

GLOBAL HOSPITALITY CERTIFICATION

EXPERIENCE IN HOSPITALITY



The holder of this badge has gained a basic experience in hospitality operations, based on the equivalent of four weeks spent working in the hospitality industry.

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.

Experience in Hospitality	
	CORE SKILLS
C1	Adhere to professional workplace standards
	Be polite and approachable
	Be punctual
	Keep up to date by reading the staff noticeboard/memos
	Attend staff/department meetings, as required
	Follow appropriate guest etiquette
	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
	Guest etiquette 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.
C2	Work as part of own team
	Show respect for others
	Display and maintain a positive attitude to work
	Cooperate with colleagues to help deliver guest experience in line with the requirements of the establishment
	Be able to receive constructive feedback
	Use feedback to improve own performance
C3	Communicate with colleagues and guests
	Act in a polite and helpful manner
	Provide information in a clear and timely manner by telephone, in written form, e-mail or in person
C4	Contribute to the delivery of guest experience
	Make guests feel welcome
	Identify guest needs
	Assist with responding to guest requests

Experience in Hospitality	
	EXPERIENCE SPECIFIC
E1	Demonstrate an understanding of the experience
	Describe the purpose of the experience
	Explain key activities undertaken as part of the experience
	Identify own department and the role of the department
	Identify the reporting structure of the department worked in
E2	Adhere to safety standards at work
	Work in a safe manner, following instructions provided by the establishment and line manager

Experience in Hospitality	
	PROFESSIONAL DEVELOPMENT
P1	Understand career pathways within the hospitality industry
	Provide a broad overview of the key areas within the hospitality industry (culinary, food and beverage service, front of house and housekeeping)
	Describe typical progression pathway(s) for a member of staff in one of the departments they have worked in
	Identify opportunities to progress from the experience (ie next steps)
P2	Develop new knowledge and skills related to working in the hospitality industry
	Look for opportunities to learn new skills during the experience
	Participate in training or learning activities
	Training or learning activities refers to coaching, on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.