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BADAN NASIONAL
SERTIFIKASI PROFESI
INDONESIAN PROFESSIONAL
CERTIFICATION AUTHORITY

SERTIFIKAT KOMPETENSI CERTIFICATE OF COMPETENCE

No. 55110 5131 0006721 2024

Dengan ini menyatakan bahwa,
This is to certify that,

IDA FARIDA

No. Reg. PAR. 1812 00001 2024

Telah Kompeten pada bidang:
Is competent in the area of:

Tata Hidang
Food and Beverage Service

Dengan Kualifikasi/Kompetensi:
With Qualification/Competency:

HEAD WAITER
Head Waiter

Sertifikat ini berlaku untuk: 3 (tiga) Tahun
This certificate is valid for: 3 (three) Years

Depok, 6 April 2024

Atas Nama (*On behalf of*)
Badan Nasional Sertifikasi Profesi
Indonesian Professional Certification Authority

Lembaga Sertifikasi Profesi Pariwisata Mutu Pesona Indonesia
Pariwisata Mutu Pesona Indonesia Professional Certification Agency



Wiji Budianto, S.Pd., M.M.

Ketua
Chairman



Daftar Unit Kompetensi List of Unit(s) of Competency

No	Kode Unit Code of Unit	Unit Kompetensi Title of Competency Unit	No	Kode Unit Code of Unit	Unit Kompetensi Title of Competency Unit
1	D1.HRS.CL.1.01	Access And Retrieve Computer-Based Data	17	D1.HBS.CL.5.02	Develop And Maintain Food And Beverage Product Knowledge
2	D1.HRS.CL.1.04	Communicate Effectively On The Telephone	18	D1.HBS.CL.5.09	Provide A Link Between Kitchen And Service Area
3	D1.HRS.CL.1.05	Comply With Workplace Hygiene Procedures	19	D1.HBS.CL.5.12	Provide Food And Beverage Services
4	D1.HRS.CL.1.06	Develop And Update Local Knowledge	20	D1.HF1.CL.8.07	Process A Financial Transaction For Services Rendere
5	D1.HRS.CL.1.07	Implement Occupational Health And Safety Procedures	21	D1.HGE.CL.7.11	Receive And Securely Store In-Coming Goods
6	D1.HRS.CL.1.08	Maintain Hospitality Industry Knowledge	22	D1.HML.CL.10.02	Establish And Maintain A Safe And Secure Workplace
7	D1.HRS.CL.1.09	Manage And Resolve Conflict Situations	23	D1.HCS.CL.6.04	Manage Quality Customer/Guest Services
8	D1.HRS.CL.1.11	Perform Basic Clerical Procedures	24	D1.HBS.CL.5.11	Provide Gueridon Service
9	D1.HRS.CL.1.12	Perform Basic First Aid Procedures	25	D1.HBS.CL.5.14	Provide Silver Service
10	D1.HRS.CL.1.13	Promote Hospitality Products And Services	26	D1.HBS.CL.5.15	Serve A Range Of Wine Products
11	D1.HRS.CL.1.14	Read And Interpret Basic Instructions, Directions And/Ot Diagrams	27	D1.HBS.CL.5.06	Prepare And Serve Cocktails
12	D1.HRS.CL.1.15	Receive And Resolve Customer Complaints	28	D1.HRD.CL.9.01	Coach others in job skills
13	D1.HRS.CL.1.17	Speak English At A Basic Operational Level	29	D1.HML.CL.10.13	Monitor Staff Performance Standars
14	D1.HRS.CL.1.18	Work Effectively With Customers And Colleagues	30	D1.HML.CL.10.12	Monitor Routine Workplace Operations
15	D1.HRS.CL.1.19	Work In A Socially Diverse Environment	31	D1.HML.CL.10.16	Roster Staff
16	D1.HRS.CL.1.20	Perform Child Protection Duties Relevant To The Tourism Industry	32	D1.LAN.CL.10.03	Start conversations and develop good relations with guests



Ida Farida
Tanda Tangan Pemilik
Signature of Holder

Depok, 6 April 2024

Lembaga Sertifikasi Profesi
Pariwisata Mutu Pesona Indonesia
Pariwisata Mutu Pesona Indonesia
Professional Certification Agency

Ibrahim Pusba M. S. Tr. Par.
Manajer Sertifikasi & Operasional
Certification & Operational Manager