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Project "Integrated Culinary Arts and Restaurant Sector Employment Solutions for a Skilled and Inclusive Romania-Bulgaria Cross Border Region"
is co-financed by the European Union through European Regional Development Fund under the Interreg V-A Romania-Bulgaria Programme.
Project code: 16.4.2.104; e-MS code: ROBG-192
Total budget of the project: 410 207.72 EUR,
amount of EU contribution: 348 676.56 EUR ERDF

COURSE WAITER



This course was developed in the framework of Action 4 under the project "Integrated Solutions for Employment in the Culinary Arts and Restaurant Sector for a Qualified and Inclusive Bulgarian-Romanian Cross-Border Region" co-funded by the European Union through the European Regional Development Fund under the Interreg VA Program Romania -Bulgaria. The project is implemented by the Dobrudja Agrarian and Business School Association (DABU), Dobrich, Bulgaria in partnership with the "Choose Your Occupation" Association - Centre for Vocational Training, Constanta, Romania.



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1. Purpose of training

Upon completion of the training in the profession, the trainee must:

- know the normative regulations for serving in Romania and Bulgaria;
- know the rules for healthy and safe working conditions in Romania and Bulgaria and how to control their observance by the staff in the restaurant ;
- know the specifics of communication with guests from Romania and Bulgaria during a visit to a dining establishment;
- be able to work in a team with representatives from another nationality;
- know his/hers rights and obligations as a participant in the labor process, according to the Bulgarian and Romanian legislation;
- know the specifics of food and serving typical of Romania and Bulgaria, the technology of preparation and the peculiarities of their presentation.

In particular, the sub targets are as follows:

- Acquiring knowledge about the required regulatory documents for serving in Romania and Bulgaria;
- Acquiring knowledge to ensure a safe and healthy environment for both the workers in the dining establishment and guests;
- Acquiring knowledge and skills for the peculiarities of the products for preparing typical dishes in Romania and Bulgaria;
- Acquiring knowledge to prepare Romanian and Bulgarian cuisine specific menus;
- Acquiring knowledge about the techniques and technologies for processing the products in the preparation of typical dishes in Romania and Bulgaria.
- Acquiring knowledge and skills for food and beverage serving techniques in Romania and Bulgaria;
- Acquiring knowledge and skills to present food and drinks in Romania and Bulgaria.

2. Target audience

Persons who have been trained for professional qualification in the profession of bartender/waiter or with work experience in this field.

3. Learning schedule:

The training will be conducted within 66 school hours with the following distribution:

18 school hours of theory

16 school hours of practice

32 school hours practice in the neighbouring country (Romania/Bulgaria)

4. Content

The topics in the Bartender Curriculum are oriented to the specifics of the Romania-Bulgaria Cross-Border Region. It is designed for working, active jobseekers and mobile workers on both sides of the border with an ambition to work in the culinary sector. The training includes the following main topics:

1. Legislative regulations in public catering in Romania and Bulgaria.
2. Health and safety at work in Romania and Bulgaria.
3. Culinary techniques and technologies in Romania and Bulgaria.
4. Food preparation typical of Romania and Bulgaria.



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5. Techniques for serving and presenting food and drink in Romania and Bulgaria.

5. Expected results

The training program enables the students:

- To be prepared to start working in Romania and Bulgaria in terms of legislation in the culinary sector;
- To have basic knowledge of Romanian and Bulgarian cuisine for the purpose of realization as professionals in the labour market in the neighbouring country;
- to gain practical experience in Romania and Bulgaria.

6. Curriculum

Occupation	Waiter-bartender	Code: 811080
Specialty	Service to public catering establishments	8110801

To acquire part of a profession for Bulgaria and a specialization/professional course for Romania.

Total hours:	66 school hours
number of hours of theory	18
number of hours of practice in own country	16
Number of hours in practice in Romania/ Bulgaria	32
Form of education:	daily
Organizational form	Qualification course
Minimum entry level:	Completed 10th grade.

General professional training

Name of unit:	Legislation in public catering in Romania and Bulgaria
Learning outcomes:	Knowledge of the normative legal framework in public catering in Romania and Bulgaria
Knowledge	<ul style="list-style-type: none"> • Knowledge of the regulations for Romania and Bulgaria related to the work of the waiter • Awareness of the specific requirements typical of both countries
Skills	<ul style="list-style-type: none"> • Organize and observe compliance with the regulations • Applying regulatory standards
Competencies	<ul style="list-style-type: none"> • Complies with the requirements of the Bulgarian and Romanian legislation and is responsible for its observance by the employees of the catering establishment
Terms of conducting the training:	<ul style="list-style-type: none"> • Study hall • Computers • Multimedia • Study materials
Means of rating:	Means:



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	<ul style="list-style-type: none"> • Written exam
Terms of conducting evaluation:	<ul style="list-style-type: none"> • Study hall • Exam materials
Evaluation Criteria:	<p>For tool 1:</p> <ul style="list-style-type: none"> • Has basic theoretical knowledge about: <ul style="list-style-type: none"> • The Romanian/Bulgarian Regulatory Framework for Public Nutrition; • Organization and control of compliance with the regulations in the catering establishments in Romania / Bulgaria
Unit name:	Health and safe working conditions in Romania and Bulgaria
Learning outcomes:	Complies with the requirements for health and safety at work
Knowledge:	<ul style="list-style-type: none"> • Recognize the causes of hazardous situations, industrial accidents and incidents in the workplace and takes measures to prevent them • Describe the rules and provide medical assistance to the injured if necessary
Skills	<ul style="list-style-type: none"> • Use of appropriate fire protection equipment (pump-bucket, fire extinguisher, etc.) according to the fire and emergency safety rules • Use work clothes and personal protective equipment when performing work, observation of regulations and instructions • Cleaning of the workplace according to the current instructions and the schedule
Competencies	<ul style="list-style-type: none"> • Observation and application of the rules on health and safety at work and environmental protection
Terms of conducting the training:	<ul style="list-style-type: none"> • Study hall • Computers • Multimedia • Study materials
Means of rating:	<p>1:</p> <ul style="list-style-type: none"> • Written exam <p>or</p> <p>2:</p> <ul style="list-style-type: none"> • Solving a case study on a given scenario
Terms of conducting evaluation:	<ul style="list-style-type: none"> • Study hall • Exam materials
Criteria for rating:	<p>For tool 1:</p> <ul style="list-style-type: none"> • Has basic theoretical knowledge about health and safe working conditions in the workplace. <p>For tool 2:</p> <ul style="list-style-type: none"> • Selects the most appropriate type of behaviour in the specified risk situations;



