LET’S INNOVATE

It’s time to make skills visible
CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

INTRODUCTION

ABOUT THIS DOCUMENT

This document provides an introduction to the City & Guilds Global Hospitality Certification

INFORMATION ON EACH CERTIFICATION LEVEL CAN BE FOUND IN THE INDIVIDUAL HANDBOOKS. For more information, visit www.cityandguilds.com/global-certification

ABOUT THE GLOBAL HOSPITALITY CERTIFICATION

City & Guilds, in partnership with Worldchefs, has developed the world’s first Global Certification for the hospitality industry.

Co-designed with leading employers, the Certification recognises skills and experience gained on the job against a global benchmark and makes them visible, in the form of a digital badge (Global Hospitality Badge).

WHAT DOES IT DO?

The Global Hospitality Certification maps out typical job roles in the hospitality industry and shows where an individual is, based on their existing competencies, and where they could progress.

The Certification is fully aligned to the Worldchefs Global Culinary Certification, which is quality assured by City & Guilds, to create a comprehensive offer for hospitality businesses covering culinary, food and beverage, front of house and housekeeping operations.

WHAT ARE DIGITAL BADGES?

Digital badges are the LATEST TECHNOLOGY in skills recognition and verification.

They help individuals showcase what they can do in a new and exciting way. They MAKE SKILLS learnt, on and off the job, VISIBLE and ACCESSIBLE, opening up new opportunities, for work or for personal growth.

A badge provides rich data on what a person has done to achieve it, using a secure online system. A badge can also be VERIFIED ONLINE, through a single click, and SHARED out to the world, USING SOCIAL MEDIA.

Already a global movement across multiple sectors, badges allow people to get recognition for their skills and experience, making them more employable.

Badges are also a great tool to build a career pathway. They can be used to show continued competency in a job role or to mark key career milestones as individuals progress to their next job.
WHY CHOOSE GLOBAL HOSPITALITY CERTIFICATION?

EMPLOYERS: FUTURE PROOFING YOUR BUSINESS

- PROGRESSION
  The Global Hospitality Badges offer a powerful way to show progression within your business and in the industry as they recognise skills and experience on a wide spectrum, from casual staff all the way to senior management posts.

  You can also use the badges as part of your recruitment and promotion strategies to help you select people with the right skills and attitude.

- INVESTMENT IN YOUR STAFF
  The badges can help you retain talent. You can reward individuals when they perform well in their role and help unlock new opportunities for them.

- BESPOKE QUALITY CONSULTANCY
  The benchmark has been designed to provide a flexible solution so that it can work with performance management systems and processes already in place within your business. As part of our service, our experts will advise on how the Certification can be best embedded into your operations, adding value to existing practices.

TRAINING/LEARNING PROVIDERS: MAKING YOUR LEARNERS MORE EMPLOYABLE

If your training programme has an external work placement component which meets the eligibility requirements, you can use the Global Hospitality Badges to recognise the time your learners spend working in the industry and the skills they develop during this time. This will help your graduates stand out from the crowd when they are looking for their first or next job.

The Global Hospitality Certification is also a recognition of the links you have built with employers and you can use the Hospitality Badges to highlight these connections.

INDIVIDUALS: MAKING YOUR SKILLS VISIBLE

The Global Hospitality Badges help you show your skills in a way never done before.

Designed using the latest technology, badges provide rich data about your professional experience, helping you access new employment and progression opportunities.

Each badge is designed to be sharable using social media and links back to a secure online system so employers can verify the information through a single click.
WHAT MAKES UP A GLOBAL HOSPITALITY BADGE?

Each certification level is defined by a series of skills which need to be demonstrated consistently and competently in order to achieve a Global Hospitality Badge.

Each badge has three main components:

1. **CORE SKILLS**
   Core skills are essential skills which are required for all job roles, as relevant to the level of responsibility.

   For every badge, core skills include: Communication, Working with others, Making decisions, Solving problems and dealing with pressure, Customer service, Negotiation, Time management, Financial skills, Resource management and Awareness of Sustainability in the hospitality industry.

