TOURISM, CATERING AND DOMESTIC SERVICES
Qualifications in Tourism, catering and domestic services

Qualifications in tourism, catering and domestic services (vocational qualifications, further qualifications and specialist qualifications) give competence for tasks in tourism, accommodation and catering as well as in household and cleaning services. Jobs in this field include various tourism centres and enterprises, travel and tourism agencies, hotels and other enterprises offering accommodation, ships, restaurants, cafés, catering services and enterprises, schools, care and nursing institutions as well as domestic services and cleaning enterprises. The field produces services and products for the customers for their everyday life, special occasions and leisure time in a customer-oriented manner. The services aim to improve the customers’ wellbeing, comfort and safety.

Those working in this field need good interaction, cooperation and customer service skills, flexibility and organisational abilities. Professionals in this field are sales and services oriented, and they have a positive and responsible attitude towards their work and customers. This international field requires good language skills and knowledge of other cultures. The work is customer-oriented, versatile and variable, and it is possible to move from one task to another in the field. The field offers good opportunities for progressing to supervisory and international tasks and enterprising activities. Tasks in this field require adequate levels of physical fitness, and the legislation applicable to it imposes requirements on the state of health and dress code of those working in it.

The employment outlook in the field is good, and skilled labour is in demand. The demand for labour may vary in different areas and seasons. Depending on the task and job, the work may be daytime or shift work.

**Vocational Qualifications**
- Vocational Qualification in the Tourism Industry (2 study programmes/competence areas)
- Vocational Qualification in Hotel, Restaurant and Catering Services (3 study programmes/competence areas)
- Vocational Qualification in Household and Cleaning Services (2 study programmes/competence areas)

**Specialist Qualifications**
- Specialist Qualification for Cleaning Technicians
- Specialist Qualification for Cleaning Supervisors
- Specialist Qualification for Laundry Technicians
- Specialist Qualification for Bartenders
- Specialist Qualification for Dietary Cooks
- Specialist Qualification for Hotel, Restaurant and Catering Service Managers
- Specialist Qualification for Food Managers

**Further Qualifications**
- Further Qualification in Rural Tourism
- Further Qualification in Tourism Activities
- Further Qualification for Tourist Guides
- Further Qualification for Travel Counsellors
- Further Qualification for Hotel Receptionists
- Further Qualification for Restaurant Cooks
- Further Qualification in Institutional Catering
- Further Qualification for Waiters/Waitresses
- Further Qualification in Household Services
- Further Qualification in Institutional Cleaning
- Further Qualification in Textiles Care
VOCATIONAL QUALIFICATIONS

Vocational qualifications impart wide-ranging vocational competence needed in working life, specialist skills in the field, and capacity for further studies. The scope of a vocational qualification is 120 credits, mostly consisting of vocational qualification modules made up from on-the-job work and activity packages. In addition to compulsory vocational modules of the qualification, there is a large selection of optional ones, for example those that are part of other vocational qualifications. It is also possible to individually expand the qualification. Upper secondary vocational education and training also contain modules complementing vocational skills and optional modules. A vocational qualification can be taken in 2-4 years, depending on the student's basic education and work experience.

A vocational qualification can be taken through vocational upper secondary education and training or as a competence-based qualification.

At their discretion, students or candidates can take one or several modules of the vocational qualification at a time, whenever this is appropriate for their placement in working life. In that case, a plan covering the entire vocational qualification is prepared.

FURTHER AND SPECIALIST QUALIFICATIONS

For further qualifications, the students or candidates demonstrate their mastery of vocational skills required of an employee in the field, and in specialist qualifications, mastery of the most demanding tasks in the field.

The further and specialist qualifications consist of on-the-job work and activity packages. Compulsory and/or optional modules of the qualification are determined in the qualification requirements. The scope of further and specialist qualifications or their parts is not determined in credits.

Further and specialist qualifications are taken as competence-based qualifications.
VOCATIONAL QUALIFICATIONS

Vocational Qualification in the Tourism Industry
Holders of a Vocational Qualification in the Tourism Industry have good language skills and are sales and customer service oriented. They plan, implement, productise, market and sell tourism products and services. They base their work on the business idea of the workplace and operating environment, the local culture and tourism trends. They operate profitably and observe sustainable operating methods.

