

CITY & GUILDS

# GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



SOMMELIER



# CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION 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.

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.

Sommelier	
	<b>Team</b> at Sommelier level refers to team members, which may include Junior Sommelier(s), working under the direction/guidance of the individual holding or applying for this badge.
	<b>CORE SKILLS</b>
<b>C1</b>	<b>Provide guest service</b>
	Adhere to professional workplace standards
	Follow standards set by the establishment
	Make guests feel welcome
	Anticipate guest needs
	Respond to guest requests
	Escalate issues/complaints to line manager, as required
<b>C2</b>	<b>Set and monitor goals and targets</b>
	Work with line manager to set goals and targets for the team
	Communicate goals and targets to the team
	Lead the team to perform the required duties and responsibilities to achieve goals and targets
	Monitor team's performance against goals and targets
	Contribute to performance management for members of own team
<b>C3</b>	<b>Supervise a team to deliver service standards</b>
	Sets out daily activities for the team
	Conduct team briefings, as required
	Check the grooming standard of the team on daily basis to ensure these meet professional standards and standards set by the establishment
	Oversee activities undertaken by the team to ensure that standards, including SOPs, set by the establishment are followed
	Maintain effective working relationship with team, peers, line manager and line manager's peers
	Deliver feedback to team members, peers and line managers in a constructive and professional manner to improve service standards
	Receive feedback in a professional manner
	Recognise and celebrate positive feedback/success
<b>C4</b>	<b>Solve problems and deal with pressure in own area of responsibility</b>
	Oversee the wine service to spot any issues that may impact on the guest experience and provide hands on support to resolve these
	Manage guest requirements, requests, feedback and complaints within own area of responsibility
	Escalate guest requirements, requests, feedback and complaints to line manager, as necessary

<b>C5</b>	<b>Train and coach</b>
	Support induction for the team and new members of the department
	Assist in conducting department training sessions
	Identify training needs of the team to meet professional and establishment standards
	Share wine knowledge with the team
	Coach members of the team and/or the establishment
<b>C6</b>	<b>Contribute to planning and managing resources, within budget</b>
	Understand the key costs related to own area of responsibility
	Demonstrate a working knowledge of the efficient use of materials and consumables
	Feed information about stock levels to help meet business requirements
	Ensure safe, secure and correct storage of beverage stock
	Supervise team to ensure they follow establishment standards by:
	- Prioritising tasks during service in line business requirements
	- Using accurate measurements when serving wine
	- Preserving wine for future service
<b>C7</b>	<b>Identify sustainable practices within a hospitality establishment</b>
	Describe how the following <u>could</u> be applied in a hospitality establishment:
	- 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
	Identify any practices which are already applied/in place in own department or the establishment.

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	<b>ROLE SPECIFIC</b>
<b>R1</b>	<b>Demonstrate an understanding of own role and the role of own department</b>
	Explain key activities that are part of own role
	Explain key activities of own department
	Describe how different departments within the establishment work together to deliver guest service
	Explain how own department contributes to the effective running of the establishment
<b>R2</b>	<b>Ensure team delivers wine service which meets establishment standards</b>
	Demonstrate a working knowledge of the food and beverage department
	Demonstrate a detailed knowledge of the wine service
	Check appearance of the team at the start and during service to ensure professional and establishment standards are upheld
	Ensure that the team observes guest etiquette
	Check that team understands the <b>wine lists</b> content, any changes to the wine and bar lists and related promotional activities
	Conduct wine tasting to familiarise team(s) with the wine selection
	Supervise preparation for the wine service
	Supervise wine service at the bar and at the tables
	Undertake checks during service to ensure standard operating procedures are met
	Provide hands-on support for the team to ensure efficient wine service
	<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.
<b>R3</b>	<b>Prepare for wine service</b>
	Check daily requirements including private functions and large bookings
	Ensure sufficient wine, materials and other consumables are available
	Brief team on daily requirements
	Check wine stock sheet and note any new products
	Check wine documentation required for service, including wine lists, is up-to-date and accurate
	Ensure that the food and beverage area is ready for wine service
	Checked that open wines have been tasted and are ready for service

<b>R4</b>	<b>Deliver wine service</b>
	Greet guests
	Take wine orders
	Make recommendations for the most suitable wine(s) including recommendations for wine(s) to accompany dishes on the menu
	Use specialist equipment to open wine where appropriate
	Ensure wines are served following correct procedures
	Manage guest queries and requests
	Consult with line manager for guest queries and requests which are outside own area of responsibility
	Serve wine at tables
	Use accurate measurements or free pouring techniques
	Manage guest complaints within own area of responsibility
	Escalate complaints to line manager for assistance, as necessary
	Inform line manager of any changes to the wine stock during service, as necessary
	Ensure wine and bar lists are updated during service without delay
	Notify the food and beverage team of any changes to the wine and bar lists during service
	Check wine stock at the end of service and notify line manager of any changes that need to be made to the wine and bar lists
	Record any wines which are out of stock
<b>R5</b>	<b>Work with different departments to deliver wine service which meets guest needs</b>
	Work with colleagues in other departments to deliver guest service
	Train the team and other staff, as required, on wines available
	Support the work of other departments, in line with the requirements of the establishment
<b>R6</b>	<b>Promote establishment's offer to guests to help maximise sales</b>
	Describe product and services which could be promoted to guests
	Identify appropriate opportunities to promote wine to maximise sales
	Engage with guests to upsell to help maximise sales
	Generate return visits
	Work with line manager to identify new ways to help maximise sales and/or profitability
<b>R7</b>	<b>Maintain full compliance with legislation, health and safety requirements and by-laws related to own area of responsibility</b>
	Demonstrate a working knowledge of current industry, legislative and company requirements and regulations related to own area of responsibility
	Check that the team completes all mandatory training
	Inform team of changes to requirements which are relevant to wine and food and beverage service
	Oversee wine service within own area of responsibility to spot any non-compliance issues and take corrective action or escalate these to line manager, as required

R8	<b>Demonstrate a working knowledge of technology, appropriate for own role</b>
	Use digital communication devices 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
	- Handheld devices
	Carry out research, using the internet, to update and develop knowledge of wines
	Undertake online courses

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	<b>PROFESSIONAL DEVELOPMENT</b>
P1	<p>Have an understanding of career pathways within the hospitality industry, including progression opportunities for current role</p> <p>Describe the structure of the establishment</p> <p>Describe the structure of the department</p> <p>Identify career opportunities within the hospitality industry</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 and learning activities</b></p> <p>Provide evidence of training or learning undertaken</p> <p>Achieve a Wine and Spirit Education Trust (WSET) qualification at level 2 or equivalent</p> <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	<p>Apply knowledge/skills gained from training or learning activities to improve working practice and evaluate outcome</p> <p>Identify opportunities to apply new knowledge/skills learnt</p> <p>Describe how new knowledge/skills learnt have been put into practice:</p> <ul style="list-style-type: none"> <li>- Changes made when operating in own role</li> <li>- Impact of the changes on own work</li> <li>- Impact of the changes on the work of the team</li> </ul>