



International Award in Barista Skills Centres' information

City & Guilds

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International Award in Barista Skills (7102) Centres' information

The most frequent contact point for customers within the tourism and hospitality industry is their purchase of beverages. The growth in beverages purchased "out of home" has increased significantly over the past decade and the Barista is often the front line contact with customers in the hospitality and tourism markets.

Baristas are often responsible for providing a range of beverages including coffee, chocolate, teas and smoothies, either directly or via serving staff. Impressions given at this point of contact are critical in influencing whether customers decide to visit or make future purchases. The skills, expertise and level of customer service of the Barista is therefore essential for their customers to have a pleasurable experience.

There is no typical career route to becoming a Barista. Although training does take place across the industry, there is no standard by which to judge this training. Often individuals will have come through junior positions in the hospitality industry and may have already achieved other relevant City & Guilds qualifications. However, now candidates can take a specialist qualification aimed at the Barista.

Which qualifications are available?

The International award in Barista skills provides candidates with the skills to enable them to carry out their role as a Barista in a variety of locations. It provides knowledge on the products that make up the beverage, along with techniques to correctly handle and store them. Candidates will learn how to operate equipment safely, how to keep the equipment clean and in good working order and will be taught specific skills in the preparation, presentation and serving of beverages all to ensure the candidate is able to create the "best beverage experience".

The qualification is made up of four learning outcomes:

- Demonstrate product knowledge
- Clean and check equipment
- Display drink building techniques
- Serve customers

Who is the qualification aimed at?

This qualification can be either used as an entry point to the Industry or as an additional skill that can be added to existing hospitality qualifications.

How many guided learning hours are recommended?

We recommend 20 guided learning hours to complete this qualification. In addition to this time candidates will be expected to spend time preparing and serving a range of drinks.

How is the qualification assessed?

This qualification is assessed by a practical assessment, including a short written test covering both the candidates' knowledge and practical skills.

Are there any other qualifications that maybe of interest?

- Food Preparation and Culinary Arts - 7065
- Food and Beverage Service - 7066
- Reception Operations and Services - 7067
- Accommodation Operations and Services - 7068

What's the next step?

If you are an existing approved centre, you will need to complete a qualification approval form (CGI). If you are not an approved centre and would like to become one, please contact your nearest City & Guilds office who will guide you through the approval process.

How can I find out more?

You can find out more by contacting your nearest City & Guilds office. Log on to our website to find the location of your nearest one, or contact our Customer Relations team at:

City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2413
catering@cityandguilds.com
www.cityandguilds.com

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1 Giltspur Street, London EC1A 9DD Telephone 020 7294 2468
Facsimile 020 7294 2400 E-mail enquiry@cityandguilds.com

Key points

- Developed in partnership with industry experts
- Practical assessment
- Covers a range of beverages - covers coffees, chocolates, teas and smoothies
- Flexible delivery