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	<ul style="list-style-type: none"> • Knowledge of the normative requirements for OSH in Romania and Bulgaria.
Name of unit:	Culinary techniques and technologies in Romania and Bulgaria.
Learning outcomes	Knowledge the peculiarities of the Romanian and Bulgarian national cuisine
Knowledge	<ul style="list-style-type: none"> • Knowledge of the basic characteristics of the national cuisine of the two countries • He/she is acquainted with the factors that shaped the national cuisine of Romania and Bulgaria - ethnicity, history, foreign influences • Has knowledge of traditional dishes prepared for various occasions and holidays • Knowledge of regional national cuisine • Knowledge of specific food processing techniques in both countries
Skills	<ul style="list-style-type: none"> • Preparation of a thematic, festive or traditional menu, according to the specifics of the country - Romania and Bulgaria • Collect information about specific products and where they can be found for preparing a Romanian or Bulgarian table • Knowledge of new ways of processing food products • Participates in training staff to implement new recipes
Competencies	<ul style="list-style-type: none"> • Participation in the introduction of new meals for adaptability to the cross-border region
Terms of conducting the training:	<ul style="list-style-type: none"> • Study hall • Computers • Multimedia • Study materials • Learning kitchen
Means of rating:	<p>1:</p> <ul style="list-style-type: none"> • Written exam <p>2:</p> <ul style="list-style-type: none"> • Preparing a specific menu with the necessary products
Terms of conducting evaluation:	<ul style="list-style-type: none"> • Study hall • Exam materials • Learning kitchen



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Criteria for rating:	<p>For tool 1:</p> <ul style="list-style-type: none"> • Master theoretical knowledge of the specifics of the national cuisine of Romania and Bulgaria. • Has a theoretical knowledge of traditional dishes that are prepared on various occasions - holidays, events, etc. and regional cuisine, characteristic of the cross-border region <p>For tool 2:</p> <ul style="list-style-type: none"> • Prepare the most appropriate menu according to the occasion by offering the relevant products according to region and country
Unit name:	Food preparation typical of Romania and Bulgaria
Learning outcome:	Knowledge of the peculiarities of the products and spices typical of Romania - Bulgaria cross-border region. Ability to combine them in the preparation of various dishes from the Romanian and Bulgarian cuisine. Application of various techniques and processing of products in Romanian and Bulgarian national cuisine and design of dishes.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the specialties of the products and the possibilities for combining them in a menu with typical Romanian and Bulgarian dishes • Knowledge of the specific Romanian and Bulgarian spices and their application in the dishes • Familiarity with the product processing techniques applicable in Romanian and Bulgarian cuisine • Knowledge of current and specific techniques for designing dishes
Skills	<ul style="list-style-type: none"> • Preparing a menu combining products and spices used in Romanian and Bulgarian cuisine • Usage of techniques for processing the products for the preparation of typical Romanian and Bulgarian dishes • Applies modern techniques for designing dishes from Romanian and Bulgarian cuisine
Competencies	<ul style="list-style-type: none"> • Organization of the process of preparing culinary products characteristic of Romania-Bulgaria cross-border region
Terms of conducting the training:	<ul style="list-style-type: none"> • Study hall • Computers • Multimedia • Study materials • Learning kitchen • Practice materials
Means for evaluation:	1:



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	<ul style="list-style-type: none"> • Written exam <p>2:</p> <ul style="list-style-type: none"> • Preparation of a specific menu with the necessary products; design of a dish
Terms of conducting evaluation:	<ul style="list-style-type: none"> • Study hall • Exam materials • Learning kitchen
Criteria for rating:	<p>1:</p> <ul style="list-style-type: none"> • Master theoretical knowledge of the specifics of the national cuisine of Romania and Bulgaria • Has a theoretical knowledge about the techniques of preparing and preparing different dishes from the Romanian and Bulgarian cuisine <p>2:</p> <ul style="list-style-type: none"> • Prepare the most appropriate menu according for the occasion by offering the relevant products according to region and country • Design of a dish from Romanian and Bulgarian cuisine
Name of unit:	Techniques for serving and presenting food and drinks in Romania and Bulgaria.
Learning outcome:	Knowledge of the peculiarities of combining typical foods and beverages for Romanian and Bulgarian traditions. Knowledge of preparing the commercial hall for a particular event or a daily welcome of guests. Knowledge for the presentation of food and beverages specific to Romania and Bulgaria. Links to the guests and organization of work, characteristic of Romania and Bulgaria in the field of public catering.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the restaurant standard for guest service in Romania and Bulgaria • Familiarity with the tourism-related technology for both countries • Knowledge of the techniques for serving and presenting foods and beverages specific to both countries
Skills	<ul style="list-style-type: none"> • Respects the restaurant standard for guest services in Romania and Bulgaria • Applies and respects the tourism-related technology for both countries • Applying both countries specific food and drink serving and presentation techniques
Competencies	<ul style="list-style-type: none"> • Participation in the overall process of welcoming, serving and sending off guests • Participation in the preparation of the hall, according to the requirements and the relevant occasion



