

## **Annex of the male/female pupils' competition from educational sector tourism and catering industries 2013**

The competition of the male/female pupils of tourism and catering schools is organized and conducted by the Agency for Vocational Education and Adult Education, Ministry of Science , Education and Sports and Host Schools of the Competition.

### **CONTENT:**

I	INTRODUCTION, page.....	1
II	TIME SCHEDULE OF THE COMPETITION , page .....	1
III	IMPLEMENTING ANNEXES BY DISCIPLINES , page .....	1
IV	ADDITIONAL FORMS , page .....	31

### **I INTRODUCTION**

The seat and the address of Organizing Committee:

The agency for Vocational Education and Adult Education

10000 Zagreb, Radnička cesta 37b

The President of the National Committee:

**Ivo Bilić, BSc** , The Principal of Tourism and Catering School Split

Teleph: 021/386 824, Email: [ivo.bilic2@st.t-com.hr](mailto:ivo.bilic2@st.t-com.hr); [ivo.bilic@skole.hr](mailto:ivo.bilic@skole.hr)

The Secretary of the National Committee:

**Ivica Lozo , BSc**, senior adviser for tourism and catering, ASOO

Teleph: 01/6274 619, telefax number 01/6274 626 , Email : [ivica.lozo@asoo.hr](mailto:ivica.lozo@asoo.hr)

### **II TIME SCHEDULE OF THE COMPETITION**

a) School competitions :	December/January	20th Decembe, 2012
b)Regional competitions among counties :		22nd February, 2013

#### **Host schools of the Regional Competition:**

**Ist Region** , Central Croatia, Host schools:

Disciplines 1,2,and 5: Secondary vocational school Velika Gorica, Velika gorica

Disciplines 3, 4 : Secondary school Ban josip Jelačić,Zaprešić

Disciplines 6,7 and 8: School of economy, trade and catering , Samobor

**IIInd Region**, Eastern Croatia, Host School : Catering and tourism school Osijek

**IIIrd Region**, Northern Croatian Coastline, Host school : Srednja strukovna škola Eugen Kumičić Rovinj

i Gospodarska škola Buje

**IV Region**, Southern Croatia, Host school :Hotel and tourism and catering scool Šibenik

**c) National competition: from 9th April to 12th April**

Host school of National competition: **Secondary school "Jure Kaštelan" Omiš**

### III IMPLEMENTING ANNEXES BY DISCIPLINES

#### Discipline 1 Preparing the menu

##### 1. Aim:

The aim of competing in this Discipline is evaluation and assessment of professional and theoretic knowledge and professional skills of the pupils/competitors from the subject of gastronomy as it was stated by the school curriculum.

##### 2. Important tips:

- Competitors from different schools compete individually
- Pupils' competence is evaluated in practical skills important for the vocation of chefs through several modules:
  - Module 1: Cold Side Dish
  - Module 2: Soup
  - Module 3: Main Dish
  - Module 4: Sweet Dish
- the emphasis of the Competition is put on the demonstrated skills, professionalism, creativity and successful problem solving in completing meals.
- firstly, the order of performance is drawn (from 1st- 12th place, the first or the second day), and a pair is drawn (in Discipline II), pupil competitor/ waiter in order to agree on the way of presentation and serving the meal and the choice of wine that best suits the Module.
- pupil/competitor has to write/ compose the menu out of the offered basket of groceries. Competitors can use only what is offered in the basket.
- **Meals for all 4 Modules serve 6 persons ( 4 persons/customers+ 2 from the Committee)**
- assessments are conducted on the basis of the professional approach towards the given task, creativity of the meal, and the harmony of the courses of the meal and the taste of the menu.
- competitors are obliged to stick to all the rules and regulations of the profession, which means that from the competitors it is expected gastronomically perfectly healthy and digestive food, that the rules of food composition are followed, that the dishes need to look naturally and tastfully harmonized.
- The competitors ought to possess valid ID and Sanitary Card likewise.
- The Host school of the Regional/National competition must ensure technical and material conditions for the Competition ( premises, equipment, utensils, crockery, tools, groceries and so on.)

**Note:** This year's competition has been approached with this starting change, which is almost identical to earlier 4-course meal. For the following years it is planned a new outlook of the competition if we want to evaluate professional competence of a pupil/chef. Namely, we plan to check some other skills in gastronomy like: completion of finger food, or sauces or cooking according to recipes or... which requires at least two competing days, and financial sources are limited by now.

##### 3. Working plan

- The draw of the competitor/chef is done in order to know his/her turn and the waiter joins him/her because of the nature of the job - serving of the cooked meal
- Pupils and their mentors can agree on their strategy, cooking plan and the presentation of the dish within 30 minutes of allowed time.
- a pupil/competitor has 40 minutes on his disposal (at maximum) to do menu planning (4 above stated Modules) from the given groceries (listed below) out of the offered basket of groceries. During this part of Competition it is not allowed to contact mentors or anybody else from the outside.
- The Menu with the method of work ( a recipe) must be written down in an official form (3 copies) and given to the Committee. The menu and the list of groceries is definite and cannot be changed. Competitors are allowed to see the premises where the Competition is going to take place.
- Official menu form will be prepared by the organizers and contains:
  - 1 sheet of paper: the menu card with the space for short description
- Copies of the form will be given:
  - Copy 1 will be given to the President of the Committee
  - Copy 2 will be returned to the competitor
  - Copy 3 receives the Co-ordinator of the Discipline

#### 4. Practical task:

1. The competitor must present the courses (Modules) in the same order as described in the Menu card given to the Committee.
2. The competitor is responsible for the safety and edibility of food and is obliged to ensure the safety of food according to HACCP measures.
3. All the equipment and the utensils must be provided by the organizer of the Competition and the competitors can bring their own set of knives by themselves.
4. Competitors have to wear their own working uniforms and safety shoes ( with no visible School emblems), as well as their own kitchen towels.
5. Competitors can be asked questions in the course of the Competition.
6. All the meals from the Modules must be cooked in the strict time- **at maximum in 4 hours** .
7. Together with the pupil/waiter as a partner, there must be co-ordinated the time and way of serving courses (Modules) of the meal.
8. Unauthorized personnel is not allowed to enter the working premises and talk to the competitors.
9. All the ingredients of the meal must be edible and at appropriate temperature when released from the kitchen.
10. Persons authorised from the organizer – the Host serve the Committee at the table.

#### 5. Set ingredients

Pupils are obliged to use these ingredients:

- For M1 - shrimps
- For M1 – pumpkins or asparagus
- For M3 - chicken drumsticks and thighs
- For M4 - puff pastry

Other ingredients can be taken from the basket of ingredients that will be placed on the Host's table.