In addition to a basic competence in the field, holders of a Vocational Qualification in the Tourism Industry have specialist skills in tasks involving implementation or sales of tourism services, or in advisory and information services.

Titles:
• Tourism Activities Organiser
• Travel Counsellor

Travel Counsellors (study programme/competence area in Tourism Sales and Information Services) work in advisory and sales tasks in the tourism industry.
Jobs: National, regional and local tourism industry sales and advisory services, tourism and travel agencies, hotel receptions and sales services, tourism centres, central reservations offices, traffic operators or sales and advisory service points, in which customers are offered advice and sold tourism services.

Tourism Activities Organisers (study programme/competence area in tourism activities) work in customer service tasks. They market, sell and implement tourism and supplementary services and other services. They also attend to the animals, tools, equipment and operating environment needed to provide the services.
Jobs: Enterprises and organisations in tourism centres and areas, tourism and supplementary service enterprises, hotels, spas, agritourism and similar enterprises in which tourism and supplementary services are offered and provided to customers.
Vocational Qualification in Hotel, Restaurant and Catering Services

Holders of a Vocational Qualification in Hotel, Restaurant and Catering Services have good language skills and are sales and customer service oriented. They plan, implement, produce and sell products and services. They base their work on the business idea of the workplace and the operating environment and Finnish cuisine and customs. They are competent in self-monitoring and provisions on serving alcoholic beverages, and they work profitably and in line with sustainable operating methods. In addition to basic competence, holders of a Vocational Qualification in Hotel, Restaurant and Catering Services have specialist skills in customer service or hotel service tasks or as a cook.

**Titles:**
- Waiter/Waitress
- Cook
- Hotel Receptionist

**Waiters/Waitresses** (study programme/competence area in Customer Service) work in customer service tasks in restaurants.

**Jobs:** Cafés, restaurants, staff restaurants, stations, fast food, party services catering and tourism enterprises and institutional kitchens, in which products and services are sold to customers.

**Hotel Receptionists** (study programme in / competence area of Hotel Services) work in customer service tasks in the hotel sector.

**Jobs:** Hotels, enterprises producing tourism, meeting, conference, spa and wellbeing services, outlets where products and services are sold to customers.

**Cooks** (study programme/competence area in Cooks) work in food preparation tasks. **Jobs:** Cafés, staff restaurants, restaurants, institutional kitchens, catering enterprises, passenger and cargo ships.
**Vocational Qualification in Household and Cleaning Services**

Holders of a Vocational Qualification in Household and Cleaning Services are discrete, respectful of diversity, customer service oriented and flexible. They plan, assess and develop their own work and services based on quality standards. They base their work on the customers and their culture and are aware of the significance of cleanliness and nutrition for health. They work responsibly, profitably and in line with sustainable operating methods.

**Titles:**
- Housekeeper
- Site Facilities Operative

**Housekeepers** (study programme/competence area in Household Services) work in meal services, cleaning and textile care tasks and help customers in their daily routines and errands.

**Jobs:** Customers’ homes, supported living units and institutions with a home-like setting in which meal, cleaning, textile care and assistance services are provided for the customers.

**Site Facilities Operatives** (study programme/competence area in Cleaning Services) work in maintenance and basic cleaning tasks as well as catering and other facilities services.

**Jobs:** Offices, schools, day-care centres, hotels, supported living units, social and health care institutions, various production and service facilities, food processing facilities and swimming pools in which meal, cleaning, textile care and other services are produced for customers.
**FURTHER QUALIFICATIONS**

**Further Qualification in Rural Tourism**
Holders of a Further Qualification in Rural Tourism arrange comfortable accommodation for customers, plan and offer catering and tourism services compatible with the rural environment, and maintain the required level of cleanliness and hygiene. They work in a customer-oriented and enterprising manner and develop their services and activities.

**Jobs**: Agritourism enterprises; own enterprise.

**Further Qualification in Tourism Activities**
Tourism Activities Organisers/Event Organisers with a Further Qualification in Tourism Activities come up with ideas for and plan events and tourism activities, as well as productise and market these to various target groups. They implement high quality and profitable activities and events, respecting the natural environment. They implement events or tourism activities safely and responsibly following instructions and are competent in leading groups, also in rapidly changing situations.

