

CITY & GUILDS

GLOBAL HOSPITALITY CERTIFICATION

HANDBOOK



CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

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.

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.

Taster in Hospitality	
	CORE SKILLS
C1	Adhere to professional workplace standards
	Be polite and approachable
	Be punctual
	Follow appropriate basic guest etiquette
	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 honesty
	Basic guest etiquette refers to the way in which individuals completing the Taster in Hospitality badge interact with and respond to guests. Basic guest etiquette requires that guests are treated with courtesy and respect at all times.
C2	Communicate effectively with colleagues and guests
	Act in a polite and helpful manner
	Ask if they need clarification or more guidance on instructions provided
	Show respect for others
	Display and maintain a positive attitude to work
	Be able to receive feedback
	Follow instructions
C3	Demonstrate a basic understanding of how the hospitality industry works
	Identify the key areas within the hospitality industry (culinary, food and beverage service, front of house and housekeeping)
	Identify key departments within the establishment
	Outline the main activities undertaken by the department(s) they worked in
C4	Reflect on the experience
	Identify new skills and information learnt during the experience
	Describe what they enjoyed about the experience