   For more senior level badges, core skills also include People development, People management, Performance management and Quality control.

2. **ROLE SPECIFIC SKILLS**
   Role specific skills relate to the job role that the badge is issued against.

3. **PROFESSIONAL DEVELOPMENT**
   Professional development is about the understanding of the hospitality industry and progression opportunities available within the sector, relevant to each certification level.

   This component also includes learning and training activities undertaken to maintain knowledge, to progress and/or to improve existing skills and working practices.

HOW TO ACHIEVE CERTIFICATION?

There are two routes to achieve certification:

**CORPORATE ROUTE**

- **EMPLOYERS**
  Employers can have their job roles and performance management system mapped to the framework. If mapping is confirmed, Global Hospitality Badges can be issued as part of the annual performance review.

- **TRAINING/LEARNING PROVIDERS**
  Training/learning providers can have their programme mapped against the corresponding certification level. If mapping is confirmed, Global Hospitality Badges can be issued upon successful completion of the mapped programme(s).

For the first year of operation, the CORPORATE route is by invitation only.

**INDIVIDUAL ROUTE**

Individuals can apply to have their skills and experience certified, using evidence gathered in their current role. Applications will be made online on our new Learning Assistant portal.

The INDIVIDUAL route will open in June 2019.
GLOBAL HOSPITALITY BADGES: LIST OF BADGES AVAILABLE

EXPERIENCE BADGES
TASTER IN HOSPITALITY
EXPERIENCE IN HOSPITALITY

TEAM MEMBER BADGES
FOOD & BEVERAGE SERVICE PROFESSIONAL
FOOD & BEVERAGE SERVICE FACILITATOR
BEVERAGE SERVICE PROFESSIONAL
BAR SERVICE PROFESSIONAL
RECEPTION HOST
RECEPTION PROFESSIONAL
ROOM ATTENDANT

SUPERVISOR BADGES
FOOD & BEVERAGE SUPERVISOR
BEVERAGE SUPERVISOR
RECEPTION HOST SUPERVISOR
RECEPTION SUPERVISOR
HOUSEKEEPING SUPERVISOR

MANAGER BADGES
RESTAURANT OUTLET MANAGER
BEVERAGE MANAGER
RECEPTION MANAGER
HEAD HOUSEKEEPER

HEAD OF DEPARTMENT BADGES
SENIOR RESTAURANT MANAGER
FOOD & BEVERAGE MANAGER
FRONT OF HOUSE MANAGER
EXECUTIVE HEAD HOUSEKEEPER

SENIOR MANAGER BADGES
RESTAURANT OPERATIONS MANAGER
HOTEL OPERATIONS MANAGER
RESTAURANT GENERAL MANAGER
HOTEL GENERAL MANAGER
MULTI-SIDE DIRECTOR

SOMMELIER BADGES
JUNIOR SOMMELIER
SOMMELIER
HEAD SOMMELIER

EDUCATOR/TRAINER BADGES
HOSPITALITY EDUCATOR
HOSPITALITY TRAINER
LINKED BADGES: WORLDCHefs GLOBAL CULINARY CERTIFICATION

The City & Guilds Global Hospitality Certification is fully aligned to the Worldchefs Global Culinary Certification, which has been created in partnership with and is quality assured by City & Guilds.

Employers and training/learning providers applying for the Global Hospitality Certification through the ‘corporate’ route can also access the Worldchefs Global Culinary Badges as part of a single service.

The following are the Global Culinary Badges, available to be included in the mapping exercise:

WORLDCHefs CERTIFIED COMMIS CHEF
WORLDCHefs CERTIFIED CHEF DE PARTIE
WORLDCHefs CERTIFIED SOUS CHEF
WORLDCHefs CERTIFIED CHEF DE CUISINE
WORLDCHefs CERTIFIED PASTRY CHEF
WORLDCHefs CERTIFIED EXECUTIVE CHEF
WORLDCHefs CERTIFIED MASTER CHEF
WORLDCHefs CERTIFIED MASTER PASTRY CHEF
WORLDCHefs CERTIFIED CULINARY EDUCATOR
GLOBAL HOSPITALITY BADGES: OVERVIEW

TASTER IN HOSPITALITY

The holder of this badge has developed a basic understanding of hospitality operations in a department or departments, based on the equivalent of five days spent working in the hospitality industry.