## 6. EVALUATION SHEET

A. Assessment element	Points	What is assessed?	Maximum points 36	Points
<b>Hygiene</b>	16	Personal hygiene: Appearance, uniform, hands, bad habits (tasting with fingers, snivelling, sneezing)	6	
		Workplace hygiene: floor, working surfaces, sink, crockery, utensils	5	
		Hygiene of food: Handling and cleaning food, application of HACCP standards	5	
<b>Preparing</b>	20	Rational use of cooking time: Planning, effectiveness, the course of preparation	5	
		The use of groceries from the basket: too much, very little, rational	5	
		The quality of preparing menu	5	
		Communication with the waiter, with the Committee	5	

<b>Module 1: Cold Side Dish</b>			Max 20	Points
Presentation (look)	8	Dish meets the criteria Clean plates with no fingertips Visual correctness (colours, composition, creativity)	2 2 4	
Taste and ingredients	12	Right proportion of ingredients Texture Harmony of taste Complexity	4 2 2 4	
<b>Module 2: Soup</b>			Max 12	
Presentation (look)	4	Dish meets criteria Clean plates with no fingerprints Visual correctness (colours, composition, creativity)	2 1 1	
Taste and ingredients	8	Right proportion of ingredients Texture Harmony of taste Complexity	2 1 1 4	
<b>Module 3: Main dish</b>			Max 20	
Presentation (look)	8	Dish meets criteria Clean plates with no fingerprints Visual correctness (colours, composition, creativity)	3 2 3	
Taste and ingredients	12	Right proportion of ingredients Texture Harmony of taste Complexity	3 2 3 4	
<b>Module 4: Dessert</b>			Max 12	
Presentation (looks)	4	Dish meets criteria Clean plates with no fingerprints Visual correctness (colours, composition, creativity)	2 1 1	
Taste and ingredients	8	Right proportion of ingredients Texture Harmony of taste Complexity	1 1 2 4	
Total points		A+ M1+M2+M3+M4	100	

**Note:** All the points indicated are at maximum. For example if it says 4, it means from 0 to 4.

## DISCIPLINE 2 **Serving the menu**

### 1. **Aim:**

The aim of competing in this Discipline is evaluation and assessment of professional and theoretic knowledge and professional skills of the pupils/competitors in typical situations in the restaurant ( waiting at the table).

### 2. **Important tips:**

- Competitors from different schools compete individually and the Disciplines 1 and 2 are taking place simultaneously and in co-ordination
- Pupils' competence is evaluated in practical skills important for the vocation of the **waiter** through several modules:
  - Module 1: Laying and decorating the table (mise en place)
  - Module 2: Serving the meal
  - Module 3: Serving drinks
  - Module 4: Communication skills (taking orders and presentation of meals,drinks and beverages)
- the emphasis of the Competition is put on the demonstrated skills, professionalism, creativity and successful problem solving as required from the Module tasks.
- firstly , the numerical order of pair performance is drawn for the competitor/chef (Discipline 1) in order to agree on the way of presentation and serving the meal and the choice of wine that best suits the Module.
- pupil/competitor has to write/ compose the menu card in co-ordination with the pupil/competitor from Discipline 1 and then to decide which wine goes well with what food, from the wines that are on his display all provided by the organizer.
- assessments are conducted on the basis of the professional approach towards the guest, communication skills, presentation ,creativity and compatability of food and wine from the menu.
- Competitors are obliged to stick to all the rules and regulations of the profession.
- Competitors have to wear their own working uniforms and safety shoes ( with no visible emblems of the school they come from), they have to bring their own corkscrews with themselves, (everything else is provided by the organizer).
- All the drinks chosen will be near the workplace and/ or at the bar
- Co-ordinator of the Assessment Committee is the person in charge to inform the guests about the strict working time of the competing team because the pupils /competitors have to stick to the anticipated time.
- The competitors ought to possess valid ID and Sanitary Card likewise.
- The Host school of the Regional/National competition must ensure technical and material conditions for the Competition ( premises, equipment, utensils, crockery,tools, groceries and so on.)
- Unauthorized personnel is not allowed to enter the working premises and talk to the competitors.

**Note:** This year's competition has been approached with this starting change, which is almost identical to earlier 4-course meal. For the following years it is planned a new outlook of the competition if we want to evaluate professional competence of the pupil/waiter. Namely, we plan to check some other skills like: preparing the meal in front of the guest, bar... which requires at least two competing days, and financial sources are limited by now.

### 3. Working plan

- after the draw of the competitor/chef is done, the waiter joins him/her because of the nature of the job- serving the cooked meal
- pupils and their mentors can agree on their strategy, preparing the menu, its presentation, the way of serving it and the choice of drinks within 30 minutes of strict time.
- competitor/waiter has at maximum 45 minutes on his disposal to do working plan according to the assigned menu and to choose the drinks to serve. During this part of Competition it is not allowed to contact mentors or anybody else from outside.
- once the working plan has been done, the menu card is written down in an official sheet (in 6 copies) and given to the Committee. The menu card becomes definite and cannot be changed.
- official menu sheet will be prepared by the organizers.
- competitors are allowed to get introduced with the working premises.

**Explanation:** After the competitor chef who is preparing the menu has combined his 4 courses (Modules), the competitor who is to serve the menu must choose suitable drinks to serve according to the menu. All chosen drinks – aperitifs, wines, water etc. Will have to be served in the course of doing practical work. Minimal choice is: three aperitifs, water, two wines and two digestives. The members of the team should do the planning and co-ordinate doing of the practical task. The Host of the competition is due to prepare sufficient number of drinks, especially wines, where there have to be presented continental and coastal sorts of wines.

### 4. Practical task

- **Practical task 1 – Module 1** consists of laying the table and its decoration (mise en place) according to the assigned menu and doing all the preparational work in order to do successful waiting at the table – laying the waiter's working and side tables, preparing the chosen drinks, wine and water.
- Competitors lay the waiting table with **4 set places** according to the hospitality plan and program from the textbooks approved by the Ministry of Education and Sports.
- **Time allocated: 90 minutes.**
- Each competitor will be assessed due to his/her professional working skills taking into consideration all preparational work as well as following elements:
  - Elegance at the table - correct setting of the tablecloth, compatibility and harmony of the napkins, general appearance, aligning and its symmetry
  - Individual setting
  - Setting the waiting and side tables
  - Correct menu card writing
  - Correct choice of drinks

- **Practical task 2( Module 2, Module 3, and Module 4)** consists of waiting **four courses** for **four persons (Module 2)**, choice and serving drinks from the menu (Module 3), and communication skills (Module 4) where the competitor will show his/her speaking skills, personal presentation, solving situations at the table and around, social skills and selling proficiency
- Serving courses, the competitors have to apply at least two different ways of serving at the table.
- **Time: 105 minutes**
- What is evaluated:
  - Greeting, meeting , and seating the guests, leaving the guests (Module 4)
  - Serving meals: bread, starters, soup, main dish, dessert (Module 2)
  - Serving drinks: aperitif, water, wine, digestive, coffee (Module 3)
  - Removal of the used plates and cutlery from the table while serving (Module 2 and 3)
  - Communication/language (general and business) with partners and guests (Module 4)
  - Closing work (Modules 2 and 3)

Competitors have to clear the workplace before they go and leave it in its initial position.

