

CEN

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WORKSHOP

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AGREEMENT

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English version

Hotel General Manager - Knowledge, skills and competence requirements

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European foreword

CWA 17327:2018 was developed in accordance with CEN-CENELEC Guide 29 “CEN/CENELEC Workshop Agreements – The way to rapid agreement” and with the relevant provisions of CEN/CENELEC Internal Regulations - Part 2. It was agreed on 2017-09-20 in a Workshop by representatives of interested parties, approved and supported by CEN following a public call for participation made on 2016-01-18. It does not necessarily reflect the views of all stakeholders that might have an interest in its subject matter.

The final text of CWA 17327 was submitted to CEN for publication on 2018-07-26. It was developed and approved by:

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1 Scope

This document provides the professional requirements in terms of knowledge, skills and competence of the general manager in the hospitality industry, i.e. the top manager who is in charge of the overall management of a hotel regardless of its size or facilities and who safeguards the hotel's reputation and ensures the quality of the services provided.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN ISO/IEC 17011, *Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies (ISO/IEC 17011)*

EN ISO/IEC 17024, *Conformity assessment — General requirements for bodies operating certification of persons (ISO/IEC 17024)*

ISO 29990 *Learning services for non-formal education and training — Basic requirements for service providers*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

competence

proven ability to use knowledge, skills and personal, social and /or methodological abilities, in work or study situations and in professional and personal development which can be applied with a certain degree of independence and responsibility

Note 1 to entry: Definition adapted from EQF- European Qualification Framework [1]

Note 2 to entry: Personal abilities include in particular social and/or methodological aspects

3.2

skill

ability to apply one's knowledge to completing tasks and solve problems

Note 1 to entry: Definition adapted from EQF- European Qualification Framework [1]

Note 2 to entry: In the EQF context, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) or practical (involving manual dexterity and the use of methods, materials, tools and instruments).