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**ODESSA NATIONAL ACADEMY OF
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Student Scientific Works

**BLACK SEA
SCIENCE 2020
PROCEEDINGS**



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Ministry of Education and Science of Ukraine
Odessa National Academy of Food Technologies

International Competition of Student Scientific Works

BLACK SEA SCIENCE 2020

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2. ECONOMICS AND **ADMINISTRATION**

**DEVELOPMENT OF PROFESSIONAL COMPETENCE IN
RESTAURANT SERVICE BASED ON THE USE OF WORLDSKILLS
INTERNATIONAL STANDARDS**

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Abstract. *On the basis of the literature data in the work approaches to training of service personnel in modern conditions was considered. The work considers the relevance of the use of international standards, in particular Worldskills standards on the competence of "Restaurant Service".*

As a result, the project of Worldskills resource training center for restaurant services was developed on the basis of Mogilev State University of Food Technologies (MSUFT). The planning solution has been developed, educational, methodical and logistical support has been selected.

Field of application: training of specialists in the field of catering. The project is socially significant because it is aimed at high-quality training of various categories of catering personnel for the restaurant industry, which will contribute to the improvement of the service culture and the level of service in general.

Key words: *restaurant service, staff training, international standards, worldskills, resource training center.*

I. Introduction

High-quality service, development of a high quality service culture oriented to customers' needs are of paramount importance in the restaurant industry. If the service is not high enough, most guests will have a negative evaluation of the catering facility. The success and popularity of many restaurants is directly dependant on the culture and quality of service, the attentive and courteous attitude of staff to guests. This is the relevance of a wide range of requirements for restaurant staff.

In the Republic of Belarus and the CIS countries there is no serious market experience in the restaurant sector and long-term traditions. In addition, there is no established methodological base to help conduct restaurant business. Another difficulty is that, for many entrepreneurs, restaurant business is seen only as a source of profit that does not require much attention. The strategic advantages for the development of the network of restaurant business enterprises are due both to the increasing flow of tourists, and to the change in the culture of food, the use of foreign experience in the organization of undeveloped food. But many catering facilities have not fully appreciated the prospects of these strategic development directions, are unable to provide high quality products and services, individual approach to guests. In many ways, this situation is due to a shortage of qualified personnel.

To date, there are no adapted training programs in Belarus and there is no scientific and methodological support for the training of service personnel according to international standards. Since one of the current trends is the failure of local systems of professional standards in favor of national and international standards, it is advisable to train specialists in the service industry according to the Worldskills standard.

II: Analytical review of literature

Training in modern conditions is a factor of success of both the catering facility in general and individual employees, it can be individual and collective, planned and unplanned. To build professional training, a number of actions must be carried out: to determine the needs for training, to formulate its goals, to determine the applicable forms and methods of training, to calculate costs, to compare them with the capabilities of the firm, to create a training plan, to organize training, to control its course and to check the effectiveness of training. Of course, waiters and bartenders are trained at various courses and colleges, but it is not enough to work qualitatively in a given institution. Every restaurant has its own face, conceptual features which influence the specifics of guest service.

In order to train the staff of the enterprise with a large budget, special training companies can be involved, however, in order to ensure the necessary specific level and style of guest service, internal training is necessary. In this industry, both directions of education can be developed: external and internal. External training - training of personnel in courses, seminars, trainings, internships, competitions, etc. Internal training is represented by mentoring, rotation, internal seminars, shadowing ("to be the shadow of the learner"), self-learning. Cascade systems connect external and internal learning.

In the world practice, there was an idea of the optimal ratio of external and internal training: 80% of training falls on their own training center, and 20% is involved in the training.

One of the types of external training are competitions of professional skills. The competition is a competition with the aim of identifying the best of the participants. Competitions can be considered as a stage of professional development. Competitions of professional skills are held in order to increase the prestige and status of the profession in society, to identify and study new directions in a specific field.

Positive parties to participation in competitions of professional skill are:

- development of competence of service personnel, development of active life position, communicative abilities, aspiration to self-improvement, self-knowledge, self-actualization;
- creation of a favorable motivational environment for professional development;
- increase the rating not only of the specialist, but also of the institution where he works;
- development of creative abilities, establishment of new connections, introduction of new international standards in service sphere [1].