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	<ul style="list-style-type: none"> • Ability to comply with the regulatory requirements of both countries
Terms of conducting the training:	<ul style="list-style-type: none"> • Study hall • Computer • Multimedia • Study materials • Commercial area • Practice materials
Means for evaluation:	<p>1:</p> <ul style="list-style-type: none"> • Written Exam <p>2:</p> <ul style="list-style-type: none"> • Arrangement of a table for a special occasion in the Romanian and Bulgarian tradition and presentation of the served food and drink
Terms of conducting evaluation:	<ul style="list-style-type: none"> • Study hall • Exam materials • Commercial area • Practical exam materials
Критерии за оценяване:	<p>For tool 1:</p> <ul style="list-style-type: none"> • Knowledge on the restaurant standards for customers attendance in Romania and Bulgaria • Theoretical knowledge on attendance technology in tourism sector typical for both countries <p>For tool 2:</p> <ul style="list-style-type: none"> • Arranges the hall according the requirements and particular event • Selects proper serving and presentation techniques of meals and beverages typical for both countries

Distribution according to type of training, classes and number of lessons

No	Subjects	Number of lessons
I.	Legal background on public catering in Romania and Bulgaria	1
II.	Healthy and safe working conditions in Romania and Bulgaria	1
III.	Culinary techniques and technologies in Romania and Bulgaria	4
IV.	Preparation of culinary products in Romania and Bulgaria	6
V.	Serving and presentation of meals and beverages in Romania and Bulgaria	6
VI.	Practical training in the home country	16
VII.	Practical training in Romania/Bulgaria	32
Theoretical lessons total		18
Practical lessons total		48
Total lessons		66



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7. Training programme

Distribution according to type of training, classes and number of lessons

No	Subjects	Number of lessons
	Theoretical training	
I.	Legal background on culinary in Romania and Bulgaria	1
	<u>For Bulgarians</u>	
1.	Legal background on culinary in Romania: - Legislation on public catering - Legislative documents - structure and scope	1
	<u>For Romanians</u>	
1.	Legal background on culinary in Bulgaria: Legislation on public catering Legislative documents - structure and scope	1
II.	Healthy and safe working conditions in Romania and Bulgaria	1
	<u>For Bulgarians</u>	
1.	Healthy and safe working conditions in Romania: - State policy concerning health and working safety - Labour medicine service - in employers' assistance - Employees participation in the healthy and safe working conditions provision - Professional risks - Labour traumatism	1
	<u>For Romanians</u>	
1.	Healthy and safe working conditions in Romania: - State policy concerning health and working safety - Labour medicine service - in employers' assistance - Employees participation in the healthy and safe working conditions provision - Professional risks - Labour traumatism	1
III.	Culinary techniques and technologies in Romania and Bulgaria	4
	<u>For Bulgarians</u>	
1.	Specifics of Romanian national cuisine: - characteristics - ethnoses - food through the ages in Romanian territory - nations influenced Romanian national cuisine - factors forming the Romanian national cuisine specifics	1
2.	Romanian cuisine - holidays, traditions, customs: - Typical meals - Typical ingredients - Typical products processing techniques	1



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	- Typical meals preparation technologies	
3.	Romanian regional cuisine - specifics of the cuisine in the different Romanian regions: - Regional meals - Typical ingredients and processing - Specifics in meals preparation	1
4.	Northern Dobrudja cuisine: - Specific meals - Ingredients processing methods - Typical meals preparation techniques	1
	<u>For Romanians</u>	
1.	Specifics of Bulgarian national cuisine: - characteristics - ethnoses - food through the ages in Bulgarian territory - nations influenced Bulgarian national cuisine - factors forming the Bulgarian national cuisine specifics	1
2.	Bulgarian cuisine - holidays, traditions, customs: - Typical meals - Typical ingredients - Typical products processing techniques - Typical meals preparation technologies	1
3.	Bulgarian regional cuisine - specifics of the cuisine in the different Bulgarian regions: - Regional meals - Typical ingredients and processing - Specifics in meals preparation	1
4.	Southern Dobrudja cuisine: - Specific meals - Ingredients processing methods - Typical meals preparation techniques	1
IV.	Preparation of culinary products in Romania and Bulgaria	6
	<u>For Bulgarians</u>	
1.	Combination of vegetable and animal products for preparation of typical Romanian cuisine meals	1
2.	Combination of basic kinds of products for preparation of typical Romanian meals, colour matching and in accordance with the healthy nutrition	2
3.	Typical techniques and thermal processing of products, modern techniques in Romanian cuisine, techniques combination	2
4.	Spices and herbs used in Romanian cuisine. Combination of spices in typical Romanian meals. Colour and taste matching	1
	<u>For Romanians</u>	
1.	Combination of vegetable and animal products for preparation of typical Bulgarian cuisine meals	1



