



HOSPITALITY AND CATERING



CONTENTS



WHY CHOOSE CITY & GUILDS FOR HOSPITALITY AND CATERING?

We've helped forge the careers of some of the world's leading chefs. Jamie Oliver, Marcus Wareing and Gordon Ramsey are among those that have benefitted from our hospitality and catering qualifications. That's because our vocational courses are created in collaboration with industry leaders and employers. Which means you can feel assured that we'll help provide your learners with the right skills to succeed.



WHY CHOOSE CITY & GUILDS

FOR HOSPITALITY AND CATERING?

As one of the leading vocational skills providers, our qualifications set the benchmark for vocational learning and workplace skills – our Hospitality and Catering courses are no different.

WORLD RENOWNED QUALIFICATIONS

Those with a City & Guilds catering qualification are highly valued by employers all around the world. Just take a look at a few of the **customers** our centres work with, or **past graduates** that have successfully launched their career upon completing one of our courses.

DEVELOPED WITH THE INDUSTRY

Because our portfolio of qualifications has been constructed under the guidance of industry professionals, we can assure you of its continual development and relevance. We have support and recognition from employers including Unilever, Marriott, Langham Hotel, Nestlé, Russums, the Army, Michelin star restaurants, Kenco (Kraft), and Barry Callebaut.

We also have associations with the Craft Guild of Chefs, Academy of Culinary Arts, World Association of Chefs Societies (WACS), PACE, Academy of Food & Wine, Institute of Hospitality, and British Culinary Federation - some of whom sit on our national advisory committee.

FOR THE INDUSTRY

The City & Guilds brand is recognised by employers all around the world, so you can be sure that your learners will be successful wherever they go.

Our international hospitality and catering qualifications are all supported by a **Europass Certificate Supplement**, helping to ensure that the skills our graduates gain are well understood by employers and other learning providers.

ACCREDITED WITH THE SEAL OF APPROVAL

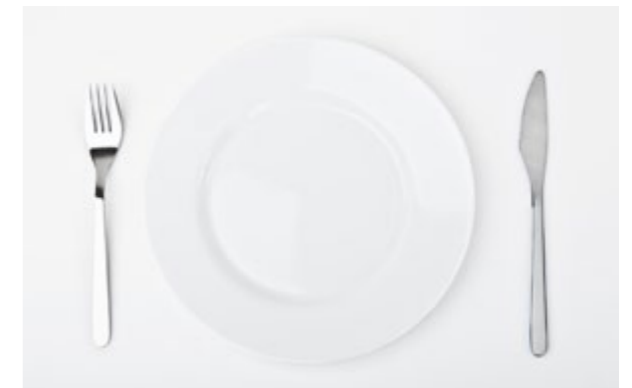
Our International Professional Cookery Qualifications (8065) are accredited on the National Qualifications Framework of England, Wales and Northern Ireland (NQF). We're also proud to be working with the **World Association of Chefs Societies (WACS)**, the global voice for the culinary industry.

If you offer the International Professional Cookery Qualifications (8065) you're **eligible to seek WACS approval** for their training programme. You can also offer learners a fast track route into WACS certification at the Professional Cook (Commis Chef) level. The **WACS certification** is the first culinary scheme of its kind in the world.

WHAT QUALIFICATIONS

DO WE OFFER?

We offer a broad range of qualifications across the entire hospitality and catering industry, from entry-level inductions to advanced skills courses. They include professional cookery, food and beverage, and accommodation and reception services. As such, you're able to offer learners the right course for their needs, ensuring they'll have everything they require to succeed in their job.



ABOUT OUR ASSESSMENTS

We work with employers, tutors and learners to make sure the assessment criteria for our qualifications meets all their needs. We do this by ensuring that each assessment is relevant, engaging, coherent and fair.

RELEVANT

By consulting industry professionals, we can tailor our assessments to ensure they include the skills and knowledge that today's employers are seeking.

ENGAGING

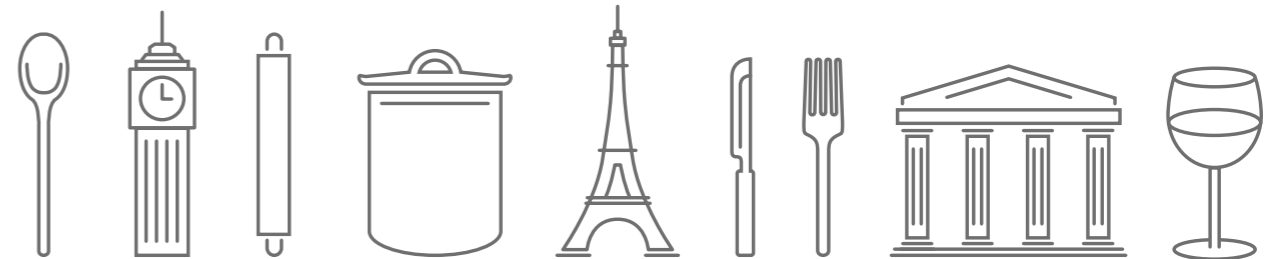
We aim to capture the attention of learners from start to finish. With interesting course material we can motivate them to succeed.

COHERENT

We do everything we can to ensure learners fully understand our assessments. By using straightforward language we can remove ambiguity to deliver the clearest possible instructions.

FAIR

We avoid unfair discrimination by focussing solely on the relevant skills and knowledge needed to pass a particular course, considering only the necessary assessment criteria for that qualification.



ABOUT OUR ASSESSMENTS

METHODS OF ASSESSMENT

Not all qualifications are the same and not all learners are the same, that's why we use different types of assessment to suit different needs; giving you and your learners the best chance of success.

