

Guidelines for Unified Excellence in Service Training

CULTIVATING SEVEN STAR STANDARDS IN LUXURY SERVICE & HOSPITALITY OPERATIONS
ON-BOARD SUPER YACHTS



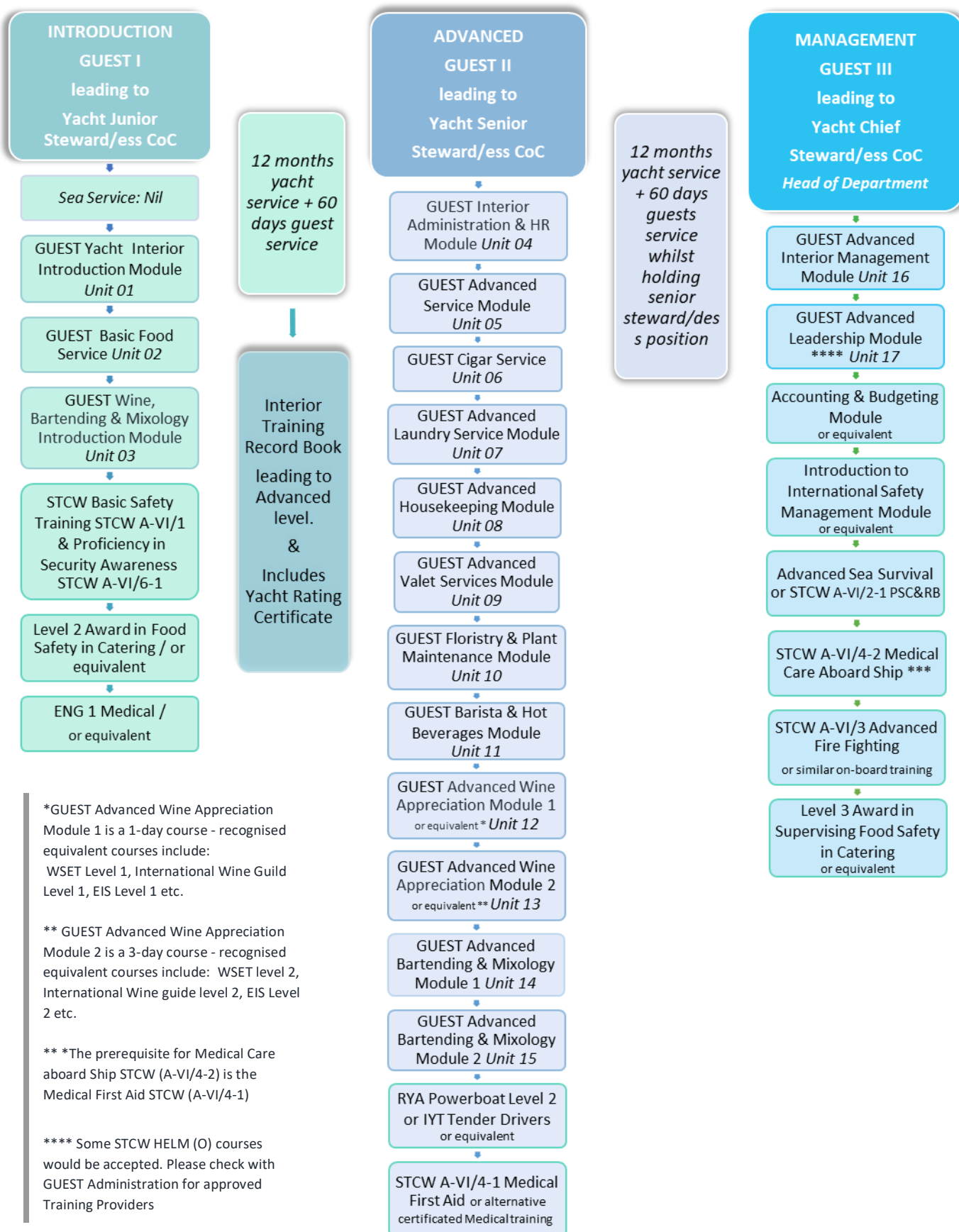
Specifications, Learning Outcomes and Assessment
Criteria for:

**GUEST Interior Administration & Human Resources
Module | Unit 04**

Includes:

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Interior Administration & Human Resources Module
- Qualification Assessment Provision
- Student Assessment Record