## 5. Evaluation sheet; all points are presented at maximum

<b>Module1. Laying the table/Mise en place</b>	<b>points</b>
Correct menu card writing	_____ /4 marks/points
Knowledge of the meal	_____ /3 marks /points
Knowledge of the drinks and wine	_____ /3 marks /points
Correct setting of the tablecloth	_____ /3 marks/points
Handling and use of equipment	_____ /3 marks/points
General appearance,aligning and symetry	_____ /4 marks/points
Preparation of the waiter's working table	_____ /5 marks/points
<b>Total</b>	Max 25 marks/points

<b>Module2. Serving the meal</b>	<b>points</b>
Serving bread	_____ /2marks/points
Serving cold side dish/starter	_____ /4marks/points
Serving soup	_____ /3marks/points
Serving main dish	_____ /5marks/points
Removal of used plates , cutlery	_____ /3marks/points
Clearing the table after the main course	_____ /2marks/points
Serving the dessert	_____ /3marks/points
Adherence to the time allocated deduction of points for 0,5 for every delay per course	_____ /3marks/points
Timing and sequence of work	_____ /2marks/points
Final work – clearing the working area	_____ /3marks/points
<b>Total</b>	Max _ 30 marks/points

<b>Module3. Serving drinks</b>	<b>points</b>
Serving aperitifs	_____ /3marks/points
Serving water	_____ /3marks/points
Serving wine	_____ /5marks/points
Serving coffee	_____ /2marks/points
Serving digestives	_____ /3marks/points
Removing unnecessary glasses	_____ /3marks/points
Serving drinks at strict time	_____ /3marks/points
<b>Total</b>	Max 22marks/points

<b>Module4. Communication skills(presentation of food ,drinks and beverages)</b>	<b>points</b>
Greeting,meeting and seating guests	_____ /3 marks/points
Language speaking skills (making an offer to the guest)	_____ /4 marks/points
Personal presentation	_____ /2 marks/points
Personal hygiene and appearance	_____ /3 marks/points
Hygiene and tidiness of the workplace	_____ /3 marks/points
Communication with the kitchen	_____ /2 marks/points
Social skills,sales proficiency	_____ /3 marks/points
Leaving the guests	_____ /3 marks/points
<b>Total</b>	Max/23 marks/points
<b>Total score</b>	----- Max 100



### Discipline3: **Preparing Cold Salty Exhibit**

#### **1.Aim:**

The aim of competing in the discipline Completion of one cold salty exhibit is evaluation and assessment of professional and theoretical knowledge, and professional skills of the pupils/competitors in the field of gastronomy from the school curriculum.

#### **2. Important tips:**

- competitors from different schools compete individually
- pupils' competence is evaluated through - practical skills important for the vocation of **chefs** in preparing one salty exhibit through several Modules:
  - Technology of preparing one salty exhibit
  - Creativity
  - Taste of the dish
- the emphasis of the Competition the demonstration of skills, professionalism, creativity and successful problem solving of the task required.
- the competitor is writing a test as a part of examination where he/she describes the recipe for the cold salty dish that he will be preparing later, and the list of ingredients is going to be provided accordingly.
- the competitor can use the ingredients from the basket of ingredients that will be announced 30 days before the Regional competition starts.
- the emphasis of evaluation is put on the knowledge of technological procedures in gastronomy, creativity, professionalism, the visual appearance and the taste of the dish.
- competitors are obliged to stick to all the rules and regulations of the profession which means the correct basic preparation in accordance with modern culinary knowledge, and the food should be perfectly healthy and digestive, the amount of food should meet modern standards (normatives) with the usage of only those ingredients that are in the recipe and the dishes should appear natural, tasty and harmonious. Personal hygiene, the hygiene of the workplace, equipment, kitchen utensils, the surroundings and the application of the HACCP standards are also evaluated and assessed.
- artificial aromas and supplements must not be used.
- competitors can bring with themselves their own kitchen tools (knives, modles, cutters...)
- the competitors ought to possess valid ID and Sanitary Card likewise.
- the Host school of the Regional/National competition must ensure technical and material conditions for the Competition (premises, equipment, utensils, crockery, tools, groceries and so on.)

#### **3. Working plan**

- before the Competition is to start, briefing will be held with the competitors and their mentors about all the details of the competition
- the competitor has at his disposal **60 minute time** (at maximum) for composing the recipe of one salty cold exhibit out of the given ingredients (listed below) and from the basket of ingredients. During this time the contact with mentors and others from the outside is not allowed.

- cold salty dish serves **6 persons (+ one meal** for tasting and evaluation on one extra plate for the Committee). When the planned recipe is finished it is written on an official sheet ( in 3 copies) consisting of the description of preparation and with needed ingredients extra, and then it is all together given to the Committee. The official sheet will be then signed by both the competitors and the Committee. The recipe and the ingredients become definite and cannot be changed any more.
- the competitors are allowed to get introduced with the working premises.
- the official sheets will be provided by the organizer and will consist of two sheets.
  - Sheet 1: the name of the exhibit and additional space for short description
  - Sheet 2: the ingredients needed

The copies of the sheets are delivered to:

- Copy 1 : to the President of the Committee
- Copy 2: the competitor
- Copy 3: to the Co-ordinator of the Discipline

#### 4. Practical task

- the competitors have to complete the task described in the recipe, and deliver it to the President of the Committee.
- the competitor is responsible for the safety , correctness and edibility of food according to the HACCP standards.
- all the equipment and the utensils are provided by the organizer, and the competitors can bring with themselves their own tools and accessories
- **the organizer is obliged to ensure sufficient number of the same trays , platters and mirrors where the cold salty exhibits will be displayed,all on time. About he size, shape and accurate material of the platters , all schools with the pupils who are qualified to the National competition are to be subsequently informed.**
- competitors have to wear their own working uniforms and safety shoes ( with no visible emblems of the school they come from), also their own kitchen towels.
- competitors may be asked questions in the course of competition by the Committee.
- all the tasks must be finished within the strict time – **at maximum in 7 hours accordingly.**
- unauthorized personnel is not allowed to enter the working area, to distract the pupils or to talk with them.
- all the ingredients of the meal must be eatable.
- should any element of the exhibit lose its expected condition (be melted,crushed or if it falls down) the points will be deduced!
- after the evaluation is done, the President of the Committe should explain in details which mistakes during the working process were spotted, but also specifically emphasise what was well done or positive!
- afterwards the display of the sweet exhibits will be organized.

#### 5. Obligatory ingredients:

Pupils are obliged to use following ingredients for task completion of one salty cold dish  
fillet of pork (tenderloin) , calf's liver, smoked bacon and mangold ( Swiss chard).

Other ingredients can be taken from the basket of ingredients that will be placed on the table of the organizer/host.

