

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:

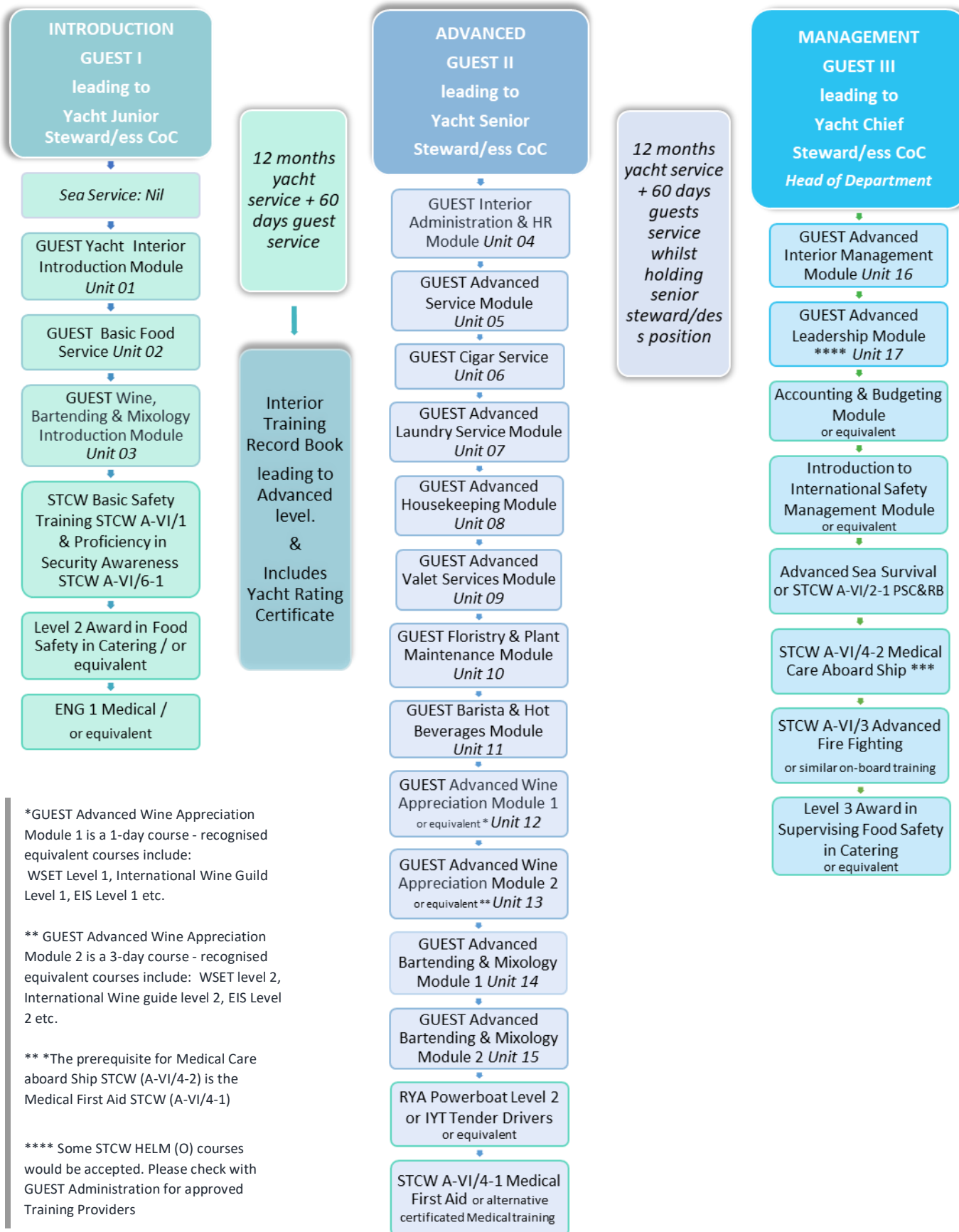
GUEST Advanced Valet Services Module

| Unit 09

Includes:

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Advanced Valet Services 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