**Jobs**: Enterprises and organisations arranging tourism activities and events (can also be active outside Finland); own enterprise.

**Further Qualification for Tourist Guides**
Holders of a Further Qualification for Tourist Guides plan and implement thematic guided tours and tourism service packages, taking into consideration customer wishes and safety, their partners and the environment. They are competent in guidance and advisory tasks as well as in leading groups, and they act responsibly. They market, sell, and price guide services. They take the customers’ cultural background into consideration and manage customer service situations, not only in the second national language, but also in at least one foreign language.

**Jobs**: Enterprises providing tourist guide services, where they may work as guides for business travellers and tourists, local guides and guides in foreign resorts, guides for tourist resorts and business travellers, expert or specialist guides or tour leaders in Finland and abroad; own enterprise.
Further Qualification for Travel Counsellors
Holders of a Further Qualification for Travel Counsellors sell and broker tourism services for the needs of various customers and customer groups. They look for alternatives and present and plan travel packages. They manage diverse and demanding customer service situations not only in the second national language but also in at least one foreign language and they confidently use the required information and communication technology. They have a good knowledge of tourism geography and other cultures.

Jobs: Travel agencies, in which they may work in sales, production or on-line sales tasks; similar tasks in own enterprise.

Further Qualification for Hotel Receptionists
Holders of a Further Qualification for Hotel Receptionists present and actively sell the products and services of a hotel to customers and guide them in using other tourism services in the area. Using the hotel information system, they book rooms and register customers checking in and out. They carry out tasks related to methods of payment and reporting at the reception. They make sure that the customers are comfortable and safe, serving them in a friendly and polite manner, not only in the second national language but also in at least one foreign language.

Jobs: Hotels and other accommodation services.

Further Qualification for Restaurant Cooks
Holders of a Further Qualification for Restaurant Cooks plan and organise the preparation of high-quality dishes and meals in a customer-oriented manner based on the restaurant’s operating idea and service culture. They use different techniques to prepare tasty, nutritious and attractively presented meals as well as special diet and à la carte dishes. They are able to time and organise their work appropriately and look after the order and cleanliness of their own work area responsibly.

Jobs: Restaurants.

Further Qualification in Institutional Catering
Holders of a Further Qualification in Institutional Catering plan and organise the preparation of high-quality dishes and meals using various techniques in a customer-oriented manner based on the operating idea of the institutional kitchen. They time and organise their work in order to prepare several dishes and baked goods, and they are able to turn basic dishes into meals for special dietary requirements and visitors. They also master reception and storage functions of foods, finishing touches and presentation of meals, information technology in the field, and cleaning.

Jobs: Institutional kitchens and centralised production kitchens.
Further Qualification for Waiters/Waitresses
Holders of a Further Qualification for Waiters/Waitresses present, recommend and sell food, beverages and other products taking the customers’ cultural background into consideration. They are knowledgeable in the ingredients and preparation methods of the dishes as well as their suitability for customers with special dietary requirements. They work flexibly and briskly in customer service situations and are able to move from one task or workstation to another as needed. They are competent in cash register, method of payment and accounting functions.

Jobs: Restaurants and other catering businesses.

Further Qualification in Household Services
Holders of a Further Qualification in Household Services carry out routine and intensive cleaning of a home, do laundry and after-care of textiles, prepare home-cooked meals economically, carry out home maintenance and repair tasks, guide customers in using services, and help them in their daily activities. They are skilful in interacting with people of different ages and respect the customer’s property, privacy and habits.

Jobs: Institutions with a home-like setting, customers’ homes, similar tasks in own enterprise.
Further Qualification in Institutional Cleaning

Holders of a Further Qualification in Institutional Cleaning plan and implement routine and intensive cleaning tasks and use detergents, tools and machinery suitable for these. They organise meal services and work in dish care and dosage and distribution tasks if necessary. They also provide reception and conference services, carry out property maintenance and textile care tasks and ensure that the facilities are attractive. They observe ergonomic working methods and ensure customer safety.

