

*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:

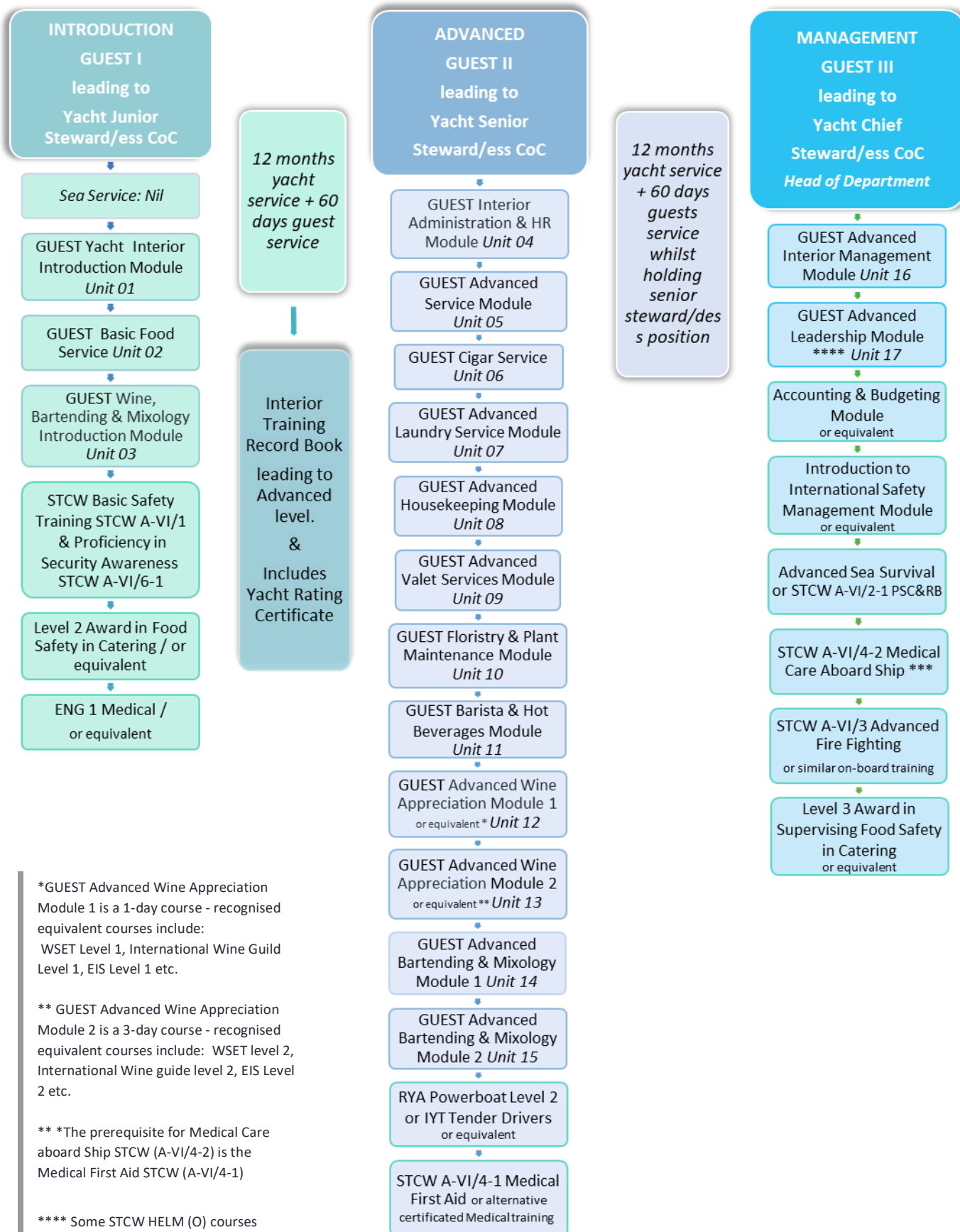
**GUEST Advanced Service Module**

**| Unit 05**

**Includes:**

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Advanced Service Module
- Qualification Assessment Provision
- Student Assessment Record

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



\*GUEST Advanced Wine Appreciation Module 1 is a 1-day course - recognised equivalent courses include: WSET Level 1, International Wine Guild Level 1, EIS Level 1 etc.