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.

FOOD & BEVERAGE SERVICE PROFESSIONAL

The holder of this badge has a working knowledge and experience of food and beverage operations. They work as part of a team and are responsible for serving food and beverage in a hospitality establishment, including table service and taking payments.

FOOD & BEVERAGE SERVICE FACILITATOR

The holder of this badge has a working knowledge and experience of food and beverage operations. They work as part of a team and are responsible for serving food and beverage, without taking payments, in a hospitality setting such as events, conferences or banqueting.

BEVERAGE SERVICE PROFESSIONAL

The holder of this badge has a working knowledge and experience of beverage operations. They work as part of a team in a hospitality establishment and are responsible for serving non-alcoholic hot and cold beverages.

BAR SERVICE PROFESSIONAL

The holder of this badge has a working knowledge and experience of bar operations. They work as part of a team in a hospitality establishment and are responsible for serving hot and cold beverages which may include alcoholic and non-alcoholic drinks.
RECEPTION HOST

The holder of this badge has a working knowledge and experience of front of house operations in a restaurant. They work as part of a team and are responsible for providing guest services including table reservations, guest welcome and farewell.

RECEPTION PROFESSIONAL

The holder of this badge has a working knowledge and experience of front of house operations in a hotel or a hospitality establishment with accommodation. They work as part of a team and are responsible for providing guest services including taking payments and guest check-in and check-out.

ROOM ATTENDANT

The holder of this badge has a working knowledge and experience of housekeeping operations. They work as part of a team and are responsible for servicing rooms and public areas in a hotel or in a hospitality establishment with accommodation.

FOOD & BEVERAGE SUPERVISOR

The holder of this badge has a detailed knowledge and experience in delivering and co-ordinating food and beverage operations. As part of their role, this individual is responsible for supervising a team to provide food and beverage service and for contributing to food and beverage stock control and planning.

BEVERAGE SUPERVISOR

The holder of this badge has a detailed knowledge and experience in delivering and co-ordinating beverage operations. As part of their role, this individual is responsible for supervising a team to provide beverage service and for contributing to beverage stock control and planning.

RECEPTION HOST SUPERVISOR

The holder of this badge has a detailed knowledge and experience in front of house operations in restaurant. As part of their role, this individual is responsible for supervising and providing guest services including table reservations, guest welcome and farewell.
RECEPTION SUPERVISOR

The holder of this badge has a detailed knowledge and experience in front of house operations in a hotel or in a hospitality establishment with accommodation. As part of their role, this individual is responsible for supervising shifts and providing guest services including guest check-in and check-out.

HOUSEKEEPING SUPERVISOR

The holder of this badge has a detailed knowledge and experience in housekeeping operations. As part of their role, this individual is responsible for supervising housekeeping staff in a hotel or in a hospitality establishment with accommodation.

RESTAURANT OUTLET MANAGER

The holder of this badge has an in-depth knowledge and a proven track record in managing food and beverage operations in a restaurant or in a dining outlet which is part of a hotel or a hospitality establishment. This individual is responsible for the overall running of the food and beverage service which includes leading and developing a team, budgeting and forecasting and the implementation of the revenue plan for the food and beverage department.

BEVERAGE MANAGER

The holder of this badge has an in-depth knowledge and a proven track record in managing beverage operations in a restaurant, a hotel or a hospitality establishment. This individual is responsible for the overall running of the beverage service which includes leading and developing a team, budgeting and forecasting and the implementation of the revenue plan for the beverage department.

