

Gleneagles 2023

Jupiter Humphrey-Bishop



My first placement as the 2023 Gold service Scholar was held at Gleneagles Hotel in Scotland in July.

On arrival I was greeted with a welcome tour around the hotel front of house areas, followed by an incredible meal at the Strathearn restaurant.



Delightful food and wine served with outstanding service.

After a complimentary glass of Ruinart Blanc de Blanc, the food included scallops, followed by halibut with silver served caviar in a champagne sauce, lobster ravioli and even Crepe Suzettes!



It was great seeing the restaurant service from the guest's perspective as it allowed me to see how the guests view our work and how the service all comes together.



A tour around to the hotels whiskey shop learning about the different types of whiskeys in Scotland.



I also had training on carving of smoked salmon as part of gueridon trolley service in the Strathearn restaurant.

The restaurant had two different types of smoked salmon, one smoked for 10-12 days, and a whiskey smoked salmon, smoked for 14-16 days.

The salmon is then silver served with capers, cream and raw onions.



Part of my training in the restaurant was with the sommeliers working in the hotels cellars learning about the wines on the menu, where they are coming from and the different champagnes from the restaurant's champagne trolley. This shift helped me to having a better understanding of the sommeliers work.

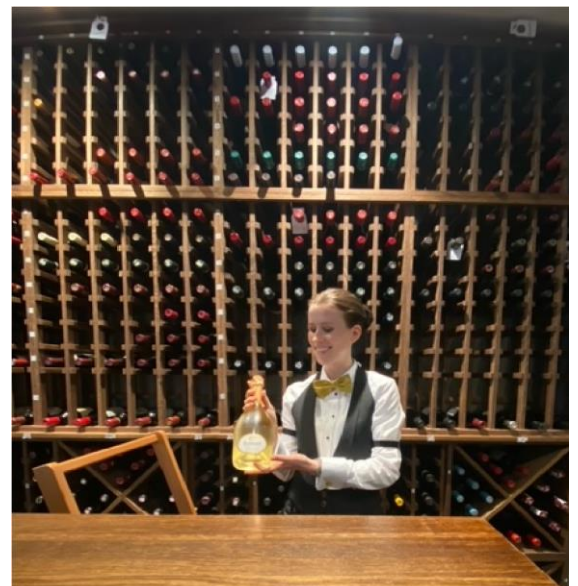


During my time on my placement at Gleneagles, I had many fantastic learning and training opportunities.

Part of my learning included training with gueridon trolleys, a workshop on Filleting of dover sole and Flambe of Crepe Suzettes.



I additionally had training on Restaurant Hosting, on the front desk of the Strathearn. This was very enjoyable and gave me more of an insight to understanding guest bookings and reservations.





I had a fantastic opportunity to visit the Glenturret Whiskey Distillery in Scotland during my week stage. We had a tour of the distillery, learnt about the process used to make the whiskey and learnt about the different types.



With a whiskey tasting class held at La Lique, learning about each individual whiskeys tasting notes, style and characteristics.



On the Sunday, I worked the 'Sunday lunch' which involved having a training session on meat carving for the roasts trolley and the Beef Wellington course. Learning techniques for carving and plating.

I would just like to say a huge thankyou to The Gold Service Scholarship for arranging this wonderful trip and for the Gleneagles Hotel and staff for being so generous with their time and training. I feel I have learnt a huge amount over my time here and found all the training element very beneficial for my confidence and learning. My time in each area helped my knowledge to become more well-rounded and improve my service techniques. I really enjoyed my exciting trip to visit 'Glenturret' whiskey distillery and was impressed with such knowledge involved with running a distillery. My overall time at Gleneagles was lovely and I will certainly remember this trip in the years to come.

Thankyou once again,
Jupiter Humphrey-Bishop