\*\* GUEST Advanced Wine Appreciation Module 2 is a 3-day course - recognised equivalent courses include: WSET level 2, International Wine guide level 2, EIS Level 2 etc.

\*\*\* The prerequisite for Medical Care aboard Ship STCW (A-VI/4-2) is the Medical First Aid STCW (A-VI/4-1)

\*\*\*\* Some STCW HELM (O) courses would be accepted. Please check with GUEST Administration for approved Training Providers

<b>Unit 05</b>	<h2 style="text-align: center;">GUEST Advanced Service Module</h2> <p style="text-align: center;"><b>Includes Events and Destination Services.</b></p>
<b>Course Duration</b>	<p>The guided learning hours set out to complete this training module must be delivered in at least <b>21 hours</b> for a minimum duration of <b>3 day</b>.          (NOTE: ½ day Cigar Service Unit 06 can either be a stand-alone module or and can be complete as part of the Advanced Service Unit 05 over 3.5 days)          On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student. (NOTE: If you are completing both units then the certificate must say “includes Cigar Service”). If completing this module in separate Units, then the Training Providers will issue a <b>Unit specific certificate</b>.</p>
<b>Entry Standards</b>	<ul style="list-style-type: none"> <li>▶ Age limit for attending the GUEST© Program is strictly 18years old or over.</li> <li>▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English.</li> <li>▶ <b>Mandatory</b> unit 4 Human Resource &amp; Administration</li> <li>▶ Some formal basic training and / or previous on-board training &amp; experience (minimum 1 season). Training Providers can <b>provide an entry level assessment prior to booking</b>. As well as ask for some proof of previous experience. Usually in the form of a CV and references.</li> </ul>
<b>Targeted learning aims.</b>  <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"> <li>• Will understand how to apply different service styles onboard a yacht efficiently</li> <li>• Will understand guests preferences</li> <li>• Will understand how to implement a Service Recovery Model</li> <li>• Will understand how to implement &amp; manage all Food &amp; Beverage (F&amp;B) standard operating procedures (SOP)'s onboard a yacht outside of the galley department</li> <li>• Will understand how to develop and manage events &amp; destination experiences proficiently</li> <li>• Will understand how to develop and implement contingency plans for food &amp; beverage service operations</li> <li>• Will understand how to develop supervisory skills and organisation for guest service</li> <li>• Will understand how to plan Guest onward journey and additional travel arrangements</li> <li>• Will have a good knowledge of French terminology</li> <li>• Will have a good knowledge of luxury menu items condiments, accompaniments and confectionery</li> </ul>
<b>Assessment process</b>	<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>
<b>Materials and Equipment required</b>	<p>Whiteboard or Flipchart &amp; markers   Pen and paper   TV/screen/projector   Sample inventories   Sample checklist</p> <p><b>F&amp;B Service:</b></p> <ul style="list-style-type: none"> <li>Table /chairs</li> <li>Relevant Tableware including:</li> <li>Plates / Cutlery / Service Crockery / Platters / Gueridon / side table</li> <li>Room service tray / buffet / chaffing dishes</li> <li>Sample sets for mise en place</li> <li>Caviar set (optional – good photos will be sufficient)</li> <li>BBQ (optional – good photos will be sufficient)</li> <li>Food samples: For Gueridon and afternoon tea service</li> </ul>
<b>Trainer qualifications</b>	<ul style="list-style-type: none"> <li>▶ 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 &amp; B Manager, Butler training or other similar.</li> <li>▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing.</li> <li>▶ Have training qualifications higher than the level being taught.</li> <li>▶ Fully understand the specific objectives of the training.</li> <li>▶ Have proven affinity with on board yachting - minimum 8 seasons.</li> <li>▶ Hold a Food Safety / Hygiene Level 2 Certificate</li> </ul>
<b>Risk Assessment</b>  <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<ul style="list-style-type: none"> <li>Fire exits to be identified</li> <li>Handling sharp knives</li> <li>Hot Water – Beverage Service</li> <li>Handling Glassware</li> <li>Handling lighters / Flames (Flambé)</li> </ul>