RECEPTION MANAGER

The holder of this badge has an in-depth knowledge and a proven track record in managing reception operations in a hotel or a hospitality establishment with accommodation. This individual is responsible for the overall running of the reception service which includes leading and developing a team, managing guest services, budgeting and forecasting and the implementation of the revenue plan for the reception department.
HEAD HOUSEKEEPER

The holder of this badge has an in-depth knowledge and a proven track record in managing housekeeping operations in a hotel or a hospitality establishment with accommodation. This individual is responsible for the overall running of the housekeeping service which includes leading and developing a team, budgeting and forecasting, managing housekeeping stock and the implementation of the revenue plan for the housekeeping department.

SENIOR RESTAURANT MANAGER

The holder of this badge has an extensive knowledge and a proven track record in managing all guest facing operations within a restaurant. This individual is responsible for the overall running of the food and beverage service and front of house which includes managing teams and developing people, budgeting and forecasting and contributing to the implementation of the restaurant strategic plan.

FOOD & BEVERAGE MANAGER

The holder of this badge has an extensive knowledge and a proven track record in managing all food and beverage operations within a hotel or a hospitality establishment. This individual is responsible for the overall running of the food and beverage service across all outlets which includes managing and developing people, budgeting and forecasting and contributing to the implementation of the establishment strategic plan.

FRONT OF HOUSE MANAGER

The holder of this badge has an extensive knowledge and a proven track record in managing the front of house operations within a hotel or a hospitality establishment with accommodation. This individual is responsible for the overall running of the reception and front of house service which includes managing and developing people, budgeting and forecasting and contributing to the implementation of the establishment strategic plan.

EXECUTIVE HEAD HOUSEKEEPER

The holder of this badge has an extensive knowledge and a proven track record in managing the housekeeping operations within a hotel or a hospitality establishment with accommodation. This individual is responsible for the overall running of the housekeeping service which includes managing and developing people, budgeting and forecasting and contributing to the implementation of the establishment strategic plan.
RESTAURANT OPERATIONS MANAGER

The holder of this badge is an industry professional who has a proven track record in managing restaurants and an extensive knowledge of the hospitality industry. This individual is responsible for the operational running of a restaurant which includes managing all departments, leading and developing people, budgeting and forecasting, operational planning and the implementation of the restaurant strategic plan.

HOTEL OPERATIONS MANAGER

The holder of this badge is an industry professional who has a proven track record in managing hotels and/or hospitality establishments with accommodation and an extensive knowledge of the hospitality industry. This individual is responsible for the operational running of the hotel/establishment which includes managing all departments, leading and developing people, budgeting and forecasting, operational planning and the implementation of the establishment strategic plan.

RESTAURANT GENERAL MANAGER

The holder of this badge is a senior level professional in a leadership role with an overall accountability for the strategic direction and business performance of a restaurant. This individual has an in-depth knowledge of the hospitality industry and a proven track record in leading a senior management team, managing commercial operations to deliver targets within budget and the creation and implementation of strategic plans.

HOTEL GENERAL MANAGER

The holder of this badge is a senior level professional in a leadership role with an overall accountability for the strategic direction and business performance of a hotel or a hospitality establishment with accommodation. This individual has an in-depth knowledge of the hospitality industry and a proven track record in leading a senior management team, managing commercial operations to deliver targets within budget and the creation and implementation of strategic plans.

MULTI-SITE DIRECTOR

The holder of this badge is an executive level professional in a leadership role with an overall accountability for the strategic direction and business performance of a group of restaurants or hospitality establishments with multiple sites. This individual has an in-depth knowledge of the hospitality industry and a proven track record in managing large scale hospitality operations to deliver against a corporate vision as well as short- and long-term targets and goals.
JUNIOR SOMMELIER

The holder of this badge has a working knowledge and experience of wine service. They work as part of a team and are responsible for serving wine in a hospitality establishment.

SOMMELIER

The holder of this badge has a specialist knowledge and experience in delivering and co-ordinating wine service. As part of their role, this individual is responsible for supervising a team to provide wine service and for managing and controlling wine stock and resources.