There are four main types that cover the hands-on skills that learners need in the workplace, as well as the theoretical side of the industry that benefits those seeking managerial roles. (The following modes of assessment do not apply to Level 4 and 8066-21/41.)

SYNOPTIC TEST

These types of assessment cover a broad spectrum of the course material in one test sitting. This means that learners spend less time in exams, and you spend less time administering papers. They're very reliable, because assessments can be tailored to cover precisely what the learner needs to know for their chosen qualification.

PRACTICAL ASSIGNMENTS

These are flexible assessments that can be coordinated around the learner's readiness and availability. They're invigilated by a City & Guilds examiner, but take place within your centre - thereby making it easier for you to organise.

CENTRE-SET ASSIGNMENTS

These tests are coordinated and assessed entirely by the centre. They offer a great deal of flexibility for customers and can be adapted to fit the learners' readiness and knowledge level. They are a great way to monitor the progress of a learner throughout their course and can be devised to match the unit grading criteria.

E-VOLVE ONLINE TESTS

These are highly accessible multiple choice online exams that are perfect for assessing a learner's knowledge anywhere, anytime, and for reducing the amount of admin required. They offer instant feedback, immediate results and are externally marked.

For qualifications 8066-21, e-volve tests can be taken on-demand for even greater flexibility for you and your learners. Put simply, you can set exams whenever is most convenient for you.



HOW DO WE SUPPORT

TEACHING AND LEARNING?

We'll give you everything you need to deliver our qualifications and it's all covered in the price so there are no nasty hidden charges. However if you want a bit more help in boosting your success rates, we have some great online resources to choose from. These will help you save time and money, as well as assist in the delivery of learning materials - so learners have the best possible experience.

Below are all the ways in which we can help you, along with several resources where we have provided a bit more detail.

- Qualification handbooks (free)
- Candidate logbooks (free)
- Assessment packs (free)
- Exemplar assignments (free)
- Generic assessment grading criteria (free)
- Recording forms (free)
- Recognitions list (free)
- Online specialist advice videos for 8065, 8066, 8067 and 8068 (free)

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LearningAssistant

YOUR ONLINE MANAGEMENT SYSTEM

City & Guilds Learning Assistant is a smart and powerful e-portfolio system designed to dramatically improve the delivery of your qualification. Built around you and your learners, it transforms the vocational education management process, enabling tutors, external verifiers, assessors, employers and of course the learners themselves to track their progress through an online portfolio. It means less time spent travelling, less paper printed and 24/7 access to a learner's records, ultimately saving you time and money. All Level 1-3 Professional Cookery courses (8065) are currently supported by Learning Assistant, and we hope to add more in the not too distant future.

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 **SmartScreen**

YOUR ONLINE TEACHING AND LEARNING RESOURCE PORTAL

Smartscreen is a one-stop-online-shop with unlimited access to everything you and your learners need for a positive learning experience. It ensures that our qualifications are even easier for you to deliver, saving you time on planning teaching activities, and more straightforward for learners to understand.

It contains all the necessary teaching and learning support material, which includes tutor forums, lesson plans, presentations, handouts, worksheets, practice questions, equipment lists, career support and even recipes to download.

We even have video content allowing learners to watch a demonstration of specific hospitality and catering skills in action, before practicing themselves. We currently cover all Level 1-3 Professional Cookery courses (8065) with these videos .

HOW DO WE SUPPORT TEACHING AND LEARNING?

We'll give you everything you need to deliver our qualifications and it's all covered in the price so there are no nasty hidden charges. However if you want a bit more help in boosting your success rates, we have some great online resources to choose from. These will help you save time and money, as well as assist in the delivery of learning materials - so learners have the best possible experience.

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- Recognitions list (free)
- Online specialist advice videos for 8065, 8066,8067 and 8068 (free)

EVENTS



WHERE LIKE-MINDED PEOPLE MEET

We host a variety of events to help support you and your teams, from networking with other providers, to product knowledge training and consultation with our Quality Assurance experts. Simply contact your local office for event information in your area.

OUR QUALITY ASSURANCE

QUALITY ASSURANCE YOU CAN TRUST

Our approach to quality assurance is designed to support your centre in upholding our rigorous quality standards by assigning a subject matter expert called an 'External Verifier' or 'EV'.

Our External Verifiers are trained to offer advice and guidance around the delivery of qualifications. As well as being our guardian for quality, EVs also act as mentors and provide recommendations on how your centre can continue to meet our quality requirements. With a City & Guilds External Verifier you should feel like you have a trusted expert consultant that you can rely on.

YOUR GUIDE TO DELIVERING OUR QUALIFICATIONS

When becoming an approved City & Guilds centre, you'll receive your International Centre Guide. It's included in the approval fee and is your step by step guide to ensuring that you're delivering our qualifications to the City & Guild standard. There are four key areas that it covers:

- Management and administrative systems
- Physical and staff resources
- Assessment
- Quality assurance

GETTING APPROVED

We set our standards high and that's why our brand and our qualified learners are renowned the world over. It's also why any centre wishing to offer City & Guilds must be officially approved by us. Our local customer service team and expert consultants are there to help you get up and running as quickly as possible.



WHAT SHOULD YOU DO NEXT?

If you want to gain approval to start running City & Guilds courses simply follow the link below

For anything else, just contact your local office and they'll be happy to help.
Find your local office:

WHAT SHOULD YOU DO NEXT?

It's quick and easy to gain approval, just follow these steps:

STEP 1 LEARNER NUMBERS

Check the number of learners you expect to enrol on your chosen courses. We would normally expect a minimum of 150 learners per year for these types of qualifications. If you have any questions simply consult your local office. They will be happy to discuss your delivery plans and might even be able to assist with your marketing efforts.

