing and discuss and elaborate on the work attire's design based on aesthetics, hygiene and environment, health and safety
- give an account of the tasks of inspectorate authorities and areas where the inspectorate applies to the company
- comply with current legislation for environment, health and safety
- discuss and elaborate on ethical values and norms applicable to serving food and drinks in waiter/waitress work
- perform work in line with ergonomic principles

Assessment

Vg3 Waiting

Provisions for final assessment:

Main subject areas	Provision
Drinks, foods and serving	All pupils shall sit for a Trade Examination, which is normally carried out over a period of two working days.

Sales and service	
Hygiene and quality management	
Trade, company and environment	

The provisions for assessment are stipulated in the regulations of the Norwegian Education Act.