

Attainment objectives

Social Responsibility for the hotel and catering industry and off-licences

Start date: 5 September 2016

Social Responsibility Attainment objectives for the Hotel & Catering Industry and Off-licences

When legislation is mentioned in the Social Responsibility attainment objectives, it concerns the applicable legislation.

Attainment objective 1: Social Responsibility	
Exam requirement	
1.1	The candidate has knowledge of the Licensing and Catering Act (Drank- en Horecawet) and other regulations related to alcohol and the introduction of social responsibility.
1.2	The candidate has knowledge and insight in the concept of social responsibility and knows what is meant by social conduct.
1.3	The candidate has knowledge of the requirements that the Licensing and Catering Act sets for managers, such as: <ul style="list-style-type: none"> • what is meant by manager; • the legal requirements a manager must meet.
1.4	The candidate has knowledge of the requirements that the Knowledge and Understanding of Social Responsibility (Licensing and Catering Act) Decree sets for managers in sections 1 and 2.
1.5	The candidate has knowledge of the various target groups that occur in the market, the behavioural characteristics of these target groups and can make provisions aimed at a specific target group.
1.6	The candidate has knowledge and insight in various business formulas and hospitality formulas and the influence that these formulas can have on attracting or excluding certain target groups.
1.7	The candidate has knowledge of how to draw up a socially responsible policy and has insight in how it can be achieved.
1.8	The candidate has knowledge of relevant legal articles in the Working Conditions Act (Arbowet), such as: <ul style="list-style-type: none"> • safety, health and well-being; • information, instruction, supervision and work meetings. <p>The candidate has insight in:</p> <ul style="list-style-type: none"> • how to give form to the information and instruction; • supervising compliance with the instructions; • conducting a work meeting; • the responsibility that the Working Conditions Act places on employees and employers.
1.9	The candidate can give a description of the off-licences/wine merchant market and the common suppliers of this market. Formulas that the candidate should be able to distinguish include: <ul style="list-style-type: none"> • off-licence chains; • independent off-licences/franchisee; • food stores; • specialist spirits/beer/wine stores.

Attainment objective 2: Setting behavioural boundaries	
Exam requirement	
2.1	The candidate has knowledge of how to draw up rules and house rules.
2.2	The candidate has knowledge and insight about enforcing (legal) rules and house rules, such as: <ul style="list-style-type: none"> • monitoring; • correcting; • sanctioning.
2.3	The candidate has knowledge of the door policy and the legally acceptable selection criteria.
2.4	The candidate has knowledge and insight about effectively working together with other parties, such as the local authorities, the police, fellow proprietors and enforcers of the Licensing and Catering Act.
2.5	The candidate has knowledge and insight into how to prevent and deal with trespassing.
2.6	The candidate has knowledge and insight into how to prevent and deal with discrimination.

Attainment objective 3: Discussion skills	
Exam requirement	
3.1	The candidate has knowledge about elements of communication theory, such as: <ul style="list-style-type: none"> • information exchange; • content and relevance; • making contact.
3.2	The candidate has insight into the communication process and can recognise the negative and positive influences on the communication process.
3.3	The candidate has insight into the effects of good and poor guest focus.
3.4	The candidate has knowledge regarding working together with colleagues during (threatening) conflicts with guests, such as: <ul style="list-style-type: none"> • asking for assistance; • taking over; • separation of parties.
3.5	The candidate has insight into when and how working together with colleagues during (threatening) conflicts with guests is carried out.

Attainment objective 4: Risk behaviour during rule enforcement	
Exam requirement	
4.1	The candidate has knowledge of various types of guest risk behaviour, such as: <ul style="list-style-type: none"> • obstructive behaviour; • aggression and violence; • group behaviour; • criminality.
4.2	The candidate has insight into the various causes of risk behaviour and the way he deals with it.

Attainment objective 5: Discussion models	
Exam requirement	
5.1	The candidate has knowledge and insight into how to apply the 'Saying no' discussion model.
5.2	The candidate has knowledge and insight into how to apply the 'Public offence' discussion model.
5.3	The candidate has knowledge and insight into how to apply the 'Hidden offence' discussion model.
5.4	The candidate has knowledge and insight into how to apply the 'Aggression and violence' discussion model.
5.5	The candidate has knowledge and insight into how to apply the 'Dealing with complaints' discussion model.

Attainment objective 6: Alcohol	
Exam requirement	
6.1	The candidate has knowledge of alcohol, such as: <ul style="list-style-type: none"> • information about alcohol (the substance); • the blood alcohol content (BAC); • the effects of alcohol on the body and mind; • responsible alcohol use; • alcohol abuse; • the Licensing and Catering Act; • the Road Traffic Act (Wegenverkeerswet); • the Netherlands Criminal Code (Wetboek van Strafrecht); • alcohol use combined with drugs or medications; • the Alcoholic Beverages Code (Code voor Alcoholhoudende Dranken).
6.2	The candidate has insight into how to promote responsible alcohol use and prevent or limit alcohol abuse.
6.3	The candidate has insight into how to effectively enforce the Licensing and Catering Act.

Attainment objective 7: Drugs	
Exam requirement	
7.1	The candidate has knowledge of drugs, such as: <ul style="list-style-type: none"> • information about soft drugs and various types of hard drugs (the substances) and the effects of drugs on the body and mind; • the ways drugs are used; • the Opium Act and the tolerance policy.
7.2	The candidate has insight into how to prevent drug use and drug trafficking.
7.3	The candidate has insight into how to enforce the Opium Act effectively.

Attainment objective 8: Tobacco	
Exam requirement	
8.1	The candidate has knowledge of tobacco, such as: <ul style="list-style-type: none"> • information about tobacco (the substance) and the effects of tobacco on the body and mind; • the Tobacco Act (Tabakswet) and the smoking policy.
8.2	The candidate has knowledge of the legal requirements regarding smoking rooms.
8.3	The candidate has insight into how to enforce the Tobacco Act effectively.

Attainment objective 9: Gambling	
Exam requirement	
9.1	The candidate has knowledge of gambling, such as: <ul style="list-style-type: none"> • information about gaming machines as games and the effects of problematic gambling on the body and mind; • the Betting and Gaming Act (Wet op Kansspelen).
9.2	The candidate has insight into how to recognise and deal with problematic gambling behaviour.
9.3	The candidate has insight into how to enforce the Betting and Gaming Act effectively.

Attainment objective 10: Safety facilities	
Exam requirement	
10.1	The candidate has knowledge of the structural requirements that are imposed on a hotel and catering establishment, such as: <ul style="list-style-type: none"> • floor area; • the height of the premises; • the ventilation and toilet facilities;
10.2	The candidate has knowledge of the necessity of spatial facilities, such as: <ul style="list-style-type: none"> • through view; • lighting.
10.3	The candidate has insight into the adequate usage of the spatial facilities.
10.4	The candidate has knowledge of the requirements set for technical facilities in a hotel and catering establishment, such as: <ul style="list-style-type: none"> • safes; • CCTV security; • alarm systems; • monitoring systems.
10.5	The candidate has insight into how to use the technical facilities adequately.
10.6	The candidate has knowledge of fire safety, such as: <ul style="list-style-type: none"> • an environmental permit; • the occurrence and causes of fire; • obligation and duties of the Company Emergency Response Team (CERT).
10.7	The candidate has insight into the adequate operation of fire alarms and the application of fire monitors.
10.8	The candidate has insight into how to use personal facilities adequately in the supervision and monitoring of safety, such as: <ul style="list-style-type: none"> • night porters; • door supervisors.