STEP 2 APPROVAL PREPARATION

To make sure you're ready, use the information in the [Qualification Handbook](#) and [International Centre Guide](#) to check you have the following:

- Fully qualified training and assessment staff
- Appropriate facilities and equipment for teaching, learning and assessment
- Robust management and quality assurance systems

STEP 3 APPROVAL APPLICATION

Complete the Centre Approval form, send it to your local office and we'll help you get up and running as quickly as possible.

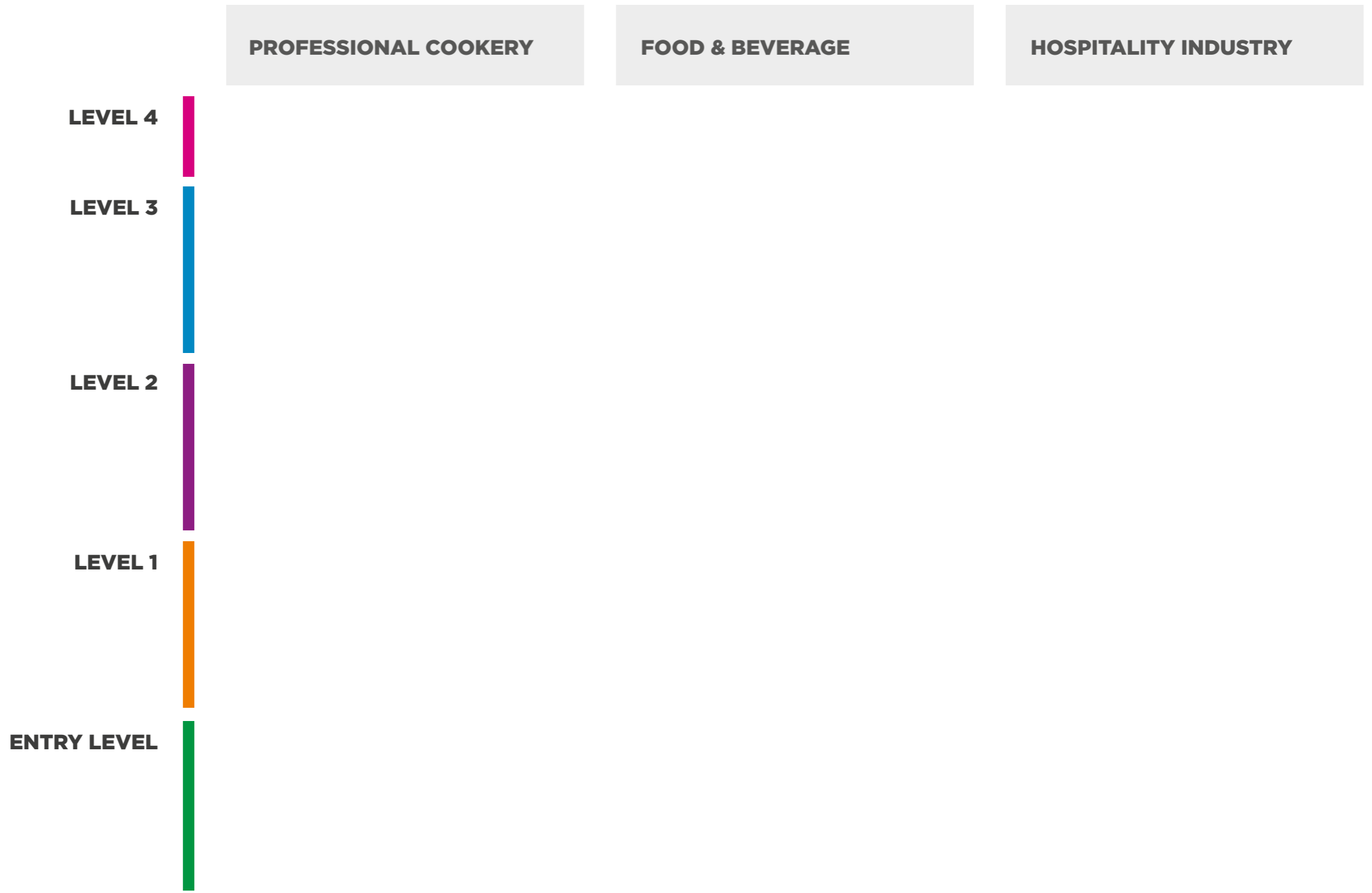
Those that want to add new qualifications to their existing City & Guilds portfolio, only need to apply for that qualification. In some cases, where customers already offer similar qualifications, we maybe able to fast-track their approval application.

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If you have anything else you wish to ask us about your centre's eligibility, we're here to help. Just contact your local office.

