



## Customer Service Skills qualification

### The aim of the qualification

This qualification is designed to raise standards of customer service in fish and chip shops and restaurants across the UK. The three key areas included in this exciting qualification are:

- customer service;
- food hygiene; and
- health and safety.

### Study when you want, where you want and at a pace to suit you

Two workbooks are supplied for self-study (Introduction to Customer Service in Fish Frying, and Introduction to Food Hygiene and Health & Safety in Fish Frying).

### Assessment at your place of work, causing minimum disturbance to your work routines

There is a 40 question multiple choice examination paper along with a practical assessment with a Seafish-approved assessor.

The assessor will attend your place of work to conduct a formal assessment while you work. This typically lasts two to three hours.

For further information about the Customer Service Skills qualification and potential funding support, please contact the National Federation of Fish Friers.



**“Studying for the Seafish Customer Service Skills and Fish Frying Skills qualifications has proved invaluable to our team at Colman’s.**

**It has improved our standards of customer service and given a sense of achievement to our staff.**

**I firmly believe that these qualifications are a valuable asset to both fish and chip shops and the industry. I would strongly advise other shops to enrol. You will see the difference it makes so what are you waiting for?”**



**Richard Ord, Managing  
Director, Colman’s, South  
Shields**

# Fish Frying Skills qualification

## The aim of the qualification

This qualification is designed to raise standards of fish frying in fish and chip shops and restaurants across the UK. The three key areas included in this exciting qualification are:

- frying skills;
- food hygiene; and
- health and safety.

## Study when you want, where you want and at a pace to suit you

Two workbooks are supplied for self-study (Introduction to Fish Frying Skills, and Introduction to Food Hygiene and Health and Safety in Fish Frying).

## Assessment at your place of work, causing minimum disturbance to your work routines

There is a 40 question multiple choice examination paper along with a practical assessment with a Seafish-approved assessor.

The assessor will attend your place of work to conduct a formal assessment while you work. This typically lasts two to three hours.

For further information about the Fish Frying Skills qualification and potential funding support, please contact the National Federation of Fish Friers.



“After successfully completing the Seafish qualifications, my team has a better understanding of what tasks they complete in their daily routines and why they complete them. The self-study materials are perfect for the candidates to learn from. I would encourage owner/managers to take the time to analyse these materials with their staff and to answer any questions that they have. My staff are now more enthusiastic and their training has had a positive impact on our profits.”



Mark Corbally, Director, Mister C's, Selby

## For more information, please contact:

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