<p>Unit 9</p>	<p>GUEST Advanced Valet Services Module</p>
<p>Course Duration & Certificate issue</p>	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 16 hours or over 2 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>Entry Standards Prerequisites & prior Assessment</p>	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18 years 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. ▶ Mandatory prerequisites: Completion of Unit 4 Administration and Human Resources and Unit 07 Advanced Laundry. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can provide an entry level assessment prior to booking. As well as ask for some proof of previous experience. Usually in the form of relevant certification, a CV and references.
<p>Targeted learning aims.</p> <p><i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i></p>	<ul style="list-style-type: none"> ☞ Will understand of the importance of the relationship between the employer / guest and valet. ☞ Will learn the importance of upholding the utmost discretion and confidentiality. ☞ Will understand how to apply professional & efficient valet services and able to anticipate the employer needs without having to be told. ☞ Will understand the duties of a valet, including acting as a Butler, house person, secretary & chauffeur. ☞ Will understand the principles of professional Valet service, its use for present and future roles within the yachting profession and beyond ☞ Will learn how to apply high standards of handling guests clothes and accessories ☞ Will understand how to provide a range of different suitcase packing techniques including a full luxury suitcase packing ☞ Will learn how to carry out packing a guest's suitcase efficiently and effectively to the guest's satisfaction ☞ Will learn how to carry out the cleaning of a range of different styles and types of shoes ☞ Will learn how to tie a bow tie and gentlemen's tie professionally, for events ☞ Will learn how to iron and press different items of guest's clothes including starching of appropriate items and the handling and packing of delicate items. <i>(Part of Unit 07)</i> ☞ Will learn how to prepare and plan personal valet services for pre-guest arrival
<p>Assessment process</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>
<p>Materials and Equipment required</p>	<p>Whiteboard or Flipchart & markers Pen & paper TV/screen/projector Large Tables / Chairs Steam Iron Ironing Board, Pressing cloths Garment steamer A complete set Shoe cleaning items and cleaning products Gentleman's ties and Bow ties & tape measures Appropriate suitcases and carry-on bags Tissue paper Selection of suitable Ladies and Gents clothes and other items for folding and packing, including sundry items such as toiletries bags, shoes, small items etc. Selection of the different hangers, such as suit, jacket, dress, skirt, and padded Hanging rail for wardrobe practice Powder starch, bowl, plastic spoon, large towel</p>
<p>Trainer qualifications</p>	<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.
<p>Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i></p>	<p>Fire exits to be identified Handling cleaning products and chemicals Use of Steam Iron Use of Garment Steamer</p>

Unit 9	GUEST Advanced Valet Services Module	All Highlighted practical criteria must be individually assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
<p>1. Understands the criteria of professional and efficient Valet duties and services</p>	<p>1.1 State the importance of the relationship between the employer / guest and valet.</p> <p>1.2 State the importance of upholding the utmost discretion and confidentiality.</p> <p>1.3 State the correct forms of address. (Use the GUEST Glossary)</p>	<p>1.4 State the importance of being able to anticipate the employer needs without having to be told.</p> <p>1.5 State the duties of a valet, including acting as a Butler, house person, secretary and chauffeur.</p> <p>1.6 Define the value of Valet Service for a Guest</p>
<p>2. Understands how to successfully apply, provide and master professional valet services with an attention to detail:</p>	<p>2.1 Demonstrate: Wardrobe care and management:</p> <ul style="list-style-type: none"> • How to hang clothes in the wardrobe • How to store & place guests clothes in wardrobe and drawers <p>2.2 Demonstrate and understand: Different packing & unpacking styles:</p> <ul style="list-style-type: none"> • Suit case familiarization • Demonstrate how to pack a suitcase • How to sensitively unpack a suit case • Demonstrate how to fold all clothes for packing to guest preferences. • Demonstrate handling and packing of delicate items. • Demonstrate how to pack a suitcase with added luxury. • Demonstrate how to pack a hand luggage or small gladsome type bag. • Demonstrate how to pack a hanging bag. • How to store and place shoes in shoe rack, wardrobe, drawers. <p>2.3 State the procedures of how to organize Luggage storage. I.e. Luggage rooms.</p> <p>2.4 Define how to correctly organise and arrange guest's toiletries and make up.</p>	<p>2.5 Define how to correctly organise and arrange personal items: Such as:</p> <ul style="list-style-type: none"> • Electronic devices • Sports equipment • Cameras, • Umbrellas, • Jewellery and watches. <p>2.6 Demonstrate a good knowledge of garment recognition & terminology.</p> <p>2.7 State the correct attire for occasions</p> <ul style="list-style-type: none"> • White Tie • Black Tie • Morning Dress • Evening Dress • Cocktail • Formal • Smart Casual • Casual • Traditional <p>2.8 Define and recognise clothing measurements</p> <p>2.9 Define and recognise colour choices</p> <p>2.10 Define how to make minor repairs to guests clothes</p>
<p>3. Understands how to apply, provide and manage the following Personal Guest Care:</p>	<p>3.1 Clothes Brush:</p> <ul style="list-style-type: none"> • Define how to use a clothes brush. • Demonstrate how to bush and press a Jacket. <p>3.2 Define how to handling hats, wigs and hairpieces</p> <p>3.3 Demonstrate how to tie a gentlemen's Tie / Bow tie.</p> <p>3.4 Gentleman's Grooming Kits and Shaving equipment.</p> <ul style="list-style-type: none"> • Define methods on how to shave • State the different products used for shaving 	<p>3.5 Shoe care</p> <ul style="list-style-type: none"> • Demonstrate how to clean and polish shoes correctly • Define how to handle and clean sports shoes Inc.: golf / deck / trainers. <p>3.6 Define how to prepare a guest bath and spa bath</p>