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2.	Combination of basic kinds of products for preparation of typical Bulgarian meals, colour matching and in accordance with the healthy nutrition	2
3.	Typical techniques and thermal processing of products, modern techniques in Bulgarian cuisine, techniques combination	2
4.	Spices and herbs used in Bulgarian cuisine. Combination of spices in typical Bulgarian meals. Colour and taste matching	1
V.	Design and presentation of different meals in Romania and Bulgaria	6
	<u>For Bulgarians</u>	
1.	Restaurant standard for customers attendance in Romania and service technology in tourism	1
2.	Serving techniques typical for Romania. Hall arrangement according to the event, combination of meals and beverages.	3
3.	Presentation of meals and beverages according to their purpose: - daily - festive - ritual	2
	<u>For Romanians</u>	
1.	Restaurant standard for customers attendance in Romania and service technology in tourism	1
2.	Serving techniques typical for Bulgaria. Hall arrangement according to the event, combination of meals and beverages.	3
3.	Presentation of meals and beverages according to their purpose: - daily - festive - ritual	2
Total number of lessons		18
Practical training in the home country		
	Practical training	
I.	Meals and beverages presentation techniques in Romania and Bulgaria	16
	<u>For Bulgarians</u>	
1.	Serving meals and beverages on a family event in Romania - hall arrangement, menu selection, arrangement of meals and beverages in the menu, customers attendance during the event, billing and payment, cleaning and tidying the hall.	8
	<u>For Romanians</u>	
2.	Serving meals and beverages on a family event in Bulgaria - hall arrangement, menu selection, arrangement of meals and beverages in the menu, customers attendance during the event, billing and payment, cleaning and tidying the hall.	8
	<u>For Bulgarians</u>	
3.	Serving meals and beverages on a religious holiday in Romania - hall arrangement, menu selection, arrangement of meals and beverages in the menu, customers attendance during the event, billing and payment, cleaning and tidying the hall.	8



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	<u>For Romanians</u>	
4.	Serving meals and beverages on a religious holiday in Bulgaria - hall arrangement, menu selection, arrangement of meals and beverages in the menu, customers attendance during the event, billing and payment, cleaning and tidying the hall.	8
	Total number of lessons	16
	Practical training in Romania/Bulgaria	
	Practical training	
I.	Meals and beverages serving and presentation techniques in Romania and Bulgaria <ul style="list-style-type: none"> - acquaintance with the relevant Bulgarian/ Romania menu - selection of meals and beverages from the menu and serving - up to 10 customers - presentation of meals and beverages, discussion with customers about the combination of the chosen meal with a proper beverage - specifics in meals and beverages presentation in Romania/ Bulgaria 	8
II.	Meals and beverages serving and presentation techniques in Romania and Bulgaria - arrangement of the commercial hall for a formal event on trainer's discretion: <ul style="list-style-type: none"> - tables arrangement with meals and beverages according to the event - presentation of the selected meals and beverages and description of the preparation technology - connection with the customer - behaviour, attitude, etiquette - cleaning and tidying the hall after the event 	8
III.	Meals and beverages serving and presentation techniques in Romania and Bulgaria - arrangement of the commercial hall for a corporate event on trainer's discretion: <ul style="list-style-type: none"> - tables arrangement with meals and beverages according to the event - presentation of the selected meals and beverages and description of the preparation technology - connection with the customer - behaviour, attitude, etiquette - cleaning and tidying the hall after the event 	8
IV.	Meals and beverages serving and presentation techniques in Romania and Bulgaria <ul style="list-style-type: none"> - visit in a winery/restaurant: - observation of sommelier's work - operation with sommelier's equipment - degustation of different types of wine - comments and degustation analysis - acquaintance with different kinds of wine typical for Romania/ Bulgaria - acquaintance with the proper meals served with particular wines 	8
	Total number of lessons	32
	Total theoretical lessons	18



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	Total practical training in the home country	16
	Total practical training in Romania/Bulgaria	32
	Total lessons	66

8. "Water/barkeeper" job description

"Water/barkeeper" meets, attends and sends the customers of the public catering establishment. Main responsibilities:

- Arranges and prepares the restaurant halls, bars, common premises, customers welcoming and attending premises following a set of technological rules;
- Accepts reservations requests for the restaurant and bar and undertakes measures in case of their annulment;
- Takes orders, prepares and serves beverages, serves meals and beverages, cleans and arranges the payment of the orders;
- Keeps the established rules for serving of different meals and beverages;
- Takes part in organization of degustation, samplings, presentations and promotions of foods and beverages;
- Takes part daily and weekly instructions and operative discussions of attendance and working organization problems, as well as changes in meals not listed in the menu and new serving forms;
- Researches the customers' demand;
- Controls the assistant-waiter's and valet's work concerning the condition of the commercial halls, bars, common premises, offices and functional areas and their continuous maintenance;
- Wears a uniform and working clothing and maintains it clean and tidy;
- Basic knowledge on bookkeeping in the restaurant and the bar;
- Assists the daily workflow in the restaurant and the bar, sales and additional events;

(The descriptions are cited from State Educational Requirements for "waiter/bartender" profession)

9. Facilities and equipment requirements

The theoretical classes take place in classrooms and the practical training in training kitchens, waiting and bar-keeping rooms, training restaurants, hotels, catering and entertainment facilities. The trainees are divided in groups. Providing the specific state requirements for neighbouring country training (Romania/Bulgaria) the practical training will take place only in the training kitchen and restaurant where there are no visitors. Practical production is not included in the training.

- Classroom equipment - working tables, chairs, white board, technical and audio-visual equipment. Training appliances - auxiliary materials, movies about technological sequence of different meals preparation, a set of training handbooks.
- Practical training premises equipment - training kitchen/restaurant shall be equipped with tables and chairs for the trainees, working place for the teacher, sink, refrigerator, scales, separate group working places according to the number of trainees (maximum 3-4 trainees per working place), including stove with appropriate ventilation, sink, working surface, kitchen cabinet, kitchen utensils, serving dishes



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and utensils, guest-hall furnishing. For proper and safe practical training are required changing room and raw materials and foods storage.

(The descriptions are cited from State Educational Requirements for “waiter/bartender” profession)

10. Requirements to theoretical and practical training providers

The training classes and modules of the waiter/bartender professional education shall be provided by individuals with master/bachelor degree in “Tourism” from university education department “Social, commercial and legal sciences” and specialties according to the training classes for the professional education. For the practical training GQD “specialist”, “bachelor”, “master” in “Tourism” field.