HEAD SOMMELIER

The holder of this badge has an in-depth specialist knowledge and a proven track record in managing wine service operations within a hospitality establishment. This individual is responsible for the overall running of the wine service which includes leading and developing people, budgeting and forecasting, managing wine stock and contributing to the implementation of a department and establishment revenue plan.

HOSPITALITY EDUCATOR

The holder of this badge is a professional with an in-depth knowledge of the hospitality industry and a proven track record in teaching, training and people development. This individual has experience in working in a hospitality establishment and is currently engaged in a full-time, part-time or voluntary educator role.

HOSPITALITY TRAINER

The holder of this badge has a strong working knowledge of the hospitality industry and a proven track record in training and coaching within a department or departments. This individual is working in a hospitality establishment, currently undertaking their training responsibilities either as a full-time role or as an additional responsibility.
WORLDCHEFS GLOBAL CULINARY BADGES: OVERVIEW

WORLDCHEFS CERTIFIED COMMIS CHEF

The holder of this badge is a professional cook who has experience of working in a food service operation. They are part of a kitchen brigade and responsible for performing a variety of basic cooking and baking tasks, under the supervision of a professional chef.

WORLDCHEFS CERTIFIED CHEF DE PARTIE

The holder of this badge is an experienced professional chef working under the direction of a sous chef or a head chef. As part of their role, this individual is responsible for operating one or more designated sections in the kitchen such as grill, sauce section, larder and/or pastry section.

WORLDCHEFS CERTIFIED SOUS CHEF

The holder of this badge is a professional chef with experience in supervising kitchen operations. As part of their role, this individual is responsible either for managing a team of chefs de partie or for contributing to managing an entire food service operation, under the direction of a chef de cuisine or executive chef.

WORLDCHEFS CERTIFIED CHEF DE CUISINE

The holder of this badge is a professional chef with a proven track record in managing a food service operation. This individual is responsible for the overall running of a professional kitchen which includes planning and supervising the food production, leading and developing the kitchen staff, budgeting and forecasting and the implementation of the revenue plan for the kitchen. A chef de cuisine may also be referred to as a head chef.

WORLDCHEFS CERTIFIED PASTRY CHEF

The holder of this badge is a professional pastry chef or baker with a specialist knowledge and experience in producing pastry, baking and dessert products. This individual has a proven track record in managing a pastry section which includes developing people, budgeting and forecasting and contributing to the implementation of the kitchen revenue plan. They are either employed as a pastry chef (or equivalent) or run their own business.
WORLDCHEFS CERTIFIED EXECUTIVE CHEF

The holder of this badge is a professional chef with an extensive knowledge and experience of managing food operations. This individual has a proven track record in managing multiple food service outlets within a culinary establishment which includes managing and developing people, budgeting and forecasting and contributing to the implementation of the establishment’s strategic plan. The holder of this badge is employed as an executive chef, corporate executive chef (or equivalent) or run their own business.

WORLDCHEFS CERTIFIED MASTER CHEF

The holder of this badge is a professional chef with an in-depth knowledge of culinary arts and a proven track record in creating dishes which have been recognised for culinary excellence. This individual has extensive professional cooking experience and is either employed as an executive chef, corporate executive chef (or equivalent) or run their own business.

WORLDCHEFS CERTIFIED MASTER PASTRY CHEF

The holder of this badge is a professional pastry chef with an in-depth knowledge of pastry and baking arts, and a proven track record in creating pastry, bakery and dessert dishes and products which have been recognised for pastry excellence. This individual has extensive professional pastry experience and is either employed as an executive pastry chef, corporate executive pastry chef (or equivalent) or run their own business.

WORLDCHEFS CERTIFIED CULINARY EDUCATOR

The holder of this badge is a professional with an in-depth knowledge of the culinary industry and a proven track record in teaching, training and people development. This individual has experience in working in a professional kitchen and is currently engaged in a full-time, part-time or voluntary educator role.