

CITY & GUILDS

# GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



# CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION 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.

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.

Junior Sommelier	
	<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> 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 the wine service
	Be able to receive constructive feedback
	Use feedback to improve the quality of the wine 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 wine 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 wine stock, resources and/or equipment required for wine service and take necessary action
	Deal with guest requests and feedback, including complaints, and escalate them to line manager, as necessary
<b>C7</b>	<b>Demonstrate a basic awareness of costs within the business and the importance of profitability</b>
	Explain the importance of the following to help maximise revenue generated by the wine service:
	- Effective use of time and prioritisation of tasks during service
	- Serving wine by the glass, using accurate measures set by the establishment
	- Topping up wine at the table
	- Preserving wine for future service
<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 wine waste/Preserving wine
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint including:
	- Environmental impact of getting wine to the establishment vs the choice required by the establishment and guests
	- Ordering in bulk
	- Ordering from local wine suppliers

Junior Sommelier	
	<b>ROLE SPECIFIC</b>
R1	<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
R2	<b>Demonstrate an understanding of the content of the wine list, any changes and related promotional activities</b>
	Explain the variety of wines on the <b>wine lists</b>
	Explain the basic principles of how types of food will affect the taste of wine (principles of wine pairing)
	Describe any changes to the wine and bar lists, including changes made at the start of and during service
	Explain special deals and wine promotions
	<b>Wine lists</b> include paper based or electronic/digital list(s) of wines served by the establishment. May also include bar and cocktail lists/menus.
R3	<b>Prepare for the service of wine service</b>
	Check daily requirements including guest numbers and any special requirements
	Check wine and bar lists are up-to-date
	Replace pages in the <b>wine lists</b> , as necessary
	Assist with the preparation of the food and beverage area to make sure it is clean and tidy, ready for guests:
	- Choose the correct glassware
	- Polish glassware
	- Set the tables with the correct glassware
	- Check supplies of ice
	- Check resources and equipment are available
	- Restock wine, ready for service
	- Taste open wines to assess whether wine is ready to serve

<b>R4</b>	<b>Provide wine service</b>
	Demonstrate an understanding of guest requirements, including special requirements
	Anticipate guest requirements, including special requirements
	Identify and find the correct wine
	Get wine ready for the guests, by the glass or by bottle
	Open bottles of wine
	Offer the wine to be tasted before service
	Pour wine at the bar or at the table
	Pour and serve wine by glass
	Pour and serve wine by the bottle
	Respond to additional wine orders placed by tables under direction
	Help to reset tables for next service by removing dirty wine glasses and changing them for clean ones
	Inform guests of any changes to items on the wine and bar lists
	Communicate any changes to the wine stock during service to the Sommelier or Head Sommelier
	Record any wines that are out of stock
<b>R5</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
	Offer different types of wine for different dishes including further orders such as a second bottle
	Engage with guests to upsell to help maximise sales
	Generate return visits
<b>R6</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 wine service
<b>R7</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>R8</b>	<b>Demonstrate a working knowledge of technology, appropriate for own role</b>
	Use technology based resources to carry out role including:
	- Electronic wine catalogue/system to find the correct wine
	- Ordering system to record orders, extra drinks served and to ensure that the correct charges are added to the correct orders
	- Emails
	Carry out research, using the internet, to develop knowledge of wines
	Undertake online courses

Junior Sommelier	
	<b>PROFESSIONAL DEVELOPMENT</b>
P1	Have a basic understanding of career pathways within the hospitality industry, including progression opportunities for current role
	Provide a broad overview of the structure of the establishment
	Identify career opportunities relevant to own role
	Describe opportunities to progress from current role (ie next steps)
P2	Undertake a range of training or learning activities to acquire new or update existing skills and knowledge
	Identify <b>training or learning needs</b> specific to own role
	Participate in <b>training or learning activities</b>
	Provide evidence of training or learning undertaken
	Achieve a Wine and Spirit Education Trust (WSET) qualification at level 1 or equivalent
	<p><b>Training or learning activities</b> refers to on-the-job training, trade visits, vineyard visits, supplier tastings, 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 including knowledge of wine</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	Apply knowledge/skills acquired from training or learning activities to improve working practice
	Identify opportunities to apply new knowledge/skills learnt
	Describe how new knowledge/skills learnt have been put into practice