It is recommendable that the trainers shall pass a professional knowledge, skills and competence update courses triennially.

(The descriptions are cited from State Educational Requirements for “waiter/bartender” profession)

11. Training methods

The methods that will be applied in the training process are oriented toward achievement of maximum results within the short course and are most appropriate for the specific programme topics. In general, the methods to be applied are as follows:

- Lecture or discourse - theoretical training
- Discussion - theoretical training
- Cases solving - practical training
- Presentation - theoretical and practical training
- Learning through making - practical training

The present programme includes mainly practical classes and will apply the “learning-through-making”, presentation and cases solving methods. Providing the cross-border character of the programme applying the practical training methods may lead to better results to be implemented in real working environment.

Along with the traditional methods it is recommendable application of modern techniques and new technologies uniform for the culinary sector and is mandatory part of the work in public catering establishments. Due to the Romanian and Bulgarian cuisine similarities it is difficult to discriminate the meals, products, and their processing and preparation techniques. Unifying aspect is the application of modern and innovative methods for food preparation and presentation

12. Soft skills necessary for the bartender/waiter

According to culinary business representatives who took part in an IKAR project study on the soft skills that must be obtained by individuals working as restaurant managers, the following skills were determined: communication skills, creativeness and innovations, foreign languages fluency, team work, food presentation skills.



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On one hand the lecturer of the brief “Waiter/bartender” course shall direct the professional skills of the trainees toward the regional specifics of Romania-Bulgaria cross-border area. On other hand, in order to succeed in another country, the employee must possess a number of non-professional skills that will help them in the work in unfamiliar environment. The soft skills are the skills we carry everywhere we go, we use them and develop them throughout our whole life. A positive outcome from this project would be simultaneous teaching on the programmed subjects in combination with the soft skills would be useful to succeed outside the home country. The trainer could include the soft skills along with the main topics.

Preferable restaurant manager’s soft skills

- Communication skills - the communication with the customers is important for the waiter since he has to impress them and win them as regulars and this can be achieved not only verbally but also with the body language - positive attitude, patience and confidence; readiness to be at customer’s service and to follow his wishes. This is a hard to be acquired skill if the individual does not have a natural talent and thinking towards that end. The waiter also shall look well and be clean and tidy because he is the face of the establishment and his outlook forms the general impression and feeling in the customer. The outlook is also a part of the communication since it “speaks” visually to the customers.
- Creativeness and innovations - it depends on the waiters a particular product to be commercialized and this could be achieved through application of a new approach and creativeness. In some cases, the return of something old and forgotten could turn into an innovation and attract many customers. The waiter shall demonstrate creativeness also in conflict situations because despite his training to react in such situations people are different and the standard approach is not always appropriate. In general, in the people and their wishes related professions the creative approach is very important. The trainer could use a role play game with the group for solving different cases in order to check these skills.
- Foreign languages fluency - in the modern world speaking two or more foreign languages is a necessity especially when the work includes communication with people from different countries. In tourism the foreign language fluency is a part of the professional skills. There still are professions that do not require it but in the course of the working process the lack of this skill obstructs successful implementation of the obligations. For the bartender and the waiter foreign language fluency is a part of the communicative skills. The globalized world and the free movement of people determine the need of this skill and every person who wants to progress in the services sector shall mandatory speak at least one foreign language on daily communication basis. Of course, there is specialized language training - includes terminology, typical for the particular sphere but this not apply for waiter and bartender because their communication with the customers is open and exceeds the professional lexis.
- Team work - good work is the good team work. This understanding applies in completely for public catering establishment employees. The working synchrony between the waiters and the other personnel is a guarantee for fluent attendance. The good team work requires good working communication and common understanding with the other team members, mutual support, initiative and personal responsibility. important is the process as whole not the individual in it. When every staff member implements carefully their responsibilities the team work is easy and smooth. In critical situation the team



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itself could take off the “heat” and prevent the problem to get to the customer. Through appropriate tasks the trainer could test and correct the team working skills or every trainee;

- Food presentation skills - the meals and beverages appearance is significant but it is valid also for the appropriate presentation by the waiter and bartender. This requires knowledge on the products, their qualities, processing, influence on the body and a rich common background. The knowledge about the nationalities of the customers is of great importance since every nation has specific taste preferences and attitude to the environment. The waiter who takes part in the meals choice shall take into account these specifics while offering or presenting a product. Food presentation requires multicultural knowledge. During the practical training classes shall be paid special attention to the design and presentation of the products depending on the occasion and the place of offering. It is very important to role-play situations including clients with different cultural and religious background.

Training methods

The training methods that could be applied are:

- discussion - theoretical training
- presentation - theoretical and practical training
- cases solving - practical training
- learning through making - practical training

Since it is most appropriate these skills to be obtained during practical training classes through cases solving and particular tasks, the third and fourth methods are most relevant. Thus it will not be necessary the trainer to spare special time during classes to work on particular soft skill but could do that along with the hard skill development process.

13. Applications

Romania

MAMALIGA

Mamaliga is traditional Romanian meal. It is prepared from maize farina. There are a few varieties for mamaliga serving - with red pepper, sunflower oil and white cheese topping or with milk/cream dip.

Ingredients:

300 g maize farina

200 g white cheese

60 g onion

100 g bacon

15 ml sunflower oil

1. Pour the maize farina in 1 l boiling water.

2. Stir well and cook for about 25 minutes on low temperature.

3. Reduce the temperature and keep cooking stirring continuously to get the thick consistence of mamaliga.

4. To be sure that it is ready, dip a thick wooden skewer and roll it.

5. If the mixture does not stick to the skewer mamaliga is ready.



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6. Cut it in squares.
7. Serve with grinded cheese, cream or with fried bacon and onion.

