

BY EMAIL

3 March 2015

Tracay Mead
VTCT Specialist Lead (Hospitality & Catering)
Aspire House
Annealing Close
Eastleigh
SO50 9PX

tracaymead@vtct.org.uk

Dear Tracay,

Re: Recognition and support for VTCT qualifications

I can confirm that the Institute of Hospitality's is one of the UK's lead professional associations for hospitality which recognises and supports the following qualifications:

1) VTCT Level 2 Certificate in Hospitality Industry Skills - Bar Service (QCF) 600/7230/1

The VTCT Level 2 Certificate in Hospitality Industry Skills – Bar Service (QCF) is mapped to the National Occupational Standards (NOS) and contains units that are of suitable breadth and depth which will prepare individuals for a career in drinks services.

The qualification is underpinned by the relevant units in safe, hygienic and secure working environments, workplace skills, customer service and the different types of drink services. These together with the understanding and skills to prepare areas and drinks and serve wine will lead to individuals gaining employment as bar staff.

This qualification is extremely valuable as it will prepare individuals for employment as a member of staff serving drinks in the hospitality industry.

2) VTCT Level 2 Certificate in Hospitality Industry Skills - Food Service (QCF) 600/6956/9

The VTCT Level 2 Certificate in Hospitality Industry Skills – Food Service (QCF) is mapped to the National Occupational Standards (NOS) and includes units that are of suitable breadth and depth which will prepare individuals for a career in food services.

The qualification includes all the required elements to work effectively and gain employment as food and drinks service staff. The mandatory units cover the following: safe, hygienic and secure working environments in hospitality, customer service in the hospitality industry, workplace skills, food service and drinks service.

The individual will develop the skills to greet customers and take orders, silver serve food, serve customers' orders at the table, and clear finished courses and maintain the dining area. The individual will also develop the skills to serve a range of drinks and accompaniments.

This qualification is extremely valuable as it will prepare individuals for employment as a member of staff serving food and drinks in the hospitality industry.

3) VTCT Level 2 Diploma in Customer Service (QCF) 601/4882/2

The VTCT Level 2 Diploma in Customer Service (QCF) is mapped to the relevant National Occupational Standards (NOS) and includes units that are of suitable breadth and depth which will prepare individuals for employment in a customer service environment.

The qualification provides the individual with the opportunity to demonstrate the underpinning skills and knowledge to deal with any issues or problems that may arise and improve the service they offer their customers. Within the optional units an individual can select from a variety of subjects, from promoting or selling additional products/services to providing reception services. This can lead individuals in to employment as a receptionist in a hotel or cruise ships or front house in a restaurant.

This qualification is extremely valuable and will confirm competence across a range of customer service settings within the hospitality industry.

I also confirm that this letter along with the institute's logo and website link may be made publicly available on the DfE and VTCT websites. We wish you every success with the delivery of these qualifications.

Yours sincerely,



Anne Harper
Head of Awarding Body

Registered Office
Trinity Court
34 West Street
Sutton
Surrey SM1 1SH

Tel: +44 (0)20 8661 4900
Fax: +44 (0)20 8661 4901
Email: info@instituteofhospitality.org
Web: www.instituteofhospitality.org

Company No: 474810
Charity No: 326180

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