APPENDIX

CITY & GUILDS QUALIFICATIONS



LEVEL OVERVIEW

QUALIFICATION LEVELS AS ON FRAMEWORKS

LEVEL 8	<p>City & Guilds = Fellowship (FCGI) Academic = Doctoral</p>	
LEVEL 7	<p>City & Guilds = Membership (MCGI), Master Professional, Diploma Academic = Post graduate</p>	
LEVEL 6	<p>City & Guilds = Graduateship (GCGI), Associateship (ACGI) Academic = Graduate</p>	
LEVEL 5	<p>City & Guilds = Diploma SVQ/NVQ level 5, Level 5 vocational awards, IVQ Advanced Technician Diploma — Academic = Undergraduate</p>	
LEVEL 4	<p>City & Guilds = Licentiate (LCGI), Higher Professional Diploma, SVQ/NVQ level 4, Level 4 vocational awards — Academic = Undergraduate</p>	<p>Other = Full technical certificate, BTEC HND/HNC</p>
LEVEL 3	<p>City & Guilds = SVQ/NVQ level 3, Level 3 vocational awards, IVQ Technician Diploma, IVQ Advanced Diploma, Level 3 International Awards* — Academic = A-Level, Scottish higher</p>	<p>Other = AVCE, BTEC National, Certificate / Diploma, Vocational A-Levels</p>
LEVEL 2	<p>City & Guilds = SVQ/NVQ level 2, Level 2 vocational awards, IVQ Technician certificate, IVQ Diploma, Level 2 International awards* — Academic = GCSE grades A* - C, Scottish intermediate 2 / Credit 5 Grade</p>	<p>Other = Intermediate GNVQ, BTEC first certificate</p>
LEVEL 1	<p>City & Guilds = SVQ/NVQ level 1, Level 1 vocational awards, IVQ certificate, Level 1 International Introductory Awards* — Academic = GCSE grades D - G, 3 / Foundations 5 Grade, Scottish Access 1-2, Foundation GNVQ</p>	
ENTRY LEVEL	<p>City & Guilds = Entry level vocational awards Academic = Scottish intermediate Scottish Access 1-2</p>	<p>Other = AVCE, BTEC National, Certificate / Diploma, Vocational A-Levels</p>

*Nearest comparable level

LEVEL 4: DIPLOMA IN PRINCIPLES OF HOSPITALITY MANAGEMENT (7147)

UNITS

Learners must achieve a minimum of 37 credits:

- 16 credits must come from the Mandatory Units
- A minimum of 16 credits from the Optional Group A
- A minimum of 5 credits from Optional Group B

Mandatory Units

- Understand leadership and management in hospitality organisations
- Understand the market in which an organisation operates
- Understand how to comply with legal and regulatory requirements within hospitality organisations

Optional Group A

- Understand how to maximise the efficient use of physical resources
- Principles of financial performance management in hospitality operations
- Understand how to develop hospitality teams

UNITS (CONT'D)

- Understand how to manage the provision of customer service in hospitality organisations
- Understand how to effectively manage the sales of hospitality services

Optional Group B

- Principles of bar and cellar management
- Principles of food safety management for catering
- Principles of food and beverage operations management
- Principles of hospitality accommodation management
- Understand how to plan and manage kitchen operations
- Principles of rooms division operations management

ASSESSMENTS

Centre set and marked assignments

PROGRESS IN LEARNING

Once learners complete these qualifications, they can progress to employment or to the following City & Guilds qualifications:

- ILM Level 4 or Level 5 Qualifications in Management
- City & Guilds Professional Recognition Awards
- Foundation Degree or other higher education qualifications

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Hospitality Manager
- Head of Department
- Kitchen Manager
- Head Chef
- Executive Chef
- Front Office Manager
- Front of House Manager
- Reception Manager
- Accommodation Manager
- Housekeeping Manager
- Executive Housekeeper
- Food & Beverage Manager
- Restaurant Manager
- Bar Manager

QUICK LINKS

LEVEL 4

WHO IS THIS COURSE FOR?

This qualification is for learners who work in or aspire to work in a middle management position within the hospitality & catering industry.

These qualifications have only been approved for learners over the age of 18.

QUICK LINKS

SUPPORT MATERIALS

We've developed a range of support materials to help you facilitate the success of your learners. They've been designed to assist trainers and tutors with the delivery of qualifications - helping to save time on planning and giving you more time to teach.

Here's a list of our support materials:

- Qualification handbook (free)
- Assessment pack (free)
- Exemplar assignments (free)
- Generic assessment grading criteria (free)
- Recording forms (free)
- Online tutor and learner support material (additional charge)

QUICK LINKS

LEVEL 3: ADVANCED DIPLOMA IN FOOD

PREPARATION & COOKERY SUPERVISION (8065-04)

UNITS

- 303** Supervise staff training
- 305** Food safety supervision for catering
- 306** Resource management in food preparation
- 307** Menu planning and costing
- 308** Global influences on eating and drinking
- 309** Supervise food production
- 310** Food preparation and cookery principles

ASSESSMENTS

Externally set and marked multiple choice question papers and e-volve tests for certain pathways.

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- ILM Level 3 Certification in First Line Management
- ILM Level 4 Certificate in Management
- Level 4 Diploma in Principles of Hospitality Management

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Sous Chef
- Patisserie Chef
- Chef
- Head Chef

QUICK LINKS

LEVEL 3

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 3

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

- L3 Food Preparation and Cooking
- L3 Food & Beverage Service
- L3 Reception Services
- L3 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L3 Food Preparation and Cooking
- L3 Food and Beverage Service
- L3 Reception Services
- L3 Accommodation Services



Online specialist advice

We've created a set of films that can help your delivery team achieve more success and made them available online 24/7. Each video is presented by a City & Guilds' subject specialist that talks about key aspects of the course unit, including types of assessment and support.

Check out the films here:

[Level 3 Hospitality and Catering qualification video](#)
Password: cityguilds

QUICK LINKS

LEVEL 3: ADVANCED DIPLOMA IN

FOOD & BEVERAGE SERVICE (8066-03)

UNITS

- 301** Maintain a healthy, safe and secure working environment
- 302** Supervise customer service
- 303** Supervise staff training
- 304** Principles of supervising and leading teams
- 306** Resource management in food and beverage service
- 307** Supervise food and beverage services
- 308** Provide advice on food and beverage combinations
- 309** Prepare and serve wine
- 310** Supervise hospitality events
- 311** Specialist food service
- 312** Food and beverage service supervision principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- ILM Level 3 Certification in First Line Management
- ILM Level 4 Certificate in Management
- Level 4 Diploma in Principles of Hospitality Management

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Senior Barista
- Senior Bartender
- Head Waiter
- Restaurant Manager

QUICK LINKS

LEVEL 3

WHO IS THIS COURSE FOR?