Worldskills is a good example of a professional skill competition. The goal of WorldSkills is to increase the prestige of working professions and develop professional education by harmonizing best practices and professional standards around the world through organizing and conducting competitions of professional skills, both in each individual country and around the world. Restaurant service is one of the competencies of the Worldskills service module [2].

According to the rules of the Worldskills Championship, young people from 17 to 22 years of age, representing the national team of one of the participating countries

of Worldskills, can take part in the competition in the competence "Restaurant Service". In the framework of the Worldskills International Competition by the resolution of The Technical Committee and in accordance with the Constitution, Regulations and Rules of Competition, the minimum requirements for this competence were adopted [3].

During the competition, the competition platform is conditionally divided into zones corresponding to the blocks of the competition. The results of the participants' performance of the competitive tasks are evaluated by the group of experts. The number of experts corresponds to the number of contestants in the competence [4].

An important part of staff training is the consolidation and structuring of the knowledge gained. Therefore, it is advisable to introduce standards in the work of the service personnel.

According to the Worldskills standards, the specialist in the competence "Restaurant Service" demands not only skills, but also theoretical knowledge in seven areas: organization of work and management (knowledge and understanding of the types of catering facilities and the styles used by them for providing food services; the importance of the atmosphere of the restaurant for the full acceptance of food; financial and business requirements for managing the catering facility; relevant legislative and regulatory requirements; the importance of effective work to minimize waste and the negative impact of business on the environment and maximize environmental sustainability); communication and guest services (understanding the importance of effective communication and interpersonal communication in working with guests and colleagues; role of waiter in increasing sales); preparation for service (knowledge and understanding of the types of standard equipment and equipment of the restaurant); serving food (knowledge and understanding of food and beverage service styles and methods; components, cooking, serving and servicing methods for all dishes in the menu); serving drinks (in the beverage industry, the participant should know and understand the range of drinks that can be prepared and served in a restaurant or other facility; how to use special equipment properly and safely; types of dishes in which drinks can be served; appropriate accompaniment for drinks; trends in the sale and supply of beverages); alcoholic and non-alcoholic drinks; wine-making (the participant should be able to give full advice and guide on wine selection to the guests; define the range of wines according to smell, taste and appearance). Moreover, the requirements of the standard provide knowledge of the peculiarities of servicing guests of all religions and peoples, which is very relevant during the development of inbound tourism in Belarus [5,6].

The contest assignments for participants are divided into six modules: Fine Dining (the highest service), Casual Dining (the format that appeared on the verge of fast casual and fine dining), Banquet service (based on the techniques of Silver and Gueridone), Champagne and canapé service, Barista, Bar [7].

The competition task in the competence "Restaurant Service" reveals the professional skills of the contestant in all spheres of service, assesses not only the technique of performance, but also communicative skills in service. Moreover, the competition activity covers the assessment of the preparatory and final stage of the competitor's work, which allows to fully evaluate the service techniques of the participants.

Therefore, regular training and knowledge-building must be conducted and the processes standardized to ensure efficient organization of the service personnel. This can be done through the implementation of international standards. The developed international standard Worldskills is relevant, as it covers the full operation of the restaurant's staff. Moreover, due to the fact that the Worldskills competition takes into account new trends appearing in the restaurant service each time, the standard is modernized all the time.

III. Objects, object and methods of research

The object of the research is service activity. Restaurant service is a special activity aimed at meeting the needs of guests by providing catering services. Catering services are social and cultural services. Through the culture of service, the image of the organization is formed, the volume of services is increased, and, consequently, the demand of consumers for services is most fully satisfied. To date, the training of service personnel gives students only basic professional skills. In addition, there is currently no training and methodological base for training service personnel in accordance with international standards. Therefore, the subject of research in this work is scientific and methodological support for the organization of training of highly qualified specialists in the field of service for the restaurant industry.

The following methods of research were used in the work. Synthesis is a combination of the parts obtained in the analysis into something whole. As a result of the application of synthesis, knowledge obtained as a result of the use of the analysis in a single system is combined. Induction is the conclusion, the reasoning from "private" to "general", the reasoning from the facts to some common hypothesis. Deduction - obtaining an output in the reasoning from "common" to "private". That is, new knowledge about the subject is obtained by studying the properties of the objects of this class. The study of literature and other sources involves the collection of data in textbooks, encyclopedias, periodicals, normative documents, Internet resources. Theoretical analysis is the selection and consideration of individual parties, features, features, properties of phenomena.

