CITY & GUILDS
GLOBAL HOSPITALITY CERTIFICATION
HANDBOOK

HOSPITALITY
TRAINER

City &
Guilds

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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.

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.

	Hospitality Trainer
	Session refers to a programme, training programme or training sessions, as applicable to the role which may be college/training provider or work place based.
	CORE SKILLS
C1	Demonstrate effective communication skills
	Adapt communication style to a variety of audiences
	Engage and motivate participants
	Demonstrate good questioning techniques
	Address questions and receive feedback in a professional manner
	Deliver feedback to participants in an engaging and motivating manner
	Maintain effective working relationship with peers, line manager, line manager's peers and department managers, as required and applicable
	Encourage team work among participants to avoid potential tension/conflict during the delivery of sessions
C2	Demonstrate excellent time management and time keeping skills
	-Prepare materials and resources in readiness for the sessions
	Start and finish sessions on time
	Ensure that all planned topics are covered during the sessions
	Incorporate sufficient time for participant discussions into the sessions
	Schedule time to speak to participants without impacting on study or work schedules
	Schedule sessions without creating unnecessary impact on physical and human resources, if applicable
	Allocate time to participants in fair and equal measures
C3	Work in a collaborative manner to ensure the effective delivery of sessions
	Work with others to facilitate the design and effective implementation of the sessions. This may include:
	- Preparation of content >> to ensure they reflect industry practice and needs
	- Availability of training equipment/materials
	- Scheduling of the sessions
	- Promotion and recruitment of the session/training programme, if relevant
	- Workplace circumstances that need to take priority: 'business comes first', if relevant
	- Matters relating to individual participants (attendance, performance, personal circumstances etc)

C4	Make decisions and solve problems related to own area of responsibility
	Create training schedules, based on the training needs of the department(s), to minimise disruption to day-to-day operations
	Plan training to align with daily requirements and staff rotas
	Adjust training delivery to suit any unexpected operational issues
	Select the most suitable delivery to suit a variety of learning styles
	Report and/or escalate concerns and complaints, as necessary
C5	Apply creativity and innovation
	Make sessions relevant, up-to-date and interesting for participants
	Use current and relevant workplace examples to help illustrate the topic of the session
	Network with other trainers, educators and industry experts to find and share ideas
	Incorporate **innovation** into the sessions, if appropriate
	Apply modern technology and teaching techniques in the sessions
	Innovation includes new technology, products and trends in service styles and techniques.
C6	Coach to deliver results
	Demonstrate an understanding of different coaching techniques that could be applied during sessions and explain their impact on the participants
	Ability to apply a range of coaching styles
	Adapt own delivery style to create the most effective learning environment for participants, as individuals, but also as a group
C7	Demonstrate an awareness of training costs to the establishment
	Demonstrate a working knowledge of costs and their impact on the department budget
	Plan and run sessions to maximise the effective use of time for participants
	Ensure efficient use of resources when delivering sessions
C8	Promote sustainable practices in hospitality
	Describe how the following sustainable practices <u>could</u> be applied in practical sessions:
	- Reducing waste
	- Recycling waste/packaging
	- Selection of equipment based on sustainability features (eg economic use of power and electricity)
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)
	Identify any practices which are already applied/in place in own establishment, if applicable

	Hospitality Trainer
	ROLE SPECIFIC SKILLS
R1	Respond to individual learning needs
	Carry out initial assessment of each participant to establish level of skills and experience
	Develop an understanding of participants' needs to create the most suitable learning experience
R2	Prepare to deliver sessions
	Create relevant session plans to respond to business requirements
	Ensure that resources are available to deliver sessions
	Ensure that evaluation/feedback forms are available
	Notify participants of details for upcoming sessions
R3	Deliver and review sessions
	Use teaching techniques which enable the most efficient use of time
	Review the impact of the sessions (eg business results for a company or progression for training organisation)
	Seek feedback from participants to establish impact of session delivered and to identify areas for improvement
	Consistently achieve the required standard for delivery
	Maintain effective training records
R4	Demonstrate a working knowledge of current legislation, health and safety requirements and relevant by-laws
	Keep knowledge up-to-date by:
	- Attending all relevant training
	- Applying current practices as part of their day-to-day role
	- Subscribing to newsletters, online forums, discussion boards and alerts
	- Attending conferences, industry events and external training sessions
	- Linking up with peers, mentors or industry buddies
	- Staying in touch with suppliers, customers and professionals in the hospitality industry
R5	Demonstrate a working knowledge of technology relevant to the role
	Demonstrate presentation skills using technology (eg PowerPoint, wireless equipment etc)
	Demonstrate an understanding and/or working knowledge of relevant technology applied in the hospitality industry including:
	- Point of sales technologies
	- Dedicated software packages (reporting, procurement etc)
	- IT hardware
	- Equipment
	- Social media

	Hospitality Trainer
	PROFESSIONAL DEVELOPMENT
P1	Have an understanding of career pathways within the hospitality industry, including progression opportunities for current role
	Describe the structure of the establishment
	Describe the structure of the department
	Identify career opportunities within the hospitality industry
	Describe opportunities to progress from current role (ie next steps)
P2	Undertake a range of training or learning activities to maintain occupational currency in:
	- training and coaching
	- hospitality
	Identify **training or learning needs** or aspirations specific to current role
	Participate in **training or learning activities**
	Reflect how knowledge gained from training or learning activities has informed own teaching practices
	Network with other trainers, educators and industry experts to keep knowledge up-to-date
	Training or learning activities refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.
	Training or learning needs refers to the development of skills and knowledge related to hospitality and/or teaching and learning. These may include:
	- Product knowledge
	- New trends and service styles
	- Understanding of new developments, IT systems and equipment
	- Changes to legal or industry regulations such as health and safety and food safety
	- Changes to establishment standards
	- Development of soft skills such as communication and teamwork
	- Teaching, learning and educational philosophies
	- New methods of teaching or learning.
P3	Apply knowledge/skills gained from training or learning activities to improve own training practices
	Identify opportunities to apply new knowledge/skills learnt
	Describe how new knowledge/skills learnt have been put into practice and their impact:
	- Changes made to operating in own role
	- Impact of the changes on own performance
	- Impact of the changes on the training sessions