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**Professional qualificationas for hospitality star-attendants
(English Translation)**

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Foreword

This standard refers to the qualifications of the frontline staff of the American Hotel Association of Education, combined with the current service staff of the hotel industry in China.

Formulated for basic qualities.

This standard is mainly divided into two parts. The first part is the management regulations for star service personnel. The scope of application of this standard, the star Level service personnel definition, category division, star rating and its division basis, identification method, management principles, training requirements, examination requirements, star rating Evaluation staff, etc. The second part is the qualifications for star service personnel.

This standard is proposed and managed by the Ministry of Commerce of the People's Republic of China.

This standard was drafted and interpreted by the China Hotel Association.

1 Scope

This standard stipulates the terms and definitions, qualification conditions, identification methods and management principles of star-rated service personnel in the hotel industry.

This standard applies to current service personnel in the hotel industry. Relevant service personnel of enterprises such as catering, property management, and office buildings may refer to the implementation.

2 Terms and definitions

The following terms and definitions apply to this standard.

A company that provides accommodation, food and related services to consumers.

The service level of the service personnel is indicated by the star rating, and the service personnel implement the hanging star service.

Use the service skills of different positions in modern hotels to provide consumers with different services.

According to the unit of measurement of 60 min for 1 h, learning 1 h is a standard class hour.

3 Classification of hotel service star service personnel

It is divided into food service staff (teacher), front office waiter (teacher), and room attendant (teacher).

4.1 Basis for division

Star-rated service personnel in the hotel industry implement star-hanging services. According to different departments of the hotel, the front hall, guest rooms, and catering service personnel are divided into five stars.

Level, namely one star, two stars, three stars, four stars, five stars. One star to Samsung as a waiter, four stars as a service division, and five stars as a senior serviceman. Star service the division of staff is based on the level of education, work experience, business knowledge and skill level.

4.2 Identification method

4.2.1

Adopt a comprehensive identification method that combines voluntary application, qualification examination, training, and theoretical and professional skills assessment.

4.2.2

Personnel applying for star-rated services must have basic conditions, qualifications and professional technical conditions for the corresponding grades of each position.

4.2.3

Applicants shall provide the necessary materials, and those who have passed the examination, training and examination shall be awarded a star service personnel qualification certificate and a star badge.

4.2.4

Star service personnel shall declare according to the qualifications and grades, and advance to the ranks. The one-star to Samsung upgrade is six months apart.

Samsung to five-star upgrades are separated by one year. Those who have won the top three in the provincial, municipal and national skills competitions can be promoted directly.

4.2.5

The national industry organization of the hotel industry is responsible for the overall organization, business guidance, supervision and management, qualification examination, registration, and talent pool of the work.

Construction and other work.

5 Management principles

5.1

The hotel has a registration system with a registration period of three years. Uniform registration of star-rated service personnel in the hotel industry, for the national hotel industry star