

CITY & GUILDS

# GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



FOOD & BEVERAGE  
SERVICE PROFESSIONAL



# CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

## 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.

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.

Food & Beverage Service Professional	
	<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
	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 deliver guest experience in line with the requirements of the establishment
	Provide feedback to peers and line manager to improve the quality of food and beverage service
	Be able to receive constructive feedback
	Use feedback to improve the quality of food and beverage service for guests
<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 in person, by telephone, in written form or by e-mail
<b>C4</b>	<b>Demonstrate time management and organisational skills</b>
	Plan daily tasks in line with the needs of the food and beverage service
	Complete tasks to meet deadlines
	Respond and adapt to changing daily requirements
<b>C5</b>	<b>Provide guest service</b>
	Make guests feel welcome
	Anticipate guest needs
	Respond to guest requests

<b>C6</b>	<b>Make decisions and solve problems in own area of responsibility</b>
	Identify any issues or faults with stock, resources and/or equipment required for food and beverage service and take necessary action
	Deal with guest requests and feedback, including complaints, and escalate them to line manager, if necessary
<b>C7</b>	<b>Demonstrate a basic awareness of costs within the business and the importance of profitability</b>
	Explain the importance of using time, materials and consumables efficiently to help manage the cost of food and beverage operations
	Explain the importance of maximising revenue generated by food and beverage operations
<b>C8</b>	<b>Demonstrate an awareness of sustainable practices within a hospitality establishment</b>
	Have an understanding of how the following practices can contribute to protecting the environment:
	- Reducing waste
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)

Food and Beverage Service Professional	
	<b>ROLE SPECIFIC</b>
<b>R1</b>	<b>Demonstrate an understanding of own role and its relevance to the establishment</b>
	Explain key activities that are part of own role
	Explain how own department contributes to the effective running of the establishment
<b>R2</b>	<b>Demonstrate an understanding of menu content, any menu changes and promotional activities</b>
	Explain the variety of dishes and <b>drinks</b> on the menu
	Describe the content of the dishes and <b>drinks</b> on the menu
	Explain the different types of menus (eg breakfast menu, set lunch menu etc)
	Explain the reasons for menu adaptations to suit individuals with special requirements
	Describe the content of the dishes and <b>drinks</b> on the menu(s) to suit the needs of individuals with special requirements
	Inform guests of any changes to menu items
	Explain special deals and menu promotions
	<b>Drinks</b> refers to alcoholic beverages and non-alcoholic beverages including water, soft and carbonated drinks, fruit or vegetable juices and hot drinks.
<b>R3</b>	<b>Prepare for the service of food and beverage</b>
	Check daily requirements including guest numbers and any special requirements
	Check that non-kitchen food and beverage stock is available to be used
	Make sure that the relevant food and beverage area is clean and tidy, ready for guests
<b>R4</b>	<b>Provide a table service</b>
	Demonstrate an understanding of guest requirements, including special requirements
	Anticipate guest requirements, including special requirements
	Take food and beverage orders
	Serve guests, including those special requirements
	Keep food and beverage service area clean and tidy
	Clear tables and prepare them ready for next guests

<b>R5</b>	<b>Complete payment procedures</b>
	Check payment point is working
	Check all materials required to take payments are available
	Prepare bills accurately
	Present the bill to guests
	Take payment including cash and <b>cash equivalent</b>
	Assign payments to the appropriate account, if relevant (eg room service billing)
	<b>Cash equivalent</b> refers to credit card, debit cards and vouchers.
<b>R6</b>	<b>Promote the establishment's offer to guests to help maximise sales</b>
	Describe the product and services which could be promoted to guests
	Identify appropriate opportunities to upsell
	Engage with guests to upsell to help maximise sales
	Generate return visits
<b>R7</b>	<b>Liaise with other departments, as necessary, to meet guests' needs</b>
	Explain which department(s) can help meet guest requests
	Work with colleagues in other departments to deliver guest service
<b>R8</b>	<b>Demonstrate a working knowledge of legislation and health and safety requirements which relate to own area of responsibility</b>
	Work in a way which meets relevant and current industry, legislative and company requirements and regulations
<b>R9</b>	<b>Demonstrate a working knowledge of technology, appropriate for own role</b>
	Use digital communication technology to carry out role, for example emails, handheld device and/or software and social media

Food & Beverage Service Professional	
	<b>PROFESSIONAL DEVELOPMENT</b>
P1	<p>Have a basic understanding of career pathways within the hospitality industry, including progression opportunities for current role</p> <p>Provide a broad overview of the structure of the establishment</p> <p>Identify career opportunities relevant to own role</p> <p>Describe opportunities to progress from current role (ie next steps)</p>
P2	<p>Undertake a range of training or learning activities to acquire new or update existing skills and knowledge</p> <p>Identify <b>training or learning needs</b> specific to own role</p> <p>Participate in <b>training or learning activities</b></p> <p>Provide evidence of training or learning undertaken</p>
	<p><b>Training or learning activities</b> refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.</p> <p><b>Training or learning needs</b> refers to the development of skills and knowledge related to hospitality which may include:</p> <ul style="list-style-type: none"> <li>- Product knowledge</li> <li>- Understanding of new developments, trends, IT systems and equipment</li> <li>- Changes to legal or industry regulations such as health and safety and food safety</li> <li>- Changes to establishment standards</li> <li>- Development of soft skills such as communication and teamwork.</li> </ul>
P3	<p>Apply knowledge/skills acquired from training or learning activities to improve working practice</p> <p>Identify opportunities to apply new knowledge/skills learnt</p> <p>Describe how new knowledge/skills learnt have been put into practice</p>