IHK München und Oberbayern

Explanatory notes on the certificate

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Hotel Management Assistant

The following weightings can be derived from the training regulations to determine the overall result:

Part 1 of the final examination	
Tasks at the reception and gastronomic offers	25 percent
Part 2 of the final examination	
Resource management, purchasing, and cost accounting	15 percent
Revenue management, marketing, and commercial management	25 percent
Human resource management	25 percent
Economics and social studies	10 percent

In the examination section "Tasks at the reception and gastronomic offers", the candidates demonstrate that they can carry out communication processes in a guest- and situation-oriented manner, that they can comply with legal requirements, that they can plan, structure, document and evaluate work processes, that they can record goods and services for accounting purposes and that they can take requirements for economic efficiency and sustainability into account.

In the examination section "Human resource management", the candidates demonstrate in an assignment-related expert discussion that they can record human resources tasks, provide and explain procedures and solutions, and apply labour and social law regulations.
They also demonstrate that they can communicate with other staff members in a manner that is both adapted to the situation and motivating.