These qualifications have been tailored for those who have actual experience in their chosen area of study. They've been designed to further a learner's existing knowledge of hospitality operations, based upon their time within that environment and interaction with staff members. As such, learners will be required to demonstrate their supervisory skills, both theoretically and practically, in order to meet the assessment criteria.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skill-set to successfully meet the assessment goals.

QUICK LINKS

LEVEL 3

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

- L3 Food Preparation and Cooking
- L3 Food & Beverage Service
- L3 Reception Services
- L3 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L3 Food Preparation and Cooking
- L3 Food and Beverage Service
- L3 Reception Services
- L3 Accommodation Services



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[Level 3 Hospitality and Catering qualification video](#)
Password: cityguilds

QUICK LINKS

LEVEL 3: ADVANCED DIPLOMA IN

RECEPTION & FRONT OFFICE SERVICES (8067-03)

UNITS

- 301** Maintain a healthy, safe and secure working environment
- 302** Supervise customer service
- 303** Supervise staff training
- 304** Principles of supervising and leading teams
- 305** Resource management in the front office area
- 306** Supervise front office operations
- 307** Supervise cash handling operations
- 308** Reception and front office services principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- ILM Level 3 Certification in First Line Management
- ILM Level 4 Certificate in Management
- Level 4 Diploma in Principles of Hospitality Management

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Senior Concierge
- Senior Receptionist
- Supervisor - Reservation services

QUICK LINKS

LEVEL 3

WHO IS THIS COURSE FOR?

These qualifications have been tailored for those who have actual experience in their chosen area of study. They've been designed to further a learner's existing knowledge of hospitality operations, based upon their time within that environment and interaction with staff members. As such, learners will be required to demonstrate their supervisory skills, both theoretically and practically, in order to meet the assessment criteria.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skill-set to successfully meet the assessment goals.

QUICK LINKS

LEVEL 3

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

- L3 Food Preparation and Cooking
- L3 Food & Beverage Service
- L3 Reception Services
- L3 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L3 Food Preparation and Cooking
- L3 Food and Beverage Service
- L3 Reception Services
- L3 Accommodation Services



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[Level 3 Hospitality and Catering qualification video](#)
Password: cityguilds

QUICK LINKS

LEVEL 3: ADVANCED DIPLOMA IN ACCOMMODATION

OPERATIONS & SERVICES (8068-03)

UNITS

- 301** Maintain a healthy, safe and secure working environment
- 302** Supervise customer service
- 303** Supervise staff training
- 304** Principles of supervising and leading teams
- 305** Resource management in accommodation services
- 306** Supervise accommodation services
- 307** Maintain accommodation services supplies
- 308** Accommodation and operation services principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- ILM Level 3 Certification in First Line Management
- ILM Level 4 Certificate in Management
- Level 4 Diploma in Principles of Hospitality Management

PROGRESS TO A JOB

These qualifications can help learners to progress into roles such as:

- Head Housekeeping
- Front of House Manager
- Assistant Manager
- General Manager

QUICK LINKS

LEVEL 3

WHO IS THIS COURSE FOR?

These qualifications have been tailored for those who have actual experience in their chosen area of study. They've been designed to further a learner's existing knowledge of hospitality operations, based upon their time within that environment and interaction with staff members. As such, learners will be required to demonstrate their supervisory skills, both theoretically and practically, in order to meet the assessment criteria.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skill-set to successfully meet the assessment goals.

QUICK LINKS

LEVEL 3

SUPPORT MATERIALS

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All qualifications are supported by SmartScreen

L3 Food Preparation and Cooking

L3 Food & Beverage Service

L3 Reception Services

L3 Accommodation Services

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L3 Food Preparation and Cooking

L3 Food and Beverage Service

L3 Reception Services

L3 Accommodation Services



Online specialist advice

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Check out the films here:

[Level 3 Hospitality and Catering qualification video](#)

Password: cityguilds

QUICK LINKS

LEVEL 2: DIPLOMA IN FOOD PREPARATION &

COOKING (CULINARY ARTS: 8065-02)

UNITS

- 105** Prepare food for cold presentation
- 202** Safety at work
- 203** Food safety in catering
- 206** Healthier foods and special diets
- 207** Prepare, cook and finish stocks, soups and sauces
- 208** Prepare, cook and finish fish and shellfish dishes
- 209** Prepare, cook and finish meat, poultry and offal
- 210** Prepare, cook and finish vegetables, fruit and pulses
- 211** Prepare, cook and finish rice, grain, farinaceous products and egg dishes
- 212** Prepare, cook and finish bakery products
- 213** Prepare, cook and finish hot and cold desserts and puddings
- 219** Catering operations, costs and menu planning
- 221** Culinary arts principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Food Preparation and Cooking (Patisserie) (8065-03)
- Level 3 Advanced Diploma in Food Preparation and Cookery Supervision (8065-04)
- Level 3 Diploma in Professional Cookery (7100)
- Level 3 Advanced Diploma in Food and Beverage Services (8066-03)
- Level 2 Barista Skills (7102)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-33)
- Level 3 Advanced Diploma in Reception and Front Office Services (8067-03)
- Level 3 Advanced Diploma in Accommodation Services (8068-03)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Kitchen Assistant
- Sous Chef
- Patisserie Chef
- Chef

QUICK LINKS

LEVEL 2

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 2

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

LEVEL 2 CANDIDATE LOGBOOK



Online specialist advice

We've created a set of films that can help your delivery team achieve more success and made them available online 24/7. Each video is presented by a City & Guilds' subject specialist that talks about key aspects of the course unit, including types of assessment and support.

