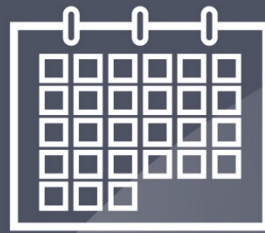


CITY & GUILDS

# GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



EXPERIENCE IN  
HOSPITALITY



# CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

## EXPERIENCE IN HOSPITALITY



The holder of this badge has gained a basic experience in hospitality operations, based on the equivalent of four weeks spent working in the hospitality industry.

THIS DOCUMENT SHOULD BE READ IN CONJUNCTION WITH THE  
CITY & GUILDS GLOBAL CERTIFICATION INTRODUCTION HANDBOOK

### WHAT THE DIFFERENT COLOURS MEAN

**Skills required:** Skills required to achieve a badge are shown in black colour.

**Examples:** For each skill required, a range of examples are provided to illustrate how the relevant skill can be demonstrated. Examples are shown in blue colour.

Examples are a list of activities which are likely to be carried out when undertaking the role the badge relates to. The list of examples is **not** exhaustive. Individuals are **not** required to demonstrate every skill listed and there may be other relevant skills which are not listed, but can be accepted.

**Definitions:** Key terms, which are used to illustrate the skills required and/or the examples, are explained in light blue colour.

Experience in Hospitality	
	<b>CORE SKILLS</b>
<b>C1</b>	<b>Adhere to professional workplace standards</b>
	Be polite and approachable
	Be punctual
	Keep up to date by reading the staff noticeboard/memos
	Attend staff/department meetings, as required
	Follow appropriate <b>guest etiquette</b>
	Explain the importance of maintaining the privacy and security of guests
	Be professionally presented: clean and ironed uniform for every shift which meets safety and hygiene standards
	Maintain good personal hygiene at all times
	Take pride in their work
	Maintain integrity and honesty
	<b>Guest etiquette</b> refers to the way in which hospitality staff interact with and respond to guests. Appropriate etiquette means that guests are treated with courtesy and respect and are made to feel welcome in the establishment.
<b>C2</b>	<b>Work as part of own team</b>
	Show respect for others
	Display and maintain a positive attitude to work
	Cooperate with colleagues to help deliver guest experience in line with the requirements of the establishment
	Be able to receive constructive feedback
	Use feedback to improve own performance
<b>C3</b>	<b>Communicate with colleagues and guests</b>
	Act in a polite and helpful manner
	Provide information in a clear and timely manner by telephone, in written form, e-mail or in person
<b>C4</b>	<b>Contribute to the delivery of guest experience</b>
	Make guests feel welcome
	Identify guest needs
	Assist with responding to guest requests

Experience in Hospitality	
	<b>EXPERIENCE SPECIFIC</b>
<b>E1</b>	<b>Demonstrate an understanding of the experience</b>
	Describe the purpose of the experience
	Explain key activities undertaken as part of the experience
	Identify own department and the role of the department
	Identify the reporting structure of the department worked in
<b>E2</b>	<b>Adhere to safety standards at work</b>
	Work in a safe manner, following instructions provided by the establishment and line manager

Experience in Hospitality	
	<b>PROFESSIONAL DEVELOPMENT</b>
<b>P1</b>	<b>Understand career pathways within the hospitality industry</b>
	Provide a broad overview of the key areas within the hospitality industry (culinary, food and beverage service, front of house and housekeeping)
	Describe typical progression pathway(s) for a member of staff in one of the departments they have worked in
	Identify opportunities to progress from the experience (ie next steps)
<b>P2</b>	<b>Develop new knowledge and skills related to working in the hospitality industry</b>
	Look for opportunities to learn new skills during the experience
	Participate in <b>training or learning activities</b>
	<b>Training or learning activities</b> refers to coaching, on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.