## 6. Evaluation sheet

Element of assessment	points total	What is assessed	Max points	The points obtained
Hygiene	20	Personal hygiene: Appearance, uniform, bad habits (finger tasting, snivelling, sneezing...)	6	
		Hygiene of the workplace: floor, working surfaces, sink, kitchen utensils, accessories	6	
		Hygiene of the ingredients: handling and cleaning ingredients, HACCAP application...	6	
<b>Module 1:</b> salty exhibit working technology	35			
		Ingredient normatives	7	
		Correct technical procedure	7	
		Correct choice of ingredients	7	
		Use of equipment and utensils	7	
		Thermal processing/ correct preparing of ingredients	7	
<b>Module 2:</b> Creativity	30			
		Complexity of preparation	10	
		Efficacy and utilization of ingredients	8	
		Harmony of colours	5	
		Presentation/ Composition	7	
<b>Module 3:</b> Taste of the exhibit	15			
		Harmony of taste	8	
		Texture	7	
Total	100		100	

**Note :** All points presented are at maximum. For example if it says 10, it means from 0 to 10.

## Discipline 4.Preparing one cold sweet exhibit

### 1. Aim:

The aim of competing in this discipline is evaluation and assessment of professional and theoretical knowledge in the field of confectionary from the school curriculum.

### 2. Important tips:

- competitors from different schools compete individually
- pupils' competence is evaluated through - practical skills important for the vocation of **pastry chefs** in preparing one sweet cold exhibit through several Modules:
  - Technology of preparing one sweet exhibit
  - Creativity
  - Taste of the dish
- the emphasis of the competition is related to the demonstration of skills, professionalism, creativity and successful problem solving of the task required.
- the competitor is writing a test as a part of examination where he/she describes the recipe for the cold sweet dish that he will be preparing later, and the list of ingredients he must submit in the written form.
- the competitor can use 4 obligatory ingredients (listed below) and the rest is taken from the common basket of ingredients that will be presented at the competition.
- the emphasis of evaluation is put on the knowledge of technological procedures in confectionary, creativity, professionalism, the visual appearance and the taste of the sweet dish.
- competitors are obliged to stick to all the rules and regulations of the profession which means the correct basic preparation in accordance with the modern confectionary skills, and the sweet dish should be perfectly healthy and digestive, the amount of food should meet modern standards (normatives) with the usage of only those ingredients that are in the recipe and the dishes should appear natural, tasty and harmonious. Personal hygiene, the hygiene of the workplace, equipment, kitchen utensils, the surroundings and the application of the HACCP standards are also evaluated and assessed.
- artificial aromas and supplements must not be used.
- competitors can bring with themselves their own kitchen tools (knives, cutters, decoration items, bakeware of different shapes, knives for sweets...)
- the competitors ought to possess valid ID and Sanitary Card likewise.
- the Host school of the Regional/National competition must ensure technical and material conditions for the Competition (premises, equipment, utensils, crockery, tools, groceries and so on.)

### 3. Working plan

- before the Competition starts, briefing will be held with the competitors and their mentors about all the details of the competition.
- the competitor has at his disposal **60 minute time** (at maximum) for composing the recipe of one sweet cold exhibit out from the obligatory ingredients from the basket of ingredients. During this time it is not allowed to contact anybody from the outside.

- cold sweet exhibit is prepared according to the set theme: chocolate cake diameter 22-24cm, or ( rectangular diagonally 22-24 cm).
- when the planned recipe is finished, it is written on an official sheet( in 3 copies) consisting of the description of preparation and with needed ingredients extra, and then it is all together given to the Committee. The official sheet will be then signed by both the competitor and the Committee. The recipe and the ingredients become definite and cannot be changed any more.
- the competitors are allowed to get introduced with the working premises.Preparational work can be done the first day of the competition if thus is decided by the National Committee, and the time spent will be deduced from the total time allocated.
- the official sheets will be provided by the organizer and will consist of two sheets.
  - Sheet 1: the name of the exhibit and additional space for short description
  - Sheet 2: the ingredients needed

The copies of the sheets are delivered to:

- Copy 1 : to the President of the Committee
- Copy 2: the competitor
- Copy 3: to the co-ordinator of the Discipline

#### 4. Practical task

1. The competitor has to complete the task described in the recipe, and deliver it to the President of the Committee.
2. The competitor is responsible for the safety , correctness and edibility of food according to the HACCP standards.
3. All the equipment and the utensils are provided by the organizer, and the competitors can bring with themselves their own tools and accessories.
4. **The organizer is obliged to ensure sufficient number of the same trays , platters and mirrors where the cold sweet exhibits will be displayed, on time. About he size, shape and accurate material of the platters , all schools with the pupils who are qualified to the National competition are to be subsequently informed.**
5. Competitors have to wear their own working uniforms and safety shoes ( with no visible emblems of the school they come from), also their own kitchen towels.
6. Competitors may be asked questions in the course of competition by the Committee.
7. All the tasks must be finished within the strict time – **at maximum in 7 hours accordingly.**
8. Unauthorized personnel is not allowed to enter the working area, to distract the pupils or to talk with them.
9. All the ingredients of the meal must be eatable.
- 10.Should any element of the exhibit lose its expected condition (be melted,crushed or if it falls down) the points will be deduced!
- 11.After the evaluation is done, the President of the Committe should explain in details which mistakes during the working process have been spotted, but also specifically emphasise what was well done or positive!

## 5. Obligatory ingredients:

The theme of this year's sweet cold exhibit is: **Chocolate cake** (ø 22-24cm)

Pupils are obliged to use following ingredients for completion of chocolate cake: eggs, chocolate, cream and butter.

Other ingredients can be taken from the basket of ingredients that will be placed on the table of the organizer/host.

## 6. Evaluation sheet

Element of assessment	Points total	What is assessed	Max points	The points obtained
Hygiene	20	Personal hygiene: Appearance, uniform, bad habits (finger tasting, snivelling, sneezing...)	6	
		Hygiene of the workplace: floor, working surfaces, sink, kitchen utensils, accessories	6	
		Hygiene of the ingredients: handling and cleaning ingredients, HACCP application...	6	
<b>Module 1:</b> salty exhibit working technology	35			
		Ingredient normatives	7	
		Correct technical procedure	7	
		Correct choice of ingredients	7	
		Use of equipment and utensils	7	
		Thermal processing/ correct preparing of ingredients	7	
<b>Module 2:</b> Creativity	30			
		Complexity of preparation	10	
		Efficacy and utilization of ingredients	8	
		Harmony of colours	5	
		Presentation/ Composition	7	
<b>Module 3:</b> Taste of the exhibit	15			
		Harmony of taste	8	
		Texture	7	
<b>Total</b>	<b>100</b>		<b>100</b>	

**Note :** All points presented are at maximum. For example if it says 10, it means from 0 to 10.

## Discipline 5. Bar Service

### 1.The aim:

Competition in this Discipline (Bar Service) consists of 4 Modules aimed at checking the skills and knowledge about the products from the bar and their use in preparing bar mixtures, famous world cocktails and coffee beverages.

### 2. Important tips:

- competition is individually conducted( one competitor)
- the draw will decide who starts first
- competition consists of 4 Modules:
  - Module1: Short bar mixture, a cocktail
  - Module2 :Non-alcoholic mixture
  - Module 3: Long bar mixture
  - Module 4 : Preparing coffee beverages
- the first Module is about preparing **cocktails** (from 10 famous world cocktails), the third is a **long bar mixture** (own creation), the fourth Module is based on preparing **espresso** coffee and the second is preparing a **non-alcoholic drink/beverage based on espresso**.  
**Note:** not to get confused about the sequence of Modules- it is conditioned by The Instructions about pupils' competition which was established by the Agency for Vocational Education and Adult Education.
- We emphasise obligatory use of strainer with bar mixtures in the bar glass.