Check out the films here:

[Level 2 Hospitality and Catering qualification video](#)

Password: cityguilds

QUICK LINKS

LEVEL 2: DIPLOMA IN FOOD PREPARATION &

COOKING (PATISSERIE: 8065-03)

UNITS

- 202** Safety at work
- 203** Food safety in catering
- 214** Prepare, cook and finish cakes, biscuits and sponge products
- 215** Prepare, cook and finish pastry products
- 216** Prepare, cook and finish dough products
- 217** Prepare, cook and finish hot desserts and puddings
- 218** Prepare, cook and finish cold desserts
- 222** Patisserie principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Food Preparation and Cooking (Patisserie) (8065-03)
- Level 3 Advanced Diploma in Food Preparation and Cookery Supervision (8065-04)
- Level 3 Diploma in Professional Cookery (7100)
- Level 3 Advanced Diploma in Food and Beverage Services (8066-03)
- Level 2 Barista Skills (7102)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-33)
- Level 3 Advanced Diploma in Reception and Front Office Services (8067-03)
- Level 3 Advanced Diploma in Accommodation Services (8068-03)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Kitchen Assistant
- Sous Chef
- Patisserie Chef
- Chef

QUICK LINKS

LEVEL 2

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 2

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

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L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

LEVEL 2 CANDIDATE LOGBOOK



Online specialist advice

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Password: cityguilds

QUICK LINKS

LEVEL 2: DIPLOMA IN FOOD & BEVERAGE

SERVICE (8066-02)

UNITS

- 202 Safety at work
- 203 Food safety in catering
- 204 Customer service in hospitality and catering industry
- 207 Menu knowledge and design
- 208 Hot beverage product knowledge
- 209 Beverage product knowledge
- 210 Food and beverage service
- 211 Handling payments
- 212 Food and beverage service principles 2

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Food Preparation and Cooking (Patisserie) (8065-03)
- Level 3 Advanced Diploma in Food Preparation and Cookery Supervision (8065-04)
- Level 3 Diploma in Professional Cookery (7100)
- Level 3 Advanced Diploma in Food and Beverage Services (8066-03)
- Level 2 Barista Skills (7102)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-33)
- Level 3 Advanced Diploma in Reception and Front Office Services (8067-03)
- Level 3 Advanced Diploma in Accommodation Services (8068-03)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Barista
- Bartender
- Waiter
- Restaurant Supervisor

QUICK LINKS

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

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QUICK LINKS

LEVEL 2

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

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City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

LEVEL 2 CANDIDATE LOGBOOK



Online specialist advice

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Password: cityguilds

QUICK LINKS

LEVEL 2: AWARD IN FOOD SAFETY

IN CATERING (8065-21)

UNITS

203 Food safety in catering

ASSESSMENTS

Multiple choice test, available as dated multiple choice or e-volve online test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Diploma in Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Diploma in Food Preparation and Cooking (Patisserie) (8065-03)
- Level 2 Diploma in Professional Cookery (7100)
- Level 2 Diploma in Professional Food and Beverage Service (8066-02)
- Level 2 Barista Skills (7102)
- Level 2 Diploma in Food and Beverage Service (7103)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-32)
- Level 2 Diploma in Reception Services (8067-02)
- Level 2 Diploma in Accommodation Services (8068-02)

- ILM Level 3 Certification in First Line Management
- ILM Level 4 Certificate in Management
- Level 4 Diploma in Principles of Hospitality Management

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Junior Barista
- Bar Assistant
- Trainee Waiter

QUICK LINKS

LEVEL 2

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 2

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

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L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services



Online specialist advice

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Check out the films here:

[Level 2 Hospitality and Catering qualification video](#)

Password: cityguilds

QUICK LINKS

LEVEL 2: DIPLOMA IN RECEPTION

OPERATION SERVICES (8067-02)

UNITS

- 202 Safety at work
- 204 Customer service in the hospitality and catering industry
- 206 Book accommodation for guests
- 207 Handling cash and guest accounts
- 208 Arrival and departure services
- 209 Promote products and services to guests
- 210 Reception office skills
- 211 Reception services principles II

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Food Preparation and Cooking (Patisserie) (8065-03)
- Level 3 Advanced Diploma in Food Preparation and Cookery Supervision (8065-04)
- Level 3 Diploma in Professional Cookery (7100)
- Level 3 Advanced Diploma in Food and Beverage Services (8066-03)
- Level 2 Barista Skills (7102)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-33)
- Level 3 Advanced Diploma in Reception and Front Office Services (8067-03)
- Level 3 Advanced Diploma in Accommodation Services (8068-03)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Concierge
- Receptionist
- Reservation Services

QUICK LINKS

LEVEL 2

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 2

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

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L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services



Online specialist advice

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Check out the films here:

[Level 2 Hospitality and Catering qualification video](#)

Password: cityguilds

QUICK LINKS

LEVEL 2: DIPLOMA IN ACCOMMODATION

SERVICES (8068-02)

UNITS

- 202 Safety at work
- 206 Customer service skills in accommodation services
- 207 Accommodation services
- 208 Cleaning accommodation areas
- 209 Provide a linen service

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Food Preparation and Cooking (Patisserie) (8065-03)
- Level 3 Advanced Diploma in Food Preparation and Cookery Supervision (8065-04)
- Level 3 Diploma in Professional Cookery (7100)
- Level 3 Advanced Diploma in Food and Beverage Services (8066-03)
- Level 2 Barista Skills (7102)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-33)
- Level 3 Advanced Diploma in Reception and Front Office Services (8067-03)
- Level 3 Advanced Diploma in Accommodation Services (8068-03)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Housekeeping
- Porter