Unit 05	GUEST Advanced Service Module Includes Supervision Events and Destination Services.	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
<p><b>1. Understands how to manage &amp; direct different table service styles</b></p> <p><b>Note to trainers:</b> if the candidate holds the basic food service module from the introductory program Silver service and Plated service are refresher only.</p>	<p><b>Demonstrate:</b> <i>NB: Embedded cutlery language throughout.</i></p> <p><b>1.1</b> Plated Service = American Service</p> <p><b>1.2</b> Silver Service = English Service</p> <p><b>1.3</b> Butler Service = French Service</p> <p><b>1.4</b> Guerdon service:</p> <ul style="list-style-type: none"> <li>• <i>Flambé</i></li> <li>• <i>Carving</i></li> <li>• <i>Filleting</i></li> </ul> <p><b>1.5</b> Family Service</p> <p><b>1.6</b> Synchronized Service</p> <p><b>1.7</b> Russian Service</p>	<p><b>1.8</b> French Culinary and Service Terminology: Minimum Coverage: <b>Wide selection of the most commonly used.</b></p> <p><b>1.9</b> Understand luxury accompaniments, condiments, confectionary and menu items including:</p> <ul style="list-style-type: none"> <li>• <i>Vinegars</i></li> <li>• <i>Oils</i></li> <li>• <i>Breads</i></li> <li>• <i>Condiments</i></li> <li>• <i>Cuts of meat</i></li> <li>• <i>Cheese</i></li> <li>• <i>Truffles</i></li> <li>• <i>Chocolates</i></li> <li>• <i>Types of fish</i></li> </ul>
<p><b>2. Understands how to manage &amp; direct the following services:</b></p> <p><b>Note to trainers:</b> There is no need to re-asses if the students have already completed the following: (Re-fresh only).</p> <ul style="list-style-type: none"> <li>• <b>Basic Food Service Module</b> from the introductory program <i>Caviar Service, Hors d'oeuvres / Canapés / Appetizers.</i></li> <li>• <b>Barista and Hot Beverages Services Module.</b></li> </ul>	<p><b>2.1</b> Caviar Service</p> <p><b>2.2</b> Hors d'oeuvres / Canapés / Appetizers</p> <p><b>2.3</b> Room Service</p> <p><b>2.4</b> BBQ Service</p> <p><b>2.5</b> Buffet Service</p> <p><b>2.6</b> Breakfast, Lunch &amp; Dinner Service</p> <p><b>2.7</b> Beverage Service (<i>part of Barista Module</i>)</p>	<p><b>2.8</b> Afternoon Tea Service</p> <p><b>2.9</b> How to clear plates correctly</p> <p><b>2.10</b> Mise en place</p> <p><b>2.11</b> Table Setting &amp; Decoration</p> <p><b>2.12</b> Napkin Etiquette including:</p> <ul style="list-style-type: none"> <li>• <i>How to lay a guest napkin</i></li> <li>• <i>How to tidy and replace a guest napkin</i></li> </ul>
<p><b>3 Understands how to implement &amp; manage all Food &amp; Beverage (F&amp;B) standard operating procedures (SOPs) onboard a yacht outside of the galley department</b></p>	<p>Refresher from completion of <b>Unit 4</b> (3.1 &amp; 3.2)</p> <p><b>3.1</b> Demonstrate ability to apply a quality audit check to ensure SOPs are met and are effective</p> <p><b>3.2</b> Evaluate SOPs and service flow regularly</p>	<p><b>3.3</b> Define Dealing with Difficult Guests</p> <p><b>3.4</b> Re-enact a scenario using one or more of the following Service Recovery Models:</p> <ul style="list-style-type: none"> <li>• TREAT <i>Tune in and listen - Respond with empathy - Explore solutions - Add a little extra -Thank the customer</i></li> <li>• LAST <i>Listen - Apologize -Solve -Thank</i></li> <li>• LEARN <i>Listen – Empathize – Apologize – Resolve - Never repeat</i></li> </ul>
<p><b>4 Understands how to provide and manage Event Services onboard and ashore</b></p>	<p>Develop communication, planning, co-ordination, health &amp; safety and contingency plans covering the following:</p> <p><b>4.1.</b> BBQ</p>	<p><b>4.2</b> Classic cocktail party</p> <p><b>4..3</b> Themed parties</p> <p><b>4.4</b> Dinner parties</p>
<p><b>5 Understands how to provide and manage Destination Services ashore</b></p>	<p>Develop communication, planning, coordination &amp; contingency plans for the following:</p> <p><b>5.1</b> Shopping assistance</p> <p><b>5.2</b> Children’s chaperone</p>	<p><b>5.3</b> Tours and excursions</p> <p><b>5.4</b> Owners’ support during the day</p> <p><b>5.5</b> Owners’ support during the evening</p>

