

Hospitality Skills Passport Content

This is a blend of statutory online modules, building personal strength sessions and customer excellence. The golden thread is the welcome to the industry and the wonderful opportunities on offer in hospitality



WELCOME TO HOSPITALITY

Big welcome to hospitality things you should know
Be inspired and excited to learn more and have fun



ESSENTIAL EMPLOYMENT SKILLS

Communication
Collaboration



READY FOR HOSPITALITY

Attitudes, behaviours and skills hospitality employers value. Job roles, work settings and progression



ESSENTIAL EMPLOYMENT SKILLS

Problem solving
Creative thinking



STATUTORY TRAINING

Health and safety, food hygiene and allergens, fire safety awareness



ESSENTIAL EMPLOYMENT SKILLS

Information literacy
Organising and planning



STATUTORY TRAINING

COSHH, Data protection in a customer service setting



CUSTOMER SERVICE SKILLS

Warm welcome, body language, building rapport, reading the guest, service steps, food and drink skills



STATUTORY TRAINING

First Aid awareness
Accident reporting



BUILDING PERSONAL STRENGTH

Mental health and resilience
Emotional intelligence
Compassion and wellbeing



STATUTORY TRAINING

Responsible Alcohol Retailing



CUSTOMER SERVICE EXCELLENCE

Sales through service
upselling and exceeding expectations