QUICK LINKS

LEVEL 2

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 2

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

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City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

L2 Food Preparation and Cooking (Culinary Arts)

L2 Food Preparation and Cooking (Patisserie)

L2 Food & Beverage Service

L2 Reception Services

L2 Accommodation Services

LEVEL 2 CANDIDATE LOGBOOK



Online specialist advice

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Check out the films here:

[Level 2 Hospitality and Catering qualification video](#)

Password: cityguilds

QUICK LINKS

LEVEL 1: CERTIFICATE IN FOOD

PREPARATION & COOKING (8065-01)

UNITS

- 102** Safety at work
- 104** Introduction to nutrition
- 105** Prepare food for cold presentation
- 106** Prepare, cook and finish foods by frying
- 107** Prepare, cook and finish food by braising and stewing
- 108** Prepare, cook and finish foods by boiling, poaching and steaming
- 109** Prepare, cook and finish food by baking, roasting and grilling
- 110** Introduction to basic kitchen procedures
- 201** Introduction to the hospitality and catering industry
- 203** Food safety in catering
- 112** Food preparation and cooking principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and e-volve multiple choice tests.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Diploma in Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Diploma in Food Preparation and Cooking (Patisserie) (8065-03)
- Level 2 Diploma in Professional Cookery (7100)
- Level 2 Diploma in Professional Food and Beverage Service (8066-02)
- Level 2 Barista Skills (7102)
- Level 2 Diploma in Food and Beverage Service (7103)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-32)
- Level 2 Diploma in Reception Services (8067-02)
- Level 2 Diploma in Accommodation Services (8068-02)
- Level 2 Award in Food Safety in Catering (8065-21)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Kitchen Assistant
- Trainee Sous Chef
- Trainee Patisserie Chef
- Trainee Chef

QUICK LINKS

LEVEL 1

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 1

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services



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[Level 1 Hospitality and Catering qualifications video](#)

Password: cityguilds

QUICK LINKS

LEVEL 1: CERTIFICATE IN FOOD & BEVERAGE SERVICE (8066-01)

UNITS

- 102** Safety at work
- 103** Customer service in hospitality and catering industry
- 104** Food and beverage service skills
- 106** Hot and cold beverage service skills
- 107** Menu knowledge
- 201** Introduction to the hospitality and catering industry
- 109** Food and beverage service principles 1

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Diploma in Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Diploma in Food Preparation and Cooking (Patisserie) (8065-03)
- Level 2 Diploma in Professional Cookery (7100)
- Level 2 Diploma in Professional Food and Beverage Service (8066-02)
- Level 2 Barista Skills (7102)
- Level 2 Diploma in Food and Beverage Service (7103)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-32)
- Level 2 Diploma in Reception Services (8067-02)
- Level 2 Diploma in Accommodation Services (8068-02)
- Level 2 Award in Food Safety in Catering (8065-21)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Junior Barista
- Bar Assistant
- Trainee Waiter

QUICK LINKS

LEVEL 1

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

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Notes:

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QUICK LINKS

LEVEL 1

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

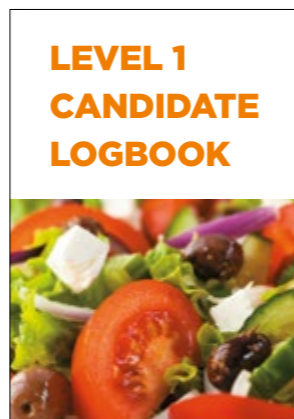
All qualifications are supported by SmartScreen

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services



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[Level 1 Hospitality and Catering qualifications video](#)

Password: cityguilds

QUICK LINKS

LEVEL 1: CERTIFICATE IN

RECEPTION SERVICES (8067-01)

UNITS

- 102** Safety at work
- 103** Customer service in hospitality and catering industry
- 104** Introduction to equipment used in reception
- 106** Provide information to guests
- 107** Store and handle guest property
- 201** Introduction to the hospitality and catering industry
- 108** Reception service principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Diploma in Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Diploma in Food Preparation and Cooking (Patisserie) (8065-03)
- Level 2 Diploma in Professional Cookery (7100)
- Level 2 Diploma in Professional Food and Beverage Service (8066-02)
- Level 2 Barista Skills (7102)
- Level 2 Diploma in Food and Beverage Service (7103)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-32)
- Level 2 Diploma in Reception Services (8067-02)
- Level 2 Diploma in Accommodation Services (8068-02)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Junior Concierge
- Trainee Receptionist
- Trainee Reservation Services

QUICK LINKS

LEVEL 1

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 1

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services



Online specialist advice

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[Level 1 Hospitality and Catering qualifications video](#)

Password: cityguilds

QUICK LINKS

LEVEL 1: CERTIFICATE IN ACCOMMODATION

SERVICES (8068-01)

UNITS

- 102** Safety at work
- 103** Customer service in hospitality and catering industry
- 106** Accommodation services
- 107** Cleaning accommodation areas
- 201** Introduction to the hospitality and catering industry
- 108** Accommodation services principles

ASSESSMENTS

Learners are required to successfully complete practical assignments and a synoptic test.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment, or to the following City & Guilds qualifications:

- Level 2 Diploma in Food Preparation and Cooking (Culinary Arts) (8065-02)
- Level 2 Diploma in Food Preparation and Cooking (Patisserie) (8065-03)
- Level 2 Diploma in Professional Cookery (7100)
- Level 2 Diploma in Professional Food and Beverage Service (8066-02)
- Level 2 Barista Skills (7102)
- Level 2 Diploma in Food and Beverage Service (7103)
- Level 2 Professional Bartending (Cocktails) (7106)
- Certificate in Hospitality and Catering Principles (7091-32)
- Level 2 Diploma in Reception Services (8067-02)
- Level 2 Diploma in Accommodation Services (8068-02)

PROGRESS TO A JOB

These qualifications can help learners to progress in a wide range of roles including:

- Trainee Housekeeping
- Trainee Porter

QUICK LINKS

LEVEL 1

WHO IS THIS COURSE FOR?