CHEF KATALYN SKARLATESKU'S EASTER BREAD RECIPE

An interesting fact is that for Christmas Romanians prepare also Easter bread. Despite that it is part of the festive Romanian table the Easter bread is not an easy dessert to prepare. The recipe presented by Chef Katalyn Skarlatesku will help you in your first attempt to prepare Easter bread. If you already have some experience then you will have a chance to make different Easter bread. The recipe is special and has an authentic Romanian taste. The airy and tasty Easter bread will have success on your festive table.

Ingredients:

1 kg flour
250 g sugar
450 ml milk
5 eggs
60 g yeast
300 g Belgian butter
500 g nuts
200 g Turkish delight
150 g Belgian chocolate
30 g candied oranges
30 g lemon peel

1. Mix the yeast with 100 ml milk and 3 tablespoons flour. Leave it to ferment until it doubles its volume.
2. Boil the milk dissolving the sugar in it.
3. Whip the egg yolks with salt.
4. Put the flour and add carefully mixing well the yolk, the milk with the sugar, the butter and the candied oranges. The dough should be smooth, thick and pliable.
5. Leave the dough to ferment for an hour.
6. Take a piece of dough and stretch it. Spread Belgian chocolate, sprinkle Turkish delight and raisins and roll it. Cut the roll in two long parts, braid them and smear with whipped egg.
7. Put the braid in a baking form smeared with oil and sprinkled with flour. And leave it for two hours.
8. When the dough has fermented and increased its size bake it for 45-60 minutes at 160 degrees.

MITITEI

The mititei are small sausages typical for Northern Dobrudja and Moldova. Can be baked in an oven or grilled but they taste better grilled.

Ingredients:

Bovine or sheep meat mixed with pork meat and bacon in ratio 9:1
Garlic - 5 cloves
Water - 100 ml
Celery - 50 g
Salt, black pepper, red pepper - at your discretion



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1. Wash the meat. Put on kitchen paper to absorb extra water. Cut off the skin and the ligaments. Cut in small pieces (about 50 g each). Put in a bowl sprinkled with salt. Cover with towel and leave it for a day in a fridge or a cooler. If you do not have sufficient time or do not want to postpone the preparation of the sausages, leave the seasoned meat for at least 2-3 hours in a cool place.
2. Mince the meat twice through a hasher.
3. Mash the garlic with a press. Add it to the minced meat and the spices. Put the chopped celery.
4. Mince the bacon through hasher. Separate a tablespoon of bacon and mix the rest of it with the minced meat.
5. Add water and knead it with hands.
6. Put the mixture in a cool place for another 3-4 hours. If it is necessary the time could be reduced to hour and a half.
7. Oil your hands to avoid mince sticking to them and form 8-10 cm long and 2 cm thick sausages.
8. Put temporary the sausages on baking paper smeared with sunflower oil.
9. Bake in an oven or grill them. If you prepare mititei in the oven, pre-heat it to 200 degrees and bake for 30 minutes. Grilled they will be ready three times faster.

GOGOGSHI

Gogoshi are a kind of donuts usually served as dessert. Very popular and favourite in Romania.

Ingredients:

500 g flour

250 ml water (warm but not mandatory)

25 g fresh yeast

50 ml butter

2-3 tablespoons sugar

2 ampules vanilla

1 tablespoon salt

1. Dissolve yeast in some warm water. If you use dry yeast 10 g are enough.
2. In a big bowl mix salt, yeast mixture, vanilla essence and butter.
3. Gradually pour the rest of the warm water to get smooth and soft dough.
4. Cover the dough with towel and leave it until doubles its size.
5. Knead the dough 2-3 times and spread. Leave it for couple of minutes.
6. heat the butter in a frying pan or a sous vide pan and fry the donuts.
7. Lay on kitchen paper to absorb the extra butter .
8. Sprinkle with vanilla sugar.

FRIED PAPANASHI WITH JAM AND CREAM

Fried papanashi with jam and cream - a traditional Romanian dessert originating from Moldova and very popular in Northern Dobruja.

Ingredients:

250 g white cheese

3 tablespoons flour

1 egg

1 teaspoon baking soda



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1 teaspoon vinegar

1 frying oil

300 ml sour cream

1 cup fruit jam

1. Whip the egg in a bowl.

2. Add baking soda dissolved in vinegar.

3. Add crushed cheese and mix well.

4. Pour the flour gradually kneading by hand.

5. Make donuts and munchkins of the dough.

4. Pre-heat the oil in a deep and wide frying pan.

5. Fry the donuts and munchkins on both sides to readiness.

6. Put on kitchen paper to absorb the extra oil. Decorate with jam and sour cream.

LANGOSHI - TRADITIONAL RECIPE

Tasty donuts stuffed with cheese known as langoshi. The filling could be strawberry jam, chocolate cream, fruits, sweet cheese, ham, etc.

Ingredients:

250 g flour

150 ml warm water

1/2 cube fresh yeast

1 pinch salt

2 tablespoons sugar

2 cups sunflower oil

For the filling:

200 g cheese or other fillings on your discretion

1. Mix the yeast, water, salt and sugar in a bowl.

2. Add flour and knead well.

3. Put the dough in a bowl smeared with oil and cover it with towel.

4. Leave it in a warm place with permanent temperature to ferment for about 30 minutes.

5. Pre-heat the oil in a frying pan.

6. Tear the dough in pieces with a spoon or by hand.

7. Make equal circles/balls.

8. You can make them with or without filling.

9. Put the filling in the middle of the dough piece (cheese, cheese with herbs, raisins, fruits, jam, etc.)

10. Gather the edges as an envelope and dip in the boiling oil.

11. Fry for about 2 minutes on each side to readiness.

12. Put the langoshi on kitchen paper to absorb the extra oil.

Sprinkle with powdered sugar or cinnamon. Serve them warm.