Unit 9	GUEST Advanced Valet Services Module	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
<p>4. Understand how to apply, provide and manage the following laundry skills:</p>	<p>4.1 Refresher skills from Advanced Laundry Unit 07:</p> <ul style="list-style-type: none"> • Define how to Press Trousers • Define how to iron a shirt / dress / skirt etc. • Define how to starch linen and other items • Define how to arrange guests laundry • Define how to return guests laundry 	<p>4.2 Define how to care for particular types of clothing. Including: Furs & Leather.</p>
<p>5. Understand how to prepare and plan personal valet services for pre-guest arrival, including refresher on relevant daily, weekly and monthly checklists, procedures and schedules.</p>	<p>5.1 Preparation for Guest Arrival taking the importance of attention & eye for detail and speed & time management into consideration:</p> <ul style="list-style-type: none"> • State how to find out about Guests personal valet preferences • State how to anticipate Guests personal valet needs • Define the required valet preparations and planning for Guests arrival 	<p>5.2 Refresher from Admin and HR Unit 04:</p> <ul style="list-style-type: none"> • Define the valet procedures & schedules used. <i>Daily, weekly, monthly, yearly.</i> • Define the Wardrobe Care Checklist

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 Valet Services
Module | Unit 09

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 of the importance of the relationship between the employer / guest and valet.
- Understand the importance of upholding the utmost discretion and confidentiality.
- Understand how to apply professional & efficient valet services and able to anticipate the employer needs without having to be told.
- Understand the duties of a valet, including acting as a Butler, house person, secretary and chauffeur.
- Understand the principles of professional Valet service, its use for present and future roles within the yachting profession and beyond
- Understand how to apply high standards of handling guests clothes and accessories
- Understand how to provide a range of different suitcase packing techniques including a full luxury suitcase packing
- Understand how to carry out packing a guest's suitcase efficiently and effectively to the guest's satisfaction
- Understand how to carry out the cleaning of a range of different styles and types of shoes
- Understand how to tie a bow tie and gentlemen's tie professionally, for events
- Understand how to iron and press different items of guest's clothes including starching of appropriate items and the handling and packing of delicate items. *(Part of Unit 07)*
- Understand how to prepare and plan personal valet services for pre-guest arrival

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 <i>Applying skills: demonstrate, implement, perform</i>	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)	
Ability to successfully apply, provide and master valets services	2.1, 2.2, 2.3			
Ability to successfully apply, provide and manage Personal Guest Care	3.1, 3.3, 3.5			
Learning Outcome / Criteria <i>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</i>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
1. Understand the criteria of professional and efficient Valet duties and services		1.1 – 1.6		

Learning Outcome / Criteria <i>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</i>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
2.Ability to apply, provide and master professional valet services		2.2 – 2.5 & 2.7 – 2.10		
3.Understand how to apply, provide and manage Personal Guest Care		3.1 – 3.2 & 3.4 – 3.6		
4.Understand how to apply, provide and manage laundry skills (refresher from Unit 07)		4.1 – 4.2		
5.Understand how to plan and prepare personal valet services for pre-guest arrival		5.1		
5.Understand how to apply and manage the valet checklists, procedures and schedules (refresher from Unit 04)		5.2		

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.