These qualifications are for learners who wish to work in the hospitality industry and already have knowledge of the basic principles of kitchen work, restaurant work, bar work, reception services or accommodation services.

Learners will be required to display both practical skills and the associated knowledge in order to complete the assessments.

Notes:

These qualifications have only been approved for learners over the age of 16.

Although City & Guilds have not set entry requirements for this qualification, it is the responsibility of Learning Centres to ensure that applicants possess the necessary skillset to successfully meet the assessment goals.

QUICK LINKS

LEVEL 1

SUPPORT MATERIALS

In addition to all our [standard support](#), this qualification also comes with the following:

All qualifications are supported by SmartScreen

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services

Candidate Logbooks: Designed specifically for learners with colour imagery

City & Guilds' logbooks encourage learners to engage with course material and retain increased amounts of knowledge. They've been tested by both tutors and past learners to ensure they help inspire successful outcomes for the future.

- L1 Food Preparation
- L1 Food & Beverage Service
- L1 Reception Services
- L1 Accommodation Services



Online specialist advice

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Check out the films here:

[Level 1 Hospitality and Catering qualifications video](#)

Password: cityguilds

QUICK LINKS

ENTRY LEVEL: SKILLS FOUNDATION CERTIFICATE

(FOOD PREPARATION: 3528-50)

UNITS

Basic Food Preparation (mandatory)

ASSESSMENTS

Learners are required to successfully complete practical assignments and oral questions.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment as a trainee, or to the following City & Guilds qualifications:

- Level 1 Certificate in Food Preparation and Cooking
- Level 1 Certificate in Food & Beverage Service
- Level 1 Food Safety (non accredited): Evolve route
- Level 1 Certificate in Reception Services
- Level 1 Certificate in Accommodation Services

PROGRESS TO A JOB

Local entry level jobs

QUICK LINKS

ENTRY LEVEL

WHO IS THIS COURSE FOR?

The practical course material on offer through the Skills Foundation Awards are perfect for unskilled learners seeking entry-level employment.

The Skills Proficiency Awards build upon the Foundation Award course material. They provide learners with the opportunity for formal recognition of their practical skills gained in the workplace - perfect for those with no formal recognition of their abilities.

QUICK LINKS

ENTRY LEVEL: SKILLS PROFICIENCY CERTIFICATE

(FOOD PREPARATION: 3529-50)

UNITS

Basic Food Preparation (mandatory)

ASSESSMENTS

Learners are required to successfully complete practical assignments and oral questions.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment as a trainee, or to the following City & Guilds qualifications:

- Level 1 Certificate in Food Preparation and Cooking
- Level 1 Certificate in Food & Beverage Service
- Level 1 Food Safety (non accredited): Evolve route
- Level 1 Certificate in Reception Services
- Level 1 Certificate in Accommodation Services

PROGRESS TO A JOB

Local entry level jobs

QUICK LINKS

ENTRY LEVEL

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QUICK LINKS

ENTRY LEVEL: SKILLS FOUNDATION CERTIFICATE

(FOOD AND BEVERAGE SERVICE: 3528-52)

UNITS

Basic Food and Beverage Service
(mandatory)

ASSESSMENTS

Learners are required to successfully complete practical assignments and oral questions.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment as a trainee, or to the following City & Guilds qualifications:

- Level 1 Certificate in Food Preparation and Cooking
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- Level 1 Food Safety (non accredited): Evolve route
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Local entry level jobs

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PROGRESS TO A JOB

Local entry level jobs

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QUICK LINKS

ENTRY LEVEL: SKILLS FOUNDATION

CERTIFICATE (HOUSEKEEPING: 3528-51)

UNITS

Basic Housekeeping Services
(mandatory)

ASSESSMENTS

Learners are required to successfully complete practical assignments and oral questions.

PROGRESS IN LEARNING

On completion of these qualifications candidates may progress into employment as a trainee, or to the following City & Guilds qualifications:

- Level 1 Certificate in Food Preparation and Cooking
- Level 1 Certificate in Food & Beverage Service
- Level 1 Food Safety (non accredited): Evolve route
- Level 1 Certificate in Reception Services
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PROGRESS TO A JOB

Local entry level jobs

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CERTIFICATE (HOUSEKEEPING: 3529-51)

UNITS

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(mandatory)

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PROGRESS TO A JOB

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QUICK LINKS

CUSTOMER SUPPORT



CUSTOMER SERVICE

At City & Guilds, we take care to ensure that all enquiries and complaints are handled promptly and courteously. Our Customer Relations team is on hand from Monday to Friday between 8am and 6pm, and they'll always seek to resolve any issue immediately.

If that isn't possible, you'll be given a Service Request ID and can expect a resolution within 5 working days.

We'll always respond to emails, letters and faxes within 3 working days of receipt; unless you have a complaint, in which case we'll contact you within 2 working days.

What's more, if we're unable to resolve your complaint within 8 days, you'll be given an action plan to monitor progress and keep you informed.

We'll also ask for feedback on how your complaint was handled - just to make sure you're completely satisfied.

CUSTOMER SUPPORT



CONTACT LIST



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The Dubai office is open
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CUSTOMER SUPPORT

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We have two City & Guilds representatives for the Caribbean based in Trinidad and Jamaica.

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