Bulgaria

LAMB DROB SARMA

The recipe for lamb drob sarma can be considered one of the classic Bulgarian national cuisine meals. To prepare a tasty drob sarma is easy. It is a typical springtime meal, part of



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the Easter and Saint George Day table when Bulgarians traditionally consume lamb meat. Drob sarma can be served as a main dish but could be also a garnish to the festive Easter roasted lamb meat.

Ingredients:

Lamb inwards - liver, lungs, thymus, intestines - 1 tea cup

Green onion - 1 bunch

Rice

Lamb veil - 1

Parsley - 1 bunch

Wild mint - 1 bunch

Black pepper - 1/2 teaspoon

Eggs - 3

Yogurt - 600 g

Sunflower oil - 1/2 tea cup

1. The first step in drob sarma making is to prepare the filling.
2. Boil the inwards. Use a complete set of lamb inwards to have a rich flavor. Wash the products carefully and boil them.
3. Right before the water starts boiling pour it out and wash the products. Pour fresh water and boil about 15-20 minutes.
4. While cooking the inwards wash and chop the onion, wild mint and parsley. Wash the rice.
5. Heat the oil in a saucepan and add the chopped onion.
6. After 2-3 minutes add the rice and stir until it gets transparent.
7. Cut the cooked inwards in small pieces and add to the rice together with the chopped wild mint and parsley, black pepper and 2 teaspoons salt and mix them well.
8. Add two tea cups of the broth from the boiled inwards and cook until it absorbs the water.
9. Cut the lamb veil in big pieces.
10. Put 2-3 tablespoons of the mixture in a piece of the veil and make a bundle.
11. Put all bundles in a pan folding the edges downwards to keep them closed while baking.
12. Bake on 180 degrees until they get golden and form a crust.
13. Whip the eggs and the yogurt and pour the mixture on drob sarma.
14. Bake again till readiness.

DOBRUDJA KAVARMA WITH ROLLED OUT CRUSTS

Dobrudja rolled-crusts kavarma is a typical and very tasteful regional banitza. The specific is that it is prepared with home-made and very thin rolled out crusts.

Ingredients:

Water - 600 ml

Salt - 2 teaspoons

Vinegar - 2 teaspoons

Soft lard - 5 tablespoons

Flour - 1 kg

White cheese - 400 gr (home-made)

Eggs - 5, domestic

Yogurt - 1 pail

Fresh milk - 400 ml



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1. Pour the water in a deep bowl adding the salt, vinegar and 1 tablespoon of soft lard. Sift the flour. Make a dent in it and pour the water with the dissolved ingredients as described above. Mix and make dough. Leave it to rest for 40 minutes covered with a soft towel.
 2. Divide the dough in 4 pieces and round them. Roll out each of them into a separate very thin crust.
 3. Crumb the cheese in a bowl. This kind of banitza is made with hard mature white cheese.
 4. The lard must be soften, i.e. to be left on room temperature. It is best to be white domestic refined lard as it is made in Dobrudja region and is typical for this variety of banitza.
 5. Sprinkle cheese on top of the crust and ruffle it taking the both sides.
 6. Smear the pan with lard and lay the crust. Repeat with all crusts.
 7. Whip the eggs in a bowl. Add yogurt and fresh milk and mix well.
 8. After you lay all ruffled crusts pour the mixture of eggs and dairy on them thoroughly.
 9. Pour the rest of the lard.
 10. Bake kavarma at 180 degrees in a pre-heated oven to readiness. It shall be soft and fragrant, yellow thanks to the domestic products /eggs, yogurt and milk/.
- Serve it with milk or compote.

KATINA APPETIZER

Veal or pork meat 1.5 kg.

Mushrooms 400 g

Black pepper 5 g

Chili peppers 20 g

Lemon 100 g

Butter 50 g

Brown sauce 800 g

Red wine 100 g

Flour 20 g

Baked meat sauce 500 ml

Preparation technology:

1. De-bone the meat, take off the ligaments, wash and spice it with salt and black pepper.
 2. Bake it in an oven.
 3. Cook to readiness and then cut it in smaller pieces. Put them in sahan (traditional metal plates).
 4. Prepare a brown sauce with the baked flour, some butter, and sauce from the baked meat and stir carefully to avoid lumps.
 5. Add the wine, grind black pepper and boil the sauce for about 30 minutes on low temperature.
 6. Put the mushrooms fried in butter and the cut in stripes chili peppers in the sauce.
 7. Pour the sauce on the meat.
- Serve it hot with lemon slices.

TIKVENIK (Pumpkin pastry)

Banitza crusts 400 g



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Butter 125 g

For the filling:

Pumpkin 1000 g

Sugar 100 g

Walnuts 150 g

Cinnamon 3 g

Breadcrumbs 70 g

Sugar powder 70 g

Preparation technology:

1. Peel the pumpkin and take off the seeds, then grind it on grater.
 2. Add the sugar, breadcrumbs, crushed walnuts and the cinnamon and mix to homogeneous consistence.
 3. Lay the banitza crusts on wet towel, sprinkle them with melted butter and put the filling on one of the sides.
 4. Fold in a roll and put on oily pan. Continue with the other crusts.
 5. Bake in an oven on 180-200 degrees.
- When it is ready cut in squares and sprinkle with powdered sugar.
Serve as starter.

