G.U.E.S.T© Program | ADVANCED v1.4



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

INTRODUCTION

leading to **Yacht Junior**

Sea Service: Nil

GUEST Yacht Interior Introduction Module Unit 01

GUEST Basic Food Service Unit 02

GUEST Wine. Bartending & Mixology Introduction Module Unit 03

STCW Basic Safety Training STCW A-VI/1 & Proficiency in Security Awareness STCW A-VI/6-1

Level 2 Award in Food Safety in Catering / or equivalent

> ENG 1 Medical / or equivalent

yacht

Interior Training Record Book

> leading to Advanced level.

Includes Yacht Rating Certificate

12 months

days guest

service

service + 60

leading to Steward/ess CoC

GUEST Interior Administration & HR Module Unit 04

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GUEST II

GUEST Advanced Service Module Unit 05

GUEST Cigar Service Unit 06

GUEST Advanced Laundry Service Module Unit 07

GUEST Advanced Housekeeping Module Unit 08

GUEST Advanced Valet Services Module Unit 09

GUEST Floristry & Plant Maintenance Module Unit 10

GUEST Barista & Hot Beverages Module Unit 11

GUEST Advanced Wine Appreciation Module 1 or equivalent * Unit 12

GUEST Advanced Wine Appreciation Module 2 or equivalent ** Unit 13

GUEST Advanced Bartending & Mixology Module 1 Unit 14

GUEST Advanced Bartending & Mixology Module 2 Unit 15

RYA Powerboat Level 2 or IYT Tender Drivers or equivalent

STCW A-VI/4-1 Medical First Aid or alternative certificated Medical training

12 months yacht service + 60 days guests service whilst holding senior steward/des

s position

MANAGEMENT

GUEST III

leading to **Yacht Chief**

Steward/ess CoC

Head of Department

GUEST Advanced Interior Management Module Unit 16

GUEST Advanced Leadership Module **** Unit 17

Accounting & Budgeting Module or equivalent

Introduction to International Safety Management Module or equivalent

Advanced Sea Survival or STCW A-VI/2-1 PSC&RB

STCW A-VI/4-2 Medical Care Aboard Ship *

STCW A-VI/3 Advanced Fire Fighting or similar on-board training

Level 3 Award in Supervising Food Safety in Catering or equivalent

*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**

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Unit 06	GUEST Cigar Service Module								
Course Duration	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 Cigar Service". If completing this module in separate Units, then the Training Providers will issue a Unit specific certificate.								
Entry Standards	 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. On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.	 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 (Guillotine/punch cut/ v-notch cutter) / butane lighter / spills / ashtray.								
Trainer qualifications	 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 It is the responsibility of the TP to provide a risk assessment specific for each course.	Fire exits to be identified Handling sharp knives Handling Cigar Cutters								
Unit 06 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"	GUEST Cigar Service	All Highlighted criteria must be practically assessed as competent							
Learning Outcomes	Assessment Criteria	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 Name and Brand Country and Origin Taste: (Mild, Light etc.) 1.2 Define how to Order and Purchase cigars: Minimum coverage: Quality Quantity Budgets / APR Personal preferences of guests Suppliers / Availability	 State the correct Storage and Handling of cigars Identify cigar cutting tools Demonstrate an ability to correctly cut cigars Demonstrate ability to present and serve cigars to guests Identify common Cigar and Drink pairing 							

G.U.E.S.T© Program | Advanced

Programme:

GUEST Advanced Level II



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.

Students name

(FULL name of the student)

			Approved Trainer (s) name (All trainer (s) teaching this unit)								
Student Learning											
Outcomes:	ow to ser	ve, sto	ore and hand	dle (Cigars						
Students will be a	in provid	ing Cig	gar Service								
Please tick when the s achieved this learning											
delive		me course o	out for this traini of at least 4 houi		e	Course star end date:	t/	From: To:			
Mandatory Practical Learning Outcomes Applying skills: demonstrate, implement, perform				Guio	ject leline rence	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						
Demonstrate ability to present and serve cigars to guests				1	6						
(This is in the form of either a Written Exam (WE), (WE				Γ, Guid	oject Ieline rence	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:	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.											