

THE BEST IN TOWN!

RICHARD YU

The Capitol Restaurant
Argyle Street, Birkenhead

NVQ Level 3 Customer Service Award

The Capitol Restaurant is a family run business and has been established for over 40 years, specialising in Canton and Peking cuisine.

Richard (above) has worked at the restaurant for 15 years, working both in the kitchen and 'Front of House'. As part of his own personal goal and ambition, as well as a business benefit, he started his NVQ Level 3 in Customer Services in February 2007. He hoped it would enable him to be recognised and accredited for the job role he currently does, and gain further Customer Service knowledge and skills as a result.

While working towards his qualification, Richard was visited by his assessor, NVQ Training's Sandra McHale. He felt that each unit and module was explained thoroughly to him and was very happy with the flexibility of the programme, which gave him the freedom to choose when and how to work on his chosen units, as well as the regular feedback that is provided through progress reports.

Surprised at how practical the NVQ was, Richard found the award relatively quick and easy to complete and was considering an NVQ in Management at a later stage.



“Sandra was available to discuss any queries I had at anytime, day or night, via phone or email. The flexibility meant I could fit the training in between restaurant opening times.”