KAVARMA KEBAB

1700 g chicken fillet

2000 g onion

150 g sunflower oil

630 g tomatoes

400 g red peppers

400 g green peppers

2 g black pepper

50 g parsley

3 g salt

3 g red pepper

Preparation technology:

1. Cut the meat in pieces, salt them and fry in a part of the oil.
2. Heat the rest of the oil in another saucepan and fry the sliced onion.
3. Add the peeled and chopped tomatoes and peppers and fry until water evaporates.
4. Mix the fried vegetables and spices with the meat.
5. Bake for 2-3 minutes in an oven on medium temperature.

Serve sprinkled with chopped parsley. The meal can be garnished with steamed rice, French fries or other garnishes on customer's wish.

Notice: You can add 300 g mushrooms and fry with the vegetables.

DURANKULAK GUNENITZA

This kind of banitza is typical for Durankulak region. the receipt is old and very specific. It is named „gunenitza“ because the crusts are ruffled.

Ingredients:

Water 300 ml



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Olive oil 1 tablespoons

Apple vinegar 2 tablespoons

Butter

Flour

Filling:

1 kg spinach

3 tablespoons lard

3 eggs

1 bunch dill

1 teacup grinded white cheese

Preparation:

1. Sift the flour in a deep bowl. Make a dent in the middle.
2. Pour the water, vinegar and olive oil in it.
3. Knead semihard dough.
4. Leave the dough to rest for 15-20 minutes and then separate in 4 balls.
5. Rollout every ball into a 30 cm wide round crust and smear with melted butter.
6. Make a circle in the middle big as tea saucer, cut the periphery radially in 8-10 parts and ruffle them over the central circle.
7. Knead four crusts with the pan's width, 45-50 cm in diameter.
8. Put the first two crusts smeared with melted butter.
9. Cut the spinach in small pieces and fry it in the lard until the water evaporates.
10. After it cools down add eggs, chopped dill and grinded cheese.
11. Spread the filling on the second crust.
12. Lay the third and the fourth crust smeared with butter.
13. Cut the banitaza in squares and sprinkle with melted butter.
14. Bake in a medium heated oven.

Serve it with yogurt.

BREAD WITH SOURDOUGH

Ingredients:

450 gr white flour

50 gr rye flour

180 gr sourdough

330 gr warm water

1 tablespoon olive oil

10 gr salt (grinded sea salt)

2 tablespoon sesame

Maize farina (kachamak) for powdering

1 tablespoon olive oil for smearing

1. Mix all ingredients in dough
2. Put the dough in a bowl smeared with olive oil and cover with foil for 4-6 hours to ferment.
3. Put the fermented dough on two silicon pads smeared with olive oil or on baking paper and spread it with oily hands until you get a 40x40 cm square.
4. Fold it like an envelope - 1/3rd on the right and 1/3rd on the left and then 1/3rd on the bottom and 1/3rd on the top to get a 15x15 cm square.
5. Put it back in the oily bowl and leave it for 45 minutes covered with foil.
6. Repeat the procedure twice more.



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7. Put the dough formed as loaf in a pan covered with baking paper powder it with maize farina.
8. Smear the dough with cold water and powder it with maize farina.
9. Pre-heat the oven to 250 degrees with ventilator and put a bowl of boiling water at the bottom.
10. When it starts steaming put the dough and bake it for 20 minutes.
11. Reduce the temperature to 230 degrees and bake it for another 20 minutes.
12. Put it on a grid and leave it to cool down. Cut it.

14. Assessment techniques

Title	Description	Data use
Lesson summary	The last couple of minutes of the class the trainees answer in writing the following questions: "What have I learned today?"; "What is the essence of the learned?"; "What is less clear for me?" The aim is to get feedback on the level of subject understanding.	Marking the useful comments and discuss the problematic answers in the following classes in order to clarify the subjects left unclear.
Chain answers	The trainees get an envelope with only one question. Each trainee gets the envelope, gives a brief answer to the question, puts it in the envelope and gives it to the next participant.	Review of the answers and discussion to clarify the most correct answer. This may lead to better teaching approach.
Comparable list	The trainees fulfill a comparable list of skills (soft and hard) marking on a scale what skill they have been working on most that day and have progress.	Through this technique the trainer can make a precise profile of the soft and hard skills of each trainee and assess on what skill they should work to improve.
Classroom discussions	The trainees are encouraged to share their knowledge and opinions on particular question or case put as a task to be completed.	Assessment of the general knowledge level of the group. Examples may be used for clarification.
Homework	The trainees receive homework to get prepared for the next class. The assignment includes brief practical researches.	The aim is to increase their awareness and put a ground for the forthcoming subject.
Group work	The trainees are separated in few groups and get a group task they have to solve and then present to the others.	The task requires the acquired knowledge and skills to be applied in the group work, for set period of time and a performance in front of the others.
Debate between trainees	Debates as an assessment technique not only reflect the subjects presented to the	Assessed is the understanding of the subject and the aim is to



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	trainees but also develop skills like communicativeness, presentation ability and initiative. This is a tool proven to be successful for presenting one situation from different viewpoints. After forming the groups, they are given at random the viewpoint they have to defend. A jury observes the presentation, knowledge on the subject, structure of the argument and group coordination.	develop skills like communicativeness, presentation ability, team work, time management.
Test questions generated by the trainees	The trainees write the test questions themselves and formulate the answers on the grounds of the training topics. This gives them the opportunity to select and assess training topics and test the results.	Questions and answers assessment - relevant or irrelevant, good or not. The good questions could be used for participants' assessment.
Subject summary	The trainees summarize the subject thus testing the knowledge acquired during the class.	Fast assessment of each summary and evaluation whether the trainees understand the basic terms related to the subject.
Cases solving	The trainer gives practical cases aiming to solve many problems during the classes.	Assessment of the subject awareness level and the necessity to work on the weak points of the topic.