### 3. Order of performance

Module	Preparation time
Module1: preparing a cocktail	
Task draft Correct recipe writing Preparational work	10 minutes
Preparing a cocktail (3 portions) Presentation	
Module3: Long bar mixture	
Preparational work	60 minutes
Preparing a long bar mixture (4 portions) Presentation	7 minutes
Modules 2 and 4: Coffee and non-alcoholic beverages	
Preparational work	15 minutes
Preparing espresso (2 cups)	5 minutes
Preparing a non-alcoholic beverage based on espresso ( 2 beverages)	10 minutes
Clearing the workplace	10 minutes

Content:

## Module 1: Making a cocktail

Ten (10) minutes before his turn , the competitor will draw **one** out of ten world famous cocktails, write its correct recipe, and take the drinks and items of decoration necessary for preparing the cocktail. Then he will proceed with making the cocktail and applying the correct technique of work. The cocktails must be presented in 3 bar mixtures.

Each competitor can use his/her own utensils.

The List of Classical cocktails made at Competitions			
Alexandar	SH	Side car	SH
4cl brandy		3 cl cognac	
2cl cocoa liqueur		2 cl cointreau	
1cl cream		1 cl lemon juice	
Grate some chocolate			
Barbara	SH	Vodka martini	SH
2 cl vodka		4 cl vodka	
2 cl cocoa liqueur		2 cl vermouth dry	
2cl cream		an olive	
Paradise	SH	Bacardi	SH
3 cl dry gin		4 cl bacardi rum light	
2 cl apricot brandy		2 cl lemon juice	
1 cl orange juice		1 cl beige grenadine	
Bronx	SH	Martini dry	
2 cl gin		4 cl gin dry	
1,5 cl vermouth dry		2 cl vermouth dry	
1,5 cl vermouth red		an olive	
1 cl orange juice			
Caruso	SH	Manhattan	
2 cl gin		4 cl whiskey	
2cl mint liqueur		2cl vermouth red	
2 cl vermouth dry		1 dash of angostura	
		a cocktail cherry	

## Module 3: Long bar mixture (long drink)

The competitor will make a long drink based on an independent creation and they must be presented in 4 bar mixtures ( 3 for evaluation and 1 for the public). Volume of the drink must be from 10 to 30 cl. Five (5) ingredients must be included at most.

## Module 2 and 4: Coffee beverages and non-alcoholic mixture

The competitor will make 2 espresso cups of coffee, and two non-alcoholic beverages based on espresso coffee.

## 4. Duties of the competitor



Each competitor must bring ingredients ( except for coffee), inventory,utensils and decorative items (including straws and bar spoons) for making long drinks and coffee beverages.After making a long bar mixture,and coffee beverages, the competitor takes his/her utensils. The organizer will not be responsible for any loss or damage of the inventory.

### Decoration

Decoration must be eatable.

### Clothes

Pupils wear uniforms with no visible emblems of their school. They must also not wear the uniform with any label of a drink manufacturer.

### Assessment of bar mixtures:

1. Personal hygiene
2. Hygiene at work
3. Correctness of the recipe
4. Method of making a cocktail
5. Time and effectiveness
6. Taste , colour, decoration , aroma and appearance
- 7.Presentation

According to the criteria below, an assessment sheet will be made, and the structure of points look like this:

Modules	Task		Points	Total max
Module 1	Cocktail		45	(2.a+2.b)/2
Module 3	Long drink	Expertness	45 points	
		Appearance, taste aroma	30 points	30 points
Module 2 and 4	Espresso coffee	Non-alcoholic drink based on coffee	25 points	25 points
<b>TOTAL</b>				<b>100 points</b>

### General rules:

1. The organizer will ensure all the drins, glassesss and dispensable material for classical mixtures, coffee and the beverages based on coffee,while other items will be brought by the competitors. Every competitor may also ensure his/her own equipment for making cocktails and coffee beverages.

2. Maximal number of ingredients for a long drink is five.
3. Measuring glasses for alcohol must be used.
4. All the ingredients must be in centilitres and other appropriate bar measures ( a bar spoon of, a dash...) except for fruit and vegetables.
5. Competitors will wear uniforms with no visible school emblems or advertising drink manufacturers.
6. Decorating will be done just before preparing a bar mixture.
7. Any decoration made in advance means disqualification.
8. No additional items except decoration are permissible.
9. Heated items are not permitted for long drinks.
10. For preparing coffee beverages Official rules and regulations for the world championship of bar tenders will be followed from page <http://www.peral.hr/pdf/WBCpralila.pdf> with a slight difference that cappuccino will not be made.
11. Unauthorized personnel will not be allowed to enter the working area.
12. The use of mobile phones is prohibited.
13. All competitors have to possess ID cards and Sanitary cards likewise.

## 5.Evaluation sheet

### 5.1 Expertness (Modules 1and 3)

It is to be assessed with cocktails and long drinks, and average score is estimated

<b>T1</b>		
<b>Elements assessed</b>	<b>Range of points deduced</b>	<b>Points deduced</b>
14. Recipe description Takes into consideration correctly written description	5	
2. Preparational work There is no necessary inventory or so...	0-1-2-3-4	
3. Bottle presentation Takes into consideration that the bottles are shown to the audience	0-1-2	
4. Working with ice and bar utensils Takes into consideration working with ice and bar utensils	0-1-2-3	
5. Pouring out excess water Takes into consideration pouring out excess water from bar glass or a shaker	3	
6. Pouring out Takes into consideration pouring ingredients out	0-1-2-3	
7. Surplus or deficit of the ingredients needed Takes into consideration surplus or deficit of the ingredients needed or poorly filled glass	0-1-2-3	
8. Tidiness of decoration Take into consideration tidiness and care in preparation, handling and putting decoration	0-1-2-3	
9. Total tidiness Takes into consideration total tidiness in making a drink	0-1-2-3	
10. Handling glasses Takes into consideration general handling with glasses	3	
11. Total effectiveness Takes into consideration skillfulness and precision at work	0-1-2-3-4	
12. Work according to the recipe Takes into consideration the work according to the recipe	0-1-2-3-4	
13. Overdraft of time Takes into consideration strict time <b>Every minute of overdraft 1 point</b>	Every minute of overdraft	
<b>Total ( of 45 points negative points are deduced)</b>	<b>45</b>	

**Note:** Where the range of points expressed is (e.g. 1-3) it is possible to deduce any number of points from the range, and where there is only one number pointed out (e.g. 3), only that number can be deduced.