G.U.E.S.T Program Progression Chart



Unit 04	GUEST Interior Administration & Human Resources This is the Mandatory Core Unit to be completed prior to all other GUEST Advanced units.
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this unit must be delivered as a full time course of at least 12 hours or 1.5 days. On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a "PASS" certificate to the student.</p> <p>Note to Trainers: This is a mandatory core unit and involves elements of set pre-course assignment contributing to no more than 6 GLH.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18years old or over. ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English. ▶ The prerequisites for this module require the candidate to provide evidence of a minimum of two onboard yachting seasons AND to hold some relevant prior learning (either formal or on-board). This evidence is to be provided by the candidate and checked by the Training Provider. Proof of previous sea service should be in the form of a PYA Service Record Book (or similar) and prior experience should be in the form of certificates held, a current CV, references and /or GUEST Training Record Book. ▶ Training Providers MUST provide Pre-Course Assignment prior to commencement of the course.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✎ Will understand how to manage the operational running of a professional Interior Administration onboard a yacht ✎ Will learn to have a good working knowledge and understanding of how to operate the Interior Information Management System ✎ Will learn to have a good working knowledge and understanding of how to implement Standard Operating Procedures for each Interior sub-department ✎ Will learn how to implement and manage Human Resources procedures
Assessment process	<p>NOTE: Pre-Course Assessment and required Assignment is included in this document.</p> <p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Sample SoPs relevant to each sub department</p>
Trainer qualifications	<ul style="list-style-type: none"> ➤ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ➤ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ➤ Have training qualifications higher than the level being taught. ➤ Fully understand the specific objectives of the training. ➤ Have proven affinity with on board yachting - minimum 8 seasons.
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<p>Fire exits to be identified</p>

Unit 04	GUEST Interior Administration & Human Resources	Pre-Course Assessment and set Assignments
1. Pre-Course Assessment.	<p>Training Providers are required to ascertain candidate suitability for this unit.</p> <p>Assessment is required for each student.</p> <p>It is strongly advised that Training Providers take into account APL, CVs and industry experience in determining readiness for all elements of this program for successful outcomes.</p> <p><i>Refer to GUEST Glossary for this Assessment</i></p>	<p>1.1 Refresher to the Interior – Evaluate the transition from junior to senior position for:</p> <ul style="list-style-type: none"> • <i>Demographics of the interior department</i> • <i>Different departments within the Interior</i> • <i>Compare previous and newly established vision, mission & goals</i> <p>1.2 Etiquette refresher Refer to GUEST Glossary – understanding of:</p> <ul style="list-style-type: none"> • <i>State a good understanding of Cultural Differences</i> • <i>State a good understanding of titles and forms of address</i> • <i>State a good understanding of Religious requirements</i> • <i>State a good understanding of human character and conduct; including Ethics, Values & Beliefs.</i> <p>1.3 Communication refresher: understanding of:</p> <ul style="list-style-type: none"> • <i>Verbal and Written communication</i> • <i>Importance of understanding body language</i>
2. Pre-Course Assignment	<p>The Assignment will ensure that the Student is able to understand how to follow Health, Safety and Security related Administration Including:</p> <ul style="list-style-type: none"> • SMS / ISM: Safety Management Systems • MLC: Maritime Labor Convention • HACCP: Hazard Analysis Critical Control • COSHH: Control of Substances Hazardous to Health • PPE: Personal Protective Equipment • MSDS Sheets: Material Safety Data Sheets • ISPS: International Ship and Ports Security 	<p>2.1 State awareness and understanding of records and certification for MLC compliances held for all crew members : I.e.: Level 2 Food Safety</p> <p>2.2 State awareness and understanding of Food Safety (HACCP) management system i.e. Level 3 Food Safety</p> <p>2.3 State awareness and understanding of Risk assessments for the interior department;</p> <ul style="list-style-type: none"> • <i>Food Handlers</i> • <i>COSHH</i> • <i>Working Alone</i> • <i>PPE</i> • <i>Marpol</i> • <i>Manual Handling</i> <p>2.4 Training provision is commensurate with crew responsibilities: Understand referral agencies and training providers where appropriate:</p> <ul style="list-style-type: none"> • <i>Food Handlers</i> • <i>COSHH</i> • <i>PPE</i> • <i>Marpol</i> • <i>MSDS Sheets</i> • <i>Manual Handling</i> • <i>Accident and near misses</i> • <i>Reporting of illness</i> • <i>ISPS code for security (threats, immigrants, piracy)</i> • <i>Child protection</i> • <i>Safeguarding</i> <p>2.5 State the Ethical Code of Conduct: (Yacht Standing Orders):</p> <ul style="list-style-type: none"> • <i>Punctuality</i> • <i>Personal habits (drinking, smoking, drugs)</i> • <i>Carrying out of duties</i> • <i>Behavior towards colleagues onboard</i> • <i>Bringing unauthorized personnel onboard</i> • <i>Treatment of yachts property</i> • <i>Unlawful activities</i>