## 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 Advanced Service Module  
| Unit 05

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

<p><b>Student Learning Outcomes:</b></p> <p>Students will be able to:</p> <p><i>Please tick when the student has achieved this learning outcome:</i></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Understand applying different service styles onboard a yacht efficiently</li> <li><input type="checkbox"/> Understand guests preferences</li> <li><input type="checkbox"/> Understand how to implement a Service Recovery Model</li> <li><input type="checkbox"/> Understand how to implement &amp; manage all Food &amp; Beverage (F&amp;B) standard operating procedures (SOP)'s onboard a yacht outside of the galley department</li> <li><input type="checkbox"/> Understand how to develop and manage events &amp; destination experiences proficiently</li> <li><input type="checkbox"/> Understand how to develop and implement contingency plans for food &amp; beverage service operations</li> <li><input type="checkbox"/> Understand how to develop supervisory skills and organisation for guest service</li> <li><input type="checkbox"/> Understand how to plan Guest onward journey and additional travel arrangements</li> <li><input type="checkbox"/> Apply a good knowledge of French terminology</li> <li><input type="checkbox"/> Apply a good knowledge of luxury menu items condiments, accompaniments and confectionery</li> </ul>
--	---

<b>Course GLH</b>	The guided learning hours set out for this training must be delivered as a full time course of at least 24 hours, over a minimum of 3 days.	<b>Course start / end date:</b>	From: To:
-------------------	---	---------------------------------	--------------

Mandatory Practical Learning Outcomes <small>Applying skills: demonstrate, implement, perform</small>	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
---	-----------------------------	-------------------------------	-----------------------------------

1. Table Service Styles	1.3. 1.4, 1.5, 1.7, 1.8		
-------------------------	-------------------------	--	--

2. Manage and Direct types of Service	2.1. 2.2, 2.3, 2.5, 2.7, 2.8, 2.9, 2.10, 2.11		
---------------------------------------	---	--	--

Learning Outcome / Criteria <small>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</small>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
---	---------------------	-----------------------------	-------------------------------	-----------------------------------

1. Understands how to manage different Table Service Styles		1.1, 1.2, 1.6, 1.9		
---	--	--------------------	--	--

2. Understanding how to manage and direct Service		2.4, 2.6		
---	--	----------	--	--

3. Implement and manage all Food and Beverage SOPs		3.1 – 3.4		
--	--	-----------	--	--

4. Understands how to provide and manage Event Services		4.1 – 4.4		
---	--	-----------	--	--

5. Understands how to provide and manage Destination Services		5.1 – 5.5		
---	--	-----------	--	--

**Trainer Feedback on Assessment:**

**Student Feedback on Assessment:**

Trainers signature:	Date:	Student signature:	Date:
---------------------	-------	--------------------	-------

<b>Re-assessment authorisation</b> 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 <b>Lead Trainer</b> . Only <b>one</b> 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.
---	--