### 5.2 Appearance, taste , aroma

-assessed only with long drinks in the following way:

<b>T2.</b>					
<b>APPEARANCE</b>		<b>AROMA</b>		<b>TASTE</b>	
EXCELLENT	9	EXCELLENT	6	EXCELLENT	15
VERY GOOD	6	VERY GOOD	4	VERY GOOD	11
GOOD	3	GOOD	2	GOOD	7

### 5.3 Expert work ( MODULE 2 and 4)

assessed when making espresso coffee and beverages based on coffee

T 3.		
Elements assessed	Range for assessment of points – circle one possibility	Points assessed
Tidiness of competitor and workplace organization (Personal hygiene, clean area, harmony, functionality, availability of clean cloths, napkins...)	0-1-2	
<b>Module 2</b>		
Rinsing the bed of the group	0-1-2	
Cleanliness of the doser	0-1-2	
Dryness of the basket	0-1	
Acceptable dispersion	0-1-2	
Correct dosage	0-1-2-3	
Flatness and pressure	0-1-2-3	
Cleanliness of the head(before insertion)	0-1	
Insertion and instant leaking	0-1-2	
Time of leaking (+/- 3 sec )	0-1-2-3	
Portion of coffee in the cup (+/- 5 ml)	0-1-2-3-4	
Total time and effectiveness Total time allowed is 5 minutes and every overdraft of time for every 30 sec. 1 negative point- max 1 minute i.e. 2 negative points after which follows the disqualification of the competitor)	0-1-2 negative points	
<b>Module 4: Non-alcoholic mixture based on espresso coffee</b>		
Recipe	0-1-2	
Presentation of the mixture	0-1-2-3	
Preparational work and the correct choice of utensils	0-1-2 3	
Correct choice of the ingredients	0-1-2-3-4-5-6	
Hygiene of the workplace	0-1-2-3-4-5-6	
Dispersion	0-1-2-3-4-5-6	
Even pouring	0-1-2-3-4	
Correct serving	0-1-2-3	
Preparation time Total time allowed is 10 minutes and every overdraft of time for every 20 sec. 1 negative point- max 1 minute i.e. 3 negative points after which follows the disqualification of the competitor	0-1-2-3 negative points	
Closing work	0-1-2	
<b>TOTAL T.3</b>		

**Tips: Non-alcoholic beverage based on coffee must be prepared in a glass for consumption.**

#### 5.4 Appearance,taste ,aroma (organoleptic features) (Modules 2 and 4)

T4.		
Elements of assessment	Range for assessment of points – circle one possibility	Points assessed
<b>Modul 2: MAKING ESPRESSO</b>		
<b>Cream</b> NO/YES	0 - 1	
<b>Density and consistence</b>	0 - 1 - 2	
<b>Colour</b> (hazlenut, dark brown,reddish )	0 - 1 - 2	
<b>Harmony of taste</b> assesses harmony of bitter-sour- sweet	0 - 1 - 2 - 3 - 4	
<b>Aroma</b> Compact,rounded, smooth	0 -1- 2 - 3 - 4	
<b>Serving</b> choice and glasses functionality with spoon, napkin and water	0 -1 0 -1	
<b>Module 4: NON- ALCOHOLIC MIXTURE BASED ON ESPRESSO COFFEE</b>		
<b>Communication</b> sufficiently explained correctly explained recipe	0-1-2 0-1-2 0-1-2-3	
<b>Taste</b> basical taste of espresso harmony of taste	0 -1- 2 -3- 4 0 -1 -2 -3 - 4	
<b>Appearance</b> elegant clean decorative	0 - 1 - 2 0 - 1 – 2 0 – 1 - 2	
<b>Serving</b> creative and usable	0 -1- 2- 3- 4	
<b>TOTAL T4</b>	( max 40 points)	
<b>TOTAL Modules 2 and 4</b>	( T3 + T4)/4	<b>Max. 25 points</b>

**Note:** Totally achieved number of points is divided with four to get maximum of 25 points for these 2 Modules, and all is presented above.

## Discipline 6. The Job of the Front desk (Front office)

### 1. Aim:

The aim of competing in the discipline of Front desk in the hotel is to check and assess knowledge, skills and competence of the pupils/competitors in the tasks and activities concerning the reception area of the hotel through various situations at work.

### 2. Important tips:

- competitors from different schools compete individually
- the emphasis is put on skillfulness, creativity and a successful problem solving in dealing with the guests. One part of the competition deals with the guests' complaints in the form of inquiry and a complaint sent via Email
- in the time of competition the competitors will have to show their speaking /writing skills, both in the Croatian language and the foreign language chosen when applying through VETIS, and foreign competitors use the English language
- when competing, the competitors should wear appropriate clothes ( a uniform) with no visible school emblems
- situational tasks are described in the Module content as well as the documents that are used the Host school of the Regional/National competition must ensure technical support for the conduction of the competition( expert and well-trained persons/actors who will communicate with the competitor, equipment for sending electronical post and making telephone calls, official sheets/papers and other stationary)
- the assessors can ask the competitor additional questions dealing with the situational task if needed
- this year (because of the short time availability for the pupils' preparation for the Regional/National competition in this Discipline ), a hotel in **Omiš is allocated**

### 3. Module content – Competing tasks

#### M1: Giving information and Reservation conformation

The receptionist/competitor receives a telephone call from the guest who wants:

- some basic information about the hotel where the Regional /National competition takes place( rooms availability,services, facilities, prices...and likewise)
- get some access information (the hotel's location, how to reach the hotel...)
- get some additional information about the destination of the hotel ( cultural and sports amenities and events,what to do, what to see, attractions....)
- making reservation (hotel's accommodation) for the season required, based on half board/full board stay,additional services,prices ppp/d, and likewise.

The competitor's task is either to respond to the situation in front of the guest appropriately, or by using telephone( all in **Croatian**) , to confirm reservation and to process the data of reservation accordingly.

**Documents:** situational task card, list of hotel prices, reservation card, graph chart , and announcing arrival of the guests card (for the Front office)

**Task duration:** at about 5-7 minutes/ per competitor, Module anticipated 2 hrs.

## **M2: Checking-in of the guest and the duties during the guest's stay in the hotel**

The guest is coming to the reception desk to (the receptionist/competitor) to talk in a foreign language, about accommodation in the hotel, according to the confirmed reservation on the part of the hotel.

- the receptionist does the checking-in procedure ( looking into the confirmation on the computer screen, notifying other hotel departments also confirms the guest's arrival to other external offices/ organizations)

During the guest's stay in the hotel the receptionist/competitor caters for everything that the guest might need from inside and outside of the hotel. There can be some specific situations like:

- getting the tickets for the Omiš klape Festival which are sold out
- organizing mountaineering on the cliffs above Omiš – introducing the guest about the prices and possibility of offering such a service
- organizing windsurfing
- organizing rafting on the Cetina river

**Documents:** situational task card, reservation card, notices to other hotel departments, registration of the guest to the local police, and other service information required.

**Task duration:** at about 5-7 minutes/ per competitor, Module anticipated 2 hrs.

**It is a foreign language conversation.**

## **Module 3: settling the bill and checking-out procedure**

The guest comes to check-out and wants:

- to settle the bill - pays in cash/ or by a credit card(foreign currency, credit card , e-banking) and wants an explanation of his bill (mini-bar service, VAT-tax and similar)
- the receptionist does the checking-out (regular or sudden departure), notification about checking –out to other hotel departments

**Documents:** situational task card **in the Croatian language**, hotel price list, account form, checking-out form

**Task duration:** at about 5 minutes/ per competitor,( Module anticipated 2 hrs.)

## **Module 4: Correspondence with the guest**

The Module consists of two situations which must be replied in a written form by the competitor:

- an inquiry reply – hotel offer
- a reply to a complaint

The first task of the competitor is to give an inquiry reply via Email **in a foreign language** with the hotel offer ( to the guest who is interested in all the possibilities the hotel has to offer). The competitor is supposed to know such offers.

