

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:

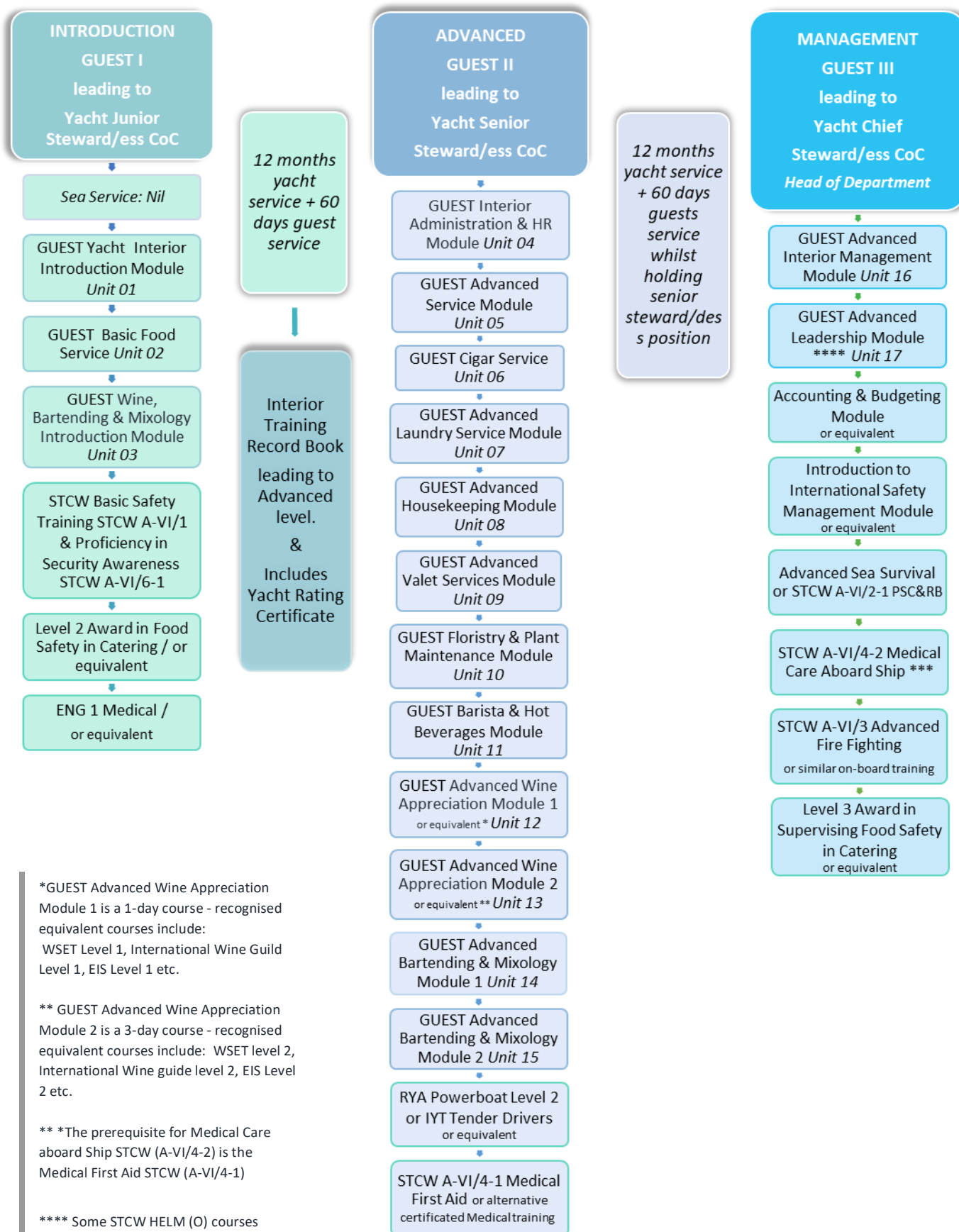
GUEST Cigar Service Module

| Unit 06

Includes:

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Cigar 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

Unit 06		GUEST Cigar Service Module	
Course Duration		<p>The guided learning hours set out to complete this training module must be delivered in at least 4 hours for a minimum duration of 1/2 day. (NOTE: ½ day Cigar Service 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 “GUEST Advanced Service Module - includes <i>Cigar Service</i>”. If completing this module in separate Units, then the Training Providers will issue a Unit specific certificate.</p>	
Entry Standards		<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. 	
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 serve, store and handle cigars • Will understand how to proficiently provide cigar service 	
Assessment process		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.	
Materials and Equipment required		Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Cigar Service: Cigars / humidor / cutter (<i>Guillotine/punch cut/v-notch cutter</i>) / butane lighter / spills / ashtray.	
Trainer qualifications		<ul style="list-style-type: none"> ▶ 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. 	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>		Fire exits to be identified Handling sharp knives Handling Cigar Cutters	
Unit 06 <i>Cigar Service can be run as part of the Advanced Service Module (Unit 05) or as a stand-alone course. Please see notes in “Course Duration”</i>		GUEST Cigar Service All Highlighted criteria must be practically assessed as competent	
Learning Outcomes		Assessment Criteria	
1. Cigar Understands how to purchase, serve, cut, store and handle cigars Understands how to proficiently provide cigar service		1.1 State the History and Production of cigars <ul style="list-style-type: none"> • <i>Name and Brand</i> • <i>Country and Origin</i> • <i>Taste: (Mild, Light etc.)</i> 1.2 Define how to Order and Purchase cigars: Minimum coverage: <ul style="list-style-type: none"> • <i>Quality</i> • <i>Quantity</i> • <i>Budgets / APR</i> • <i>Personal preferences of guests</i> • <i>Suppliers / Availability</i> 	1.3 State the correct Storage and Handling of cigars 1.4 Identify cigar cutting tools 1.5 Demonstrate an ability to correctly cut cigars 1.6 Demonstrate ability to present and serve cigars to guests 1.7 Identify common Cigar and Drink pairing

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 Cigar Service Module |
Unit 06

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:

- ☐ Understand how to serve, store and handle Cigars
- ☐ Be proficient in providing Cigar Service

Course GLH

The guided learning hours set out for this training must be delivered as a full time course of at least 4 hours, over a minimum of 1/2 day.

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)

1 Identify Cigar cutting tools

1.4

1 Demonstrate an ability to correctly cut cigars

1.5

1. Demonstrate ability to present and serve cigars to guests

1.6

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)

State the history and production of cigars

1.1

Define how to order and purchase cigars

1.2

State the correct storage of cigars

1.3

State the correct method for handling cigars

1.3

Identify common cigar and drink pairing

1.6

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.