

Unit 304: Contribute to the guest experience

Unit introduction

Unit information

Level: 3
GLH: 40

Unit aims

Guests of the hospitality industry are increasingly looking for high levels of service and that their expectations met. The professional kitchen plays an important part in the overall guest and dining experience. In such a competitive industry, the kitchen needs to find ways in which they stand out from their competitors. If their staff do not know what makes positive guest service, they are unlikely to meet the requirements of their guests. The aim of the unit is to enable learners to gain knowledge of the impact of the professional kitchen on guest experience and how as a Chef de Partie they can support a positive guest experience. It will also explore global influences and the effect of these on the professional kitchen and the guest's expectations, as well as factors affecting menu planning. This unit will provide learners with the knowledge of the expectations of guests, the benefits to the kitchen on providing a positive experience and the how the kitchen can influence the guests dining experience through an understanding of global cuisine and guest expectations. Learners will also understand the factors affecting menu planning and how to adapt dishes for guest requirements.

Learning outcomes

The learner will:

1. Understand impact of the kitchen and food operations on guest satisfaction
2. Understand the factors influencing eating and drinking experiences
3. Understand how to plan menus to meet guest requirements.

Summary of assessment methods and conditions

Externally marked knowledge exam

The assignment is **externally set and internally marked** and can be taken either online through City & Guilds' computer-based testing platform, or as a paper-based exam. The exam is designed to assess the candidate's depth and breadth of understanding across content in the qualification at the end of the period of learning, using assignment-based paper and will be sat under invigilated examination conditions.