

Unlock the Potential of a Star Performer in Your Business

Getting Started Visit www.cityandguilds.com to explore the 7108 qualification and find centres near you. Each centre can provide information on course details, fees, and availability. You can also contact the City & Guilds Customer Services team at 01924 930801 for more assistance.

1. **Supervising Hospitality Operations:** Participants learn to manage daily operations and maintaining high service standards, leading to a more organized and productive work environment.
2. **Team Leadership:** Building leadership skills that motivates other staff members and improves retention.
3. **Customer Service:** Focusing on customer satisfaction by developing strategies to enhance guest experiences and effectively resolve feedback, fostering loyalty and repeat business.
4. **Financial Management:** Understanding budgeting and cost control ensures that your team can make informed decisions that contribute to the bottom line.
5. **Health, Safety, and Security:** Compliance with health and safety regulations not only protects your staff and guests but also enhances your venue's reputation.
6. **Training and Development:** By identifying training needs and implementing effective programs, will be better equipped to nurture talent within your team.
7. **Marketing and Promotions:** Understanding marketing helps promote services effectively.

Assessment That Works

The City and Guilds 7108 qualification employs a practical approach to assessment, allowing participants to demonstrate their skills in real-world situations. Through practical assessments, written assignments, and oral presentations, your employee will

build a portfolio of evidence showcasing their competence and readiness to lead.

City & Guilds provides a wide selection of market-leading qualifications that are fully funded by the government.