Unit 04	GUEST Interior Administration & Human Resources	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
3. Introduction to Management. Understands how to Manage the operational running of a professional Interior Administration onboard a yacht.	3.1 State how to manage interior Service departments and sub-departments 3.2 State how to manage interior Housekeeping and Laundry departments and sub-departments	3.3 State how to monitor the vision, mission & goals set by you: <ul style="list-style-type: none"> • <i>Organizational approach</i> • <i>Planning</i> • <i>Leading the team</i> • <i>Delegating / Controlling</i>
4. Interior Administration Understanding of how to operate the professional Interior Administration onboard the yacht, including Standard Operating Procedures for each Interior sub-department	Create, implement and manage: 4.1 Inventories, how to keep them up to date 4.2 Checklists, how to effectively use them 4.3 Uniform Management: <ul style="list-style-type: none"> • <i>Managing Uniform Budgets</i> • <i>Managing Timeline for Orders</i> • <i>Managing Design and products</i> • <i>5 x common problems</i> • <i>The Suppliers Story</i> 4.4 Department procedures (Interior) Standing Operating Procedures (SoPs) for each interior sub department corresponding with the policies and procedures of the yacht for health safety and security	4.5 Rosters: how to effectively use them drawn up as and when required. 4.6 Schedules: Time management tool how to effectively use them daily, weekly, monthly, yearly 4.7 Service Guideline Book / Manual: how to keep it relevant 4.8 Housekeeping Guideline Book / Manual: how to keep it relevant 4.9 Laundry Guideline Book / Manual: how to keep it relevant 4.10 State how to Maintain Standards: how to keep it relevant
5. Interior Information management system Have a good working knowledge and understanding of how to operate the Interior Information Management System for each Interior sub-department.	Demonstrate how to use information for strategic planning, management control & operational control. Create, implement and manage: 5.1 State how to maintain Contacts 5.2 State how to maintain Records 5.3 State how to maintain Defect Book 5.4 State how to maintain Pantry Book and Log	Create, implement and manage: 5.6 State how to maintain Guest Preference Sheets 5.7 State how to place an order, receive an order, manage complaints 5.8 State how to communicate & implement disciplinary procedures.
6. Human Resource, Induction & Talent Comprehends how to implement and manage Human Resources procedures and guidelines in the department, including:	6.1 Recruitment Selection and Interviews <ul style="list-style-type: none"> • <i>Identify the skills and qualities you require for a vacant position</i> • <i>Demonstrate effective interview questions which evaluate candidates suitability for a position</i> • <i>Describe an effective interview & induction process</i> 6.2 State how to implement and manage Training and Development opportunities 6.3 State Employee Relations Employee Relationship Management	6.4 Comprehend, implement and manage the processes of Performance Management 6.5 Comprehend and state the employee compensation and benefits policies. 6.6 Comprehend and state Compliance Yacht Standing Orders Regulators policies. 6.7 Comprehend and state the Contracts and Agreement's SEAs & MLC 6.8 Comprehend and state Commitment to Wellbeing, Culture and Religion

STUDENT ASSESSMENT RECORD SHEET

Learning Outcomes Statements provide the measurable evidence of the expected knowledge, understanding, application, competencies and attitudes of the subjects the students have covered specific to the GUEST Program level.

Programme:
GUEST Advanced Level II

Students name
(FULL name of the student)

Course Title:
GUEST Interior Administration and
Human Resources Module
| Unit 04

Approved Trainer (s) name
(All trainer (s) teaching this unit)

Student Learning Outcomes:

Students will be able to:

Please tick when the student has achieved this learning outcome:

- ☐ Apply and manage the operational running of a professional Interior Administration onboard a yacht
- ☐ Have a good working knowledge and understanding of how to operate the Interior Information Management System
- ☐ Have a good working knowledge and understanding of how to implement Standard Operating Procedures for each Interior sub-department
- ☐ Comprehend how to implement and manage Human Resources procedures

Course GLH

The guided learning hours set out for this training must be delivered as a full time course of at least 16 hours, over a minimum of 2 days.

Course start / end date:

From:
To:

Mandatory Practical Learning Outcomes

Applying skills: demonstrate, implement, perform

Subject
Guideline
Reference

Standard
achieved?
(Yes / No)

Assessment comments (if required)

4. Interior Administration

4.1 & 4.2

6. Human Resources, Induction and Talent

6.1

Learning Outcome / Criteria

(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).

Method
(WE, DT,
AT)

Subject
Guideline
Reference

Standard
achieved?
(Yes / No)

Assessment comments (if required)

1.Pre-Course Assessment

1.1 – 1.3

2. Pre-Course Assignment

2.1 – 2.5

3. Introduction to Management.

3.1 – 3.3

4. Interior Administration

4.3 – 4.9

5. Interior Information management system

5.1 – 5.8

6. Human Resource & Induction procedures & guidelines and Talent

6.1 – 6.8

Trainer Feedback on Assessment:

Student Feedback on Assessment:

Trainers signature:

Date:

Student signature:

Date:

Re-assessment authorisation

by Lead Trainer: Yes/
No

For any Student that does not meet the above requirements, a re-assessment can be completed if authorised by the **Lead Trainer**. Only **one** resubmission is possible per assessment providing the trainer considers that the Student will be able to provide improved evidence without further guidance. This will need to be determined at the time of the assessment.