

## City & Guilds NVQ Qualifications for all hospitality and catering staff available from HIT Training

### Front Office NVQ level 2

The industry's recognised qualification for staff involved in front office and reception activities for any residential outlet, including hotels, hostels, and guest houses.

### Housekeeping NVQ level 2

This NVQ is the industry standard for staff involved with any aspect of housekeeping activities in hotels, guest houses, B & Bs, care homes or other residential outlets.

### Cleaning Building Interiors NVQ level 2

The professional qualification for all those whose job involves cleaning building interiors in any type of establishment.

### Food Service NVQ level 2

The NVQ qualification for all waiting staff and catering assistants. The NVQ units covers all types of eating outlets from fine dining restaurants through to popular catering eateries, school canteens, care homes and contract catering sites.

### Drink Service NVQ level 2

The recognised NVQ qualification for staff who serve alcoholic drinks whether in a pub, cocktail bar, restaurant, bistro, canteen or wine bar.

### Food and Drink Service NVQ level 2

This is the hospitality industry's professional qualification for staff who serve both food and drink in any type of outlet.

### Hospitality Multi-skill NVQ level 2

For staff whose job involves working across more than one department. This qualification has NVQ units from Food and Drink Service, Food Processing and Cookery, Housekeeping and Front Office. Staff may select which units are appropriate for their job role wherever they are working.

### Food Processing and Cooking NVQ level 2

The qualification for cooks and chefs who predominantly use pre-prepared dishes, mixes and sauces from frozen, chilled, dried or canned sources.

### Professional Cooking NVQ level 2

The NVQ for chefs and cooks who predominantly prepare and cook their dishes and sauces from raw materials.

### Professional Cookery NVQ level 3

This NVQ is for highly skilled chefs, at a chef de partie level, who can produce complex dishes from raw materials including patisserie.

### Customer Service NVQ level 2

This qualification, for all staff who deal with customers and clients, ensures they not only deliver excellent customer service, but understand their responsibilities towards their customers and employer.

### Customer Service NVQ level 3

For any member of staff responsible for supervising customer service in their organisation and contributing to the development and implementation of the customer service policy.

### Team Leading NVQ level 2

For first time supervisors, shift or team leaders, or those who aspire or are being promoted to their first supervisory role, this is the ideal NVQ.

### Hospitality Supervision NVQ level 3

This is the recognised NVQ qualification for any supervisor, shift leader, or junior manager throughout the hospitality and catering industry. In addition to the core supervisory units, there are specialist units for restaurant, bar, front of house, housekeeping and kitchen, depending on their job role.



**City & Guilds** are the brand leader for qualifications in the catering hospitality industry, recognised throughout the world.

**HIT Training** is proud to work in partnership with City & Guilds to deliver their world-class NVQs.

NVQ qualifications recognise the practical skills and abilities of staff. At this time of economic uncertainty, businesses need highly competent and motivated staff to give a competitive edge.

All of these NVQs from **HIT** can be delivered at no financial cost to your organisation. We are funded by the central government's **Train to Gain, Apprenticeship and Adult Apprenticeship** programmes to up-skill the workforce of the catering and hospitality industry.

Several thousand businesses are using our services and over 8,000 employees have gained their NVQ with **HIT** in the last two years.

What's more, all the assessment and training takes place at the workplace, so there's no off-job training to the local college.

There is no financial cost to your company or the employee ~ just a commitment from the employee to complete their NVQ with support from your management.

**Liz McGiven** ~ Director of Human Resources and Training at Red Carnation Hotels says:-  
*"HIT are organised, informative and give a great service to each member of our staff who has NVQ requirements, as well as to our business. We would highly recommend them for all companies to use!"*