



Infor House, 1 Lakeside 1 Lakeside Road, Farnborough, GU14 6XP

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4th August 2015

Dear Darrin,

The Academy of Food & Wine Service is the professional body for front-of-house food and beverage service in the UK Hospitality Industry, and the benchmark for best practice standards.

We are passionate about continually raising standards of service to the consumer.

We do this by boosting the status and awareness of food and beverage service as a viable, exciting and rewarding career choice; providing education on the commercial impact of the front-of-house experience; and offering the right support, advice, inspiration and training to anyone following, or considering, a career as a sommelier, wine waiter, waiter, bar manager or restaurant manager.

We would like to provide our support to City & Guilds, as a Professional Association for the hospitality industry, we feel that the following qualification is suitable for a young person between the ages of 16-19 studying full time and will give that young person an advantage when going on to applying for a job or progressing onto further education. We value our partnership and links with City & Guilds and other associations representing this sector.

- City & Guilds Level 3 Advanced Technical Diploma in Supervision in Food & Beverage Services (450)

We believe this qualification is suitable for someone wanting to work front of house in service in one of the following establishments:

- Restaurants
Regional
Michelin *
High Street
- Hotels
Large chains
Rural
Boutique
- Caf  s

This qualification allows the learner to gain the skills and knowledge, which we consider important to a role of this type in our industry. A learner would be expected to achieve all the mandatory subject areas:



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- Supervisory skills including
 - team leadership and development
 - understanding business operations: types of hospitality businesses and finance
 - supervising different types of food and beverage service
 - supervising the restaurant reception
- Planning and delivering hospitality events
- Supervising the beverage service including
 - Service of beer, wines and spirits
 - Serving cocktails
 - Barista service
 - Legislation and regulations that affect you and your team
- Gastronomy and the dining experience including
 - What is gastronomy?
 - What influences peoples choices of food and drink?
 - Specialist table service techniques
 - Beverage and food matching
 - Current trends in eating and drinking
- Health & safety and food safety including
 - Legislation that impacts on you and your team
 - Practices and procedures that will protect the business, you, your team and customers
 - How to deal with customer requirements such as those with special dietary requirements or access requirements?
 - Safe storage, display and service of food and beverages

We feel that once the learner has gained this qualification which covers a sound understanding and key practical skills for the hospitality industry they could take the position as a:

- Front of house supervisor

We confirm that we consent to our company name (and logo) being made publicly available on the DfE and City & Guilds websites.

Yours sincerely

A handwritten signature in black ink that reads "Suzanne Weekes". The signature is written in a cursive, flowing style.

Suzanne Weekes
Executive Director
Academy of Food & Wine Service