The second task is a reply to the guest's complaint via Email ( in **Croatian**) regarding his stay in the hotel. The complaint can be on safety measures , the noise from the hotel's discoteque, crowded beach, food etc.)

**Papers:** situational task card, inquiry – offer, complaint – reply

**Task duration:** 25min/situation, Module anticipated 50 minutes.

#### 4. Evaluation sheet

Assessment elements	Module	points
<b>Criteria to assess speech/telephone communication</b> <b>telephone call</b>	<b>Module 1</b> ( 0 – 20 )	Max 20
<b>Professionalism</b> – approach towards the potential guest Taking care about the guest	4	
Greeting and introduction : oneself, hotel, services	2	
Self-confidence and patience	1	
Ending conversation	1	
<b>Skillfulness</b> – knowledge of the offer and work procedure	12	
Handling giving information about services and facilities, prices , discounts ,extra charges , ways of paying ...	4	
Asking right questions ( period,children, number of persons)	3	
Handling paper work - cards/forms	3	
Encouraging the guest for additional services (wellness, entertainment, trips)	2	
Speaking skills – accuracy,intelligibility,likability, simplicity of speech	4	
Good communication, colour and tone of voice	1	
Self-confidence and self –assurance in presentation of the offer	2	
Positive approach in conversation	1	
<b>Criteria to assess speaking skills while checking-in the guest and during his stay in the hotel( direct communication)</b>	<b>Module 2.</b> 0 - 33	max 33
<b>Professionalism</b> – taking care about the guest	4	
Welcome and greeting	1	
Spoken language and body language	2	
Self-confidence and patience	1	
<b>Skillfulness</b> – knowledge of the offer and work procedure	14	
Defining elements of the hotel product for the real guest	3	
Settling the price of the hotel product/service	2	
Asking right questions – handling conversation	2	
Encouraging the guest for additional services	2	
Handling paper work - cards/forms	3	
Giving information about product/services in the destination during the guests' stay	2	
<b>Language</b>	5	
Questions and answers are correct and precise	1	
Self-confidence and reliability – the guest receives all necessary information about his stay	3	
Positive approach	1	
<b>Foreign Language</b>	10	
Fluency	5	
Correctness	5	



<b>Criteria to assess speaking skills when leaving the guest:</b>	<b>Module 3.</b> 0-20	max.20
<b>Professionalism;</b> taking care about the guest	6	
Greeting and farewell	2	
Spoken language and body language	2	
Self-confidence and patience	2	
<b>Skillfulness</b> – knowledge of the work procedure	15	
Calculation of all elements, components of the hotel bill	3	
Issuing the hotel bill/receipt	3	
Paying the hotel bill - ways of paying	4	
Handling paper work - cards/forms	4	
End of stay /leaving	1	
<b>Criteria to assess written language while replying to an inquiry or a complaint</b>	<b>Module 4</b> <b>0-27</b>	
<b>A reply to an inquiry-</b> professional and business competence	7	
Responded/given all required information	3	
Information is clear and precise	3	
Further contact	1	
<b>A complaint reply/</b> professional and business competence	5	
Acceptance/refusal/dealing with complaints	1	
Realistically solved complaint	4	
<b>Foreign Language</b> – language competence	10	
The use of work terminology	5	
Spelling	5	
<b>Skills demonstrated</b>	5	
Replies within given time	2	
Computer work	2	
Formal/informal response and its clarity	1	
<b>Total</b>	max 100	<b>100</b>

**Note:** All points presented are at maximum. For instance, if it says 10 that means from 0 – 10.

## Discipline 7. **The Job of the travel agent**

### **1.Aim:**

The aim of competing in the discipline the Job of the travel agent is to check and assess knowledge, skills and competence of the pupils/competitors in the tasks and activities concerning travel agents through various situations at work.

### **2. Important tips:**

- competitors from different schools compete individually
- The emphasis is put on skillfulness, creativity and a successful problem solving tasks from realistic working situations.
- every competitor has 30 minutes at his disposal for the task solvement – sending electronical post and a reply on a complaint
- the competitor will speak and write in Croatian and the foreign language applied before through VETIS, and foreign competitors in English
- in the course of competition, competitors should be formally dressed with no visible school emblems
- situational tasks are described in the Module content as well as the papers that are going to be used along
- the Host school of the Regional/National competition must ensure technical support for the conduction of the competition( expert and well-trained persons/actors who will communicate with the competitor, equipment for sending electronical post and making telephone calls, official sheets/papers and other stationary)
- the assessors can ask the competitor additional questions dealing wih the situatlional task if needed

### **3. Module content – Competing tasks**

#### **M1: General information about offers and packages**

Travel agent/competitor receives a phone call from the guest who wants some basic information about the offer.

The competitor answers,using actual brochures available from a certain tour operator which contain all necessary information (about the offer for the place/ region,accommodation,transfer, type of service/package, additional requests , special offers, discounts, local taxes,insurance, prices ,reduced price offers and the ways of paying the bill ,deadlines for optional offers and similar...)

Optional theme package holidays (brochures of packages)

- summer holidays: Omiš, Supetar and Makarska
- additional destination offer

The task of the competitor is to answer **in a foreign language** to a telephone call from the customer dealing with previously mentioned theme packages for the one of potential situations:

- a family with two children
- a family with one child

- three younger adult persons

**Documents:** situational task, Kompas travel agency brochure in paper and electronic form, supplementary form for a telephone conversation.

**Task duration:** 5 -7 minutes/per competitor Module anticipation 2 hrs.

## **Module 2: The Job of the Sale services**

The client/customer enters the travel agency to ask related to the previous telephone conversation (M1) some more detailed information in order to decide for the service/product in the detination, and there follows:

- a conversation between the client and the agent
- defining elements and terms of sale (number of persons, the time of the stay,package content, the way of paying, general travel terms,prices and extra charges, cancellations,travel insurance and similar).

**Documents:** Kompas travel agency brochure.

## **Module 3 : Issuing travel documents**

The agent/competitor after the sale/buy service is done in the travel agency, has to issue travel documents to the customer:

- agreement on the product/service ( package deal / arrangement).The elements of the contract will be filled out and calculated as in the brochure available on the competition
- tourist order/voucher
- insurance policy

**Documents:** agreement on tourist arrangement, voucher, insurance policy with the tarrif, general provisions and instructions dealing with tourist agreements, travel agent's programs from M1- M2

**Note:** Modules 2 and 3 are technollogically connected, so they are conducted in Croatian.

**Task duration:** 20 minutes/ per competitor, Modules anticipated 4 hrs.

## **Module 4 : Correspondences with the customer**

The Module contains two situations which require written response of the competitor via electronical post:

- response on the individual inquiry
- response on the group inquiry

The first task of the competitor is to answer the customer's inquiry and send an offer using **foreign language** with all necessary information about the possibilities of buying service/product in a tourist destination.