Jobs: Industrial facilities and offices, accommodation providers, ships, schools, hospitals and day-care centres, own enterprise.

Further Qualification in Textiles Care

Holders of a Further Qualification in Textiles Care select a method of care for textiles according to care instructions, recognise the combined effects of various phases of the washing process and use washing chemicals safely and in an environmentally friendly manner. They use machines and equipment efficiently and select after-care methods, stain removal techniques and re-washing practices for textile groups.

Jobs: Institutional and commercial laundry services.
**Specialist Qualification for Cleaning Technicians**

Holders of a Specialist Qualification for Cleaning Technicians give induction training for, instruct, and guide employees in various tasks in a customer-oriented manner. They plan and implement recruitments and work in supervisory tasks. They work together with customers, inform stakeholders, draw up cost estimates or budgets and monitor their realisation, assume responsibility for procurements, and market services.

**Jobs:** Companies or branches, in which they can work in supervisory or managerial tasks or in planning, product development or expert tasks; own enterprise.

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**Specialist Qualification for Cleaning Supervisors**

Holders of a Specialist Qualification for Cleaning Supervisors give induction training for employees in tasks that are new or have changed in a customer site. They guide and instruct employees in working in a customer-oriented manner. They plan and organise practical cleaning and other tasks, personally taking part in the actual work. Knowledge in other cultures facilitates natural interaction.

**Jobs:** Enterprises or branches, in which they may work in instruction tasks or as group or team leaders; own enterprise.

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**Specialist Qualification for Laundry Technicians**

Holders of a Specialist Qualification for Laundry Technicians provide induction training for and guide textile care staff. They work as experts in the development of textile care services quality and the marketing of services to various customer groups. They design layout solutions and plan laundry processes and procurements.

**Jobs:** Laundries, in which they may work as supervisors, superiors, laundry managers, customer service managers or instructors or in expert tasks; own enterprise.
**Specialist Qualification for Bartenders**
Holders of a Specialist Qualification for Bartenders present, recommend, prepare and serve Finnish and international drinks in various customer service situations. They process methods of payment and carry out sales accounting, stock-taking and stock accounting tasks. They plan marketing efforts suitable for various situations and themes. They work in supervisory tasks and team leaders, draw up shift lists and are familiar with collective agreements.

**Jobs:** Restaurants, other catering services and hotels.

**Specialist Qualification for Dietary Cooks**
Holders of a Specialist Qualification for Dietary Cooks plan meals and food products in a customer-oriented manner for various population groups and special situations, taking into account nutritional needs and recommendations and the effects of religions, cultures and convictions. They work flexibly and in cooperation with the kitchen and customer service staff, and also work efficiently and safely when rushed.

**Jobs:** Kitchens producing various food and catering services, institutional kitchens, restaurants, hospitals, supported living units, schools and day-care centres.
Specialist Qualification for Hotel, Restaurant and Catering Service Managers

Holders of a Specialist Qualification for Hotel, Restaurant and Catering Service Managers plan, develop, organise, direct and supervise services, products and production. They market and sell products and services and look after customer and stakeholder relationships. They draw up equipment and working hour plans and are responsible for materials administration as a whole. They also take part in preparing action plans and budgets for the work community.

**Jobs:** Hotels, restaurants and institutional kitchens, in which they may work in supervisory or managerial tasks.

Specialist Qualification for Food Managers

Holders of a Specialist Qualification for Food Managers make decisions on product ranges and plan their purchase and presentation. They are competent in customer service, and they sell foods and advise customers in their use and manufacturing. They market, price, monitor profitability, and act as a supervisor as necessary.

**Jobs:** Food departments in supermarkets.
Opportunities for Further Study

Vocational qualifications and further and specialist qualifications give the student a general eligibility for further studies at universities of applied sciences and universities. A natural path for further studies for those having taken a vocational qualification is a Bachelor’s degree in tourism and catering services at a university of applied sciences. At universities, students can study for a Bachelor’s or Master’s degree in such fields as Food Science (specialisation in Food Economics), Social Sciences (specialisation in tourism), or in Economics and Business Administration. Pedagogical studies for a vocational teacher give eligibility for further education in the tasks of a vocational teacher.

For more information, visit:
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