IV. Results of work

As a result of the work, a project of Worldskills resource training center for restaurant service was developed on the basis of MSUFT, in particular, its educational programs. The list of educational courses of the resource training center will include training and retraining courses for bartenders and waiters with the assignment of qualification, crash courses for training waiters, bartenders, barista, sommelier. Crash courses are aimed at development of professional practical skills, independent study of theoretical material. After the end of the class, the students pass an exam consisting of a theoretical and practical part.

Training involves the division of the resource training center into several zones: Bar, Barista, Restaurant. The planned training center on restaurant service will be located in the audience of MSUFT. Due to the small room of the audience, it is not possible to place all zones for service. Therefore, it is advisable to use catering equipment to transform the service area into the required module. The restaurant service resource training center will be equipped with modern equipment and inventory necessary for training. The planning solution of the resource training center is

developed for each module. The list of equipment required to equip the resource center is presented in table 1.

Table 1 – List of equipment of Resource Training Center

Name	Quantity
Round Table Delta 1500	1
The magnetic-marker board Slim Akalim	1
Folding table Riviera	2
Folding table Delta	2
Catering chair 02-7006	6
Station Callax	1
Mobile Bar compact	2
Cocktail table Riviera	2
High chair Franklin	6
Refrigerator with built-in ice foamer Samsung RT25HAR4DWW	1
A cabinet-table	5
Kitchen cabinet	3
Thermopot KELLI KL-1498	1
EXPOBAR MONROC PULSER 2GR GREASE COFFEE MACHINE	1
Grinder EXPOBAR Tranquillo	1
Coffee scales CLASSIX PRO	1
Coffee bean box Moto	1
Microwave oven Horizon 20MW800-1378	1
Ice mill Leopold Vienna	1
Stationary Blender Tefal BL 522 D3E	1
Kitchen washing Ukinox STD800.600-5C OLS	1
Laptop computer	1
Threejack	2
The portable gas cooker	1

Educational and methodological support is represented by literature, computer and information support of the educational process. The literature, which is the base for the express courses: GOST №30524-2013 "Public catering services. Services of public catering requirements. Requirements to the personnel) "; Decree of the Ministry of Health of February 10, 2017 No. 12 "On the approval Of Sanitary norms and rules" Sanitary and Epidemiological requirements for public catering facilities "; «Russian for restaurant workers», Rene Talalla; Technical description on the competence of «Restaurant Service» Worldskills; Textbook «Restaurant service», Re Novium; «Food and service, ninth edition» John Cuisins, Dennis Lillicrap, Suzanne Weekes; Encyclopedia "the Bible of the Barman. Everything about drinks. Bar crop. Cocktail Revolution", Fedor Evsevsky; Training manual "Coffee. Barista Bible: New taste technologies. Recipes, cocktails, advice, master classes ", Denisov D. I.

Computer and information support is provided by the following resources: Video materials for the textbook "Restaurant Service", Re Novium; International Bartenders Association <https://Iba-World.com>; B.A.R. News <https://barnews.press>.

Thus, training and retraining of service personnel with assignment of qualification (waiter, barman), express training courses will be held in the resource training center. The training-methodical and material-technical support is chosen for training personnel

taking into account the requirements of the Worldskills standard under the competence of "Restaurant Service".

V. Conclusions

The service is an important aspect of the work of the catering facility. A waiter is the most important person in everything about giving guests attention and giving them the opportunity to enjoy meals. Therefore, a wide range of requirements is presented to the restaurant's service personnel. Regardless of working conditions, the universal qualities of an outstanding specialist are excellent communication and working with guests, which can be achieved with the constant improvement of knowledge in the labor sphere. Whatever the structure of the work, a well-trained and experienced specialist demonstrates a high level of personal responsibility and autonomy.

The high level of service for guests in the restaurant area is strategically important. The international standards Of Worldskills in the competence "Restaurant Service" summarize the requirements for catering personnel for representatives of all countries of the world.

The structure of the Worldskills standard according to the competence "Restaurant Service" meets the requirements of the methodological recommendations on the development of professional standards existing in the Republic of Belarus. Since one of the current trends is the failure of local systems of professional standards in favor of national and international standards, it is advisable to train specialists in the service industry according to the Worldskills standard.

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