The second task is to answer on a specific group inquiry and send an offer in a foreign language with all necessary information about a group arrangement.

**Documents:** individual/group inquiry

**Task duration:** 25 minutes/situation, module anticipated 50 minutes.

#### 4.EVALUATION SHEET

Assessment elements	Module 1	points
<b>Criteria to assess speech/telephone communication</b> <b>telephone call</b>	<b>Max 26</b>	
<b>Professionalism</b> – approach towards the potential customer, CARE ABOUT THE CUSTOMER	4	
Greeting and introduction : agency,oneself, services	2	
The end of conversation	1	
<b>Skillfulness</b> ; the competitor informed about the agency offer	8	
Managing the brochure: speed and accuracy in finding destination	2	
Managing information about prices,discounts, surcharges,ways of paying	2	
Asking right questions destination,period, number of persons,children ,seniors,budget ...	2	
Encouraging for additional products/ services (transfer , trips,insurance ...) – self- initiative	2	
<b>Language</b> ;accuracy, intelligibility, self-assurance,simplicity of speech	4	
Good communication, colour and tone of voice	1	
Self-confidence and reliability in the presentation of the offer	2	
Positive approach in conversation	1	
<b>Foreign language</b>	10	
Fluency	5	
Correctness	5	
<b>Criteria to assess speaking skills while selling product/service</b> <b>ON THE SPOT</b>	<b>Module 2</b> <b>Max 23</b>	
<b>Professionalism</b> – approach towards the potential customer, CARE ABOUT THE CUSTOMER	4	
Greeting with a smile	1	
Spoken language and body language eye-to-eye contact, the posture	2	
Self-confidence and patience	1	
<b>Skillfulness</b> : defining elements of the arrangement	13	
Managing information about prices, campaigns,discounts	2	
Defining components of the package;( accommodation, period,number of persons, children,third person, sea view ...	4	
Defining the price of the package for the chosen destination, accommodation and the season	2	

Defining the way of paying	2	
Questions about special requirements (vegetarian food, pets...)	2	
Encouraging the customer for extra services of the agency in the destination, new programs and similar)	1	
<b>Language</b> ;adequacy, intelligibility,self-confidence,fastness	6	
Questions are clear and precise	2	
Fastness and reliability: the customer receives all necessary information	2	
Positive approach	2	
<b>Criteria to assess closing and selling arrangements, ISSUING DOCUMENTS:</b>	<b>Module 3. Max 24</b>	
Calculating costs of the package according to components from Module2	11	
All the elements of the package calculation are included	6	
Calculation accuracy	5	
Issuing agreement on the package	5	
Correctly entered all the elements of the agreement	3	
The customer informed about general terms of organizing packages , payments, cancellations	2	
Issuing the tourist refferal-voucher	4	
Correctly inserted referral-voucher components	3	
The customer informed about the content and the meaning of the voucher	1	
Issuing travel insurance policy	4	
Policy of travel insurance is offered	1	
Correctly entered all components of the insurance	3	
<b>Criteria to assess writing skills when giving a reply to an inquiry: ELECTRONICAL POST</b>	<b>Module 4. Max 27</b>	
Professional competence – a reply to an individual inquiry-elements of the offer	6	
All required information are given	3	
Information are clear and precise	2	
Further contact	1	
A reply on a group inquiry	6	
All required information are given	3	
Information are clear and precise	2	
Further contact	1	
Language competence- <b>foreign language</b>	10	
The use of job terminology	5	
Spelling	5	
Skills demonstrated	5	
Response to the strict time	2	
Computer work	2	
Formal/Informal response and its clarity	1	
<b>Total</b>	<b>Max 100</b>	

Note:All points presented are at maximum.For instance if it says 5 , it means from 0-5.

## Discipline 8. **Presentation of the tourist destination**

### **1.Aim:**

The aim of competing in the discipline Presentation of tourist destination is to check and assess knowledge, skills and competence of the pupils/competitors in the tasks and activities concerning presentation of the tourist destination.

### **2. Important tips:**

- competitors from different schools compete individually
- the emphasis is put on creativity, professionalism, innovativeness, idea and final presentation of shown skillfulness
- every competitor has 20 minutes for task presentation
- competitors will do the presentation in both Croatian and the chosen foreign language which they applied through VETIS, and foreign competitors in English
- Assessment committee can ask competitors additional questions with a given situation
- during the competitions the competitors have to be formally dressed with no visible school emblems
- the Host school of Regional/National competition must ensure all technical conditions for conducting the competition ( a hall and a PC with the Internet access to make presentation possible, as well as a projector and a PC for presentation and similar)
- the tasks that the pupils will draw on the National competition are connected to the county of the Host school of the National competition
- both levels of the competition are related to the specific forms of tourist offer for target groups inclined to:
  - religious tourism
  - enogastronomy
  - adrenaline tourism
  - nature (ecotourism)
  - culture tourism
  - rural tourism
  - conference tourism
  - nautical tourism
  - game and fish tourism
  - health tourism

## **Module 3. content – Competing tasks**

### **M1: tourist information about the destination/tourist product of destination**

The pupil/competitor draws one of the tasks given, so to prepare himself/herself for further competition bearing in mind:

- general information about the tourist offer of the destination where the competition takes place

- according to the task drawn for the specific type of tourism present the offer of the region where the competition takes place

## **M2: making the presentation**

- Competitors will make a Power Point presentation of the drawn task, and have 4 hour preparation time before they give their presentation to the Committee to save it for them.

**Task duration:** Modules M1 and M2 anticipated 4 hours.

## **M3: presentational skills and techniques**

- competitors have to make their presentation and thus show their communicational skills both in Croatian and the language they applied through VETIS
- competitors will have 20 minutes to talk and visually present their work. While presenting they will use both Croatian and foreign language evenly.

**Task duration:** Module 3 anticipated 4 hours.

## **4. Evaluation sheet**

Assessment elements	Points max.	points
<b>Presentation of the tourist destination to a specific target group</b>	0-27	
Elaboration of the specific type of tourist offer: -knowledge of the topic, information about destination for the target group, monuments, natural attractions, entertainment and sport events, accommodation capacities, eno-gastronomy and similar	10	
Interesting content	5	
Originality/ Creativity	6	
Implementation in practice	6	
<b>Making presentation</b>	0-12	
Technical performance – multimedia presentation	5	
Appropriate amount of text on the slides	5	
Relevant choice of images	5	
Clarity of images and legibility (choice of font and similar)	5	
<b>Presentation skills and presentation techniques</b>	0-23	
Clarity and intelligibility of speech	6	
Effectiveness of body language	6	
Self-confidence in performance	6	
Interaction with Assessment jury answering questions	5	
<b>Foreign language</b>	0-30	
Fluency	13	
Terminology application (range and accuracy)	12	
Correct language in use (grammar, phrases and spelling)	5	
<b>Total</b>	100	

**Note:** All points presented are at maximum. For instance, if it says 10 it means from 0 to 10.