



Level 4 Diploma
Hospitality Management
(HC110-15)

Qualification

Level 3 Diploma in Hospitality Supervision and Leadership Principles (HC110-13)

Title and level	GLH	TQT	Global Skills Qualification number
Level 3 Award in Hospitality Supervision and Leadership Principles	78	110	HC110-04

Introduction

This document tells you what you need to do to deliver the qualifications:

The GSQ Level 3 Award in Hospitality Supervision and Leadership Principles is a qualification that is either assessed in a workplace or realistic work environment.

The level 3 Diploma in Hospitality Supervision and Leadership Principles qualification is designed to develop students' advanced skills and techniques. You will learn the supervision techniques required to ensure that you are able to supervise your area of the hospitality industry and work closely with staff and managers to run a successful operation.

Candidate Entry Requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

It is recommended that candidates should have a minimum of a level 2 qualification in hospitality. However, experience of working in the industry at the level 2 standard will be adequate to ensure they have the potential to gain the qualification successfully.

Qualification Units

To achieve the **HC100-13 Level 3 Diploma in Hospitality Supervision**

Candidates must achieve **11** credits

Mandatory Units

All mandatory units must be achieved (11 Credits)

GSQ Unit code	Ofqual Unit Reference	Unit Title	Credit Value	GLH
416	R/502/3964	Principles of leading a team in the hospitality industry	5	30
417	D/502/3952	Supervision of operations in the hospitality industry	4	28
418	L/600/1066	Principles of supervising customer service performance in hospitality leisure travel and tourism	2	20

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. This includes both guided learning hours and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 3 Diploma in Hospitality Supervision	206-276	370

Portfolio of evidence

To achieve this portfolio, you will need to produce a portfolio of evidence to show that you have the knowledge and skills in your chosen qualification. You will need to demonstrate the practical skills required and be observed by a competent tutor/assessor who will support you with evidence collection.

Your knowledge and understanding and practical skills will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Centre Requirements

As a minimum, it is expected that centres seeking approval for this qualification have a functioning facility where the candidates can work in a real life situation to be able to develop their skills or be employed in the industry.

Centre Staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing and continue to achieve and minimum 30 professional development hours per year
- have credible experience of providing training

Centre staff may undertake more than one role, e.g. tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Tutors/Assessors and Internal Quality Assurer

Assessor/Internal Quality Assurer qualifications are valued as qualifications for Centre staff, but they are not currently a requirement for the qualifications.

Continual Professional Development (CPD)

Centres must support their staff to ensure that they have a current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Qualification Structure

Unit 416 Maintain the health, hygiene, and security of the working environment

UAN: Y/502/9569

Level: 3

Credit value: 4

GLH: 3

Aim

The aim of this unit is to develop your knowledge, understanding and skills for everyday working life. You will be able to assess and minimise risks to colleagues and customers.

Achieving knowledge outcomes

Your knowledge and understanding will be assessed using some of the following methods

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Learning outcome 1																			
1. Be able to maintain the health, hygiene, safety and security of the working environment	<table><tr><td>1.1</td><td>Obtain information on the health, hygiene, safety and security procedures in own area of responsibility</td></tr><tr><td>1.2</td><td>Ensure colleagues have relevant information on the health, hygiene, safety and security issues within own area of responsibility</td></tr><tr><td>1.3</td><td>Inform colleagues about the importance of following health, hygiene, safety and security procedures</td></tr><tr><td>1.4</td><td>Check that colleagues follow the health, hygiene, safety and security procedures in own area of responsibility</td></tr><tr><td>1.5</td><td>Monitor own area of responsibility for risks to health, hygiene, safety and security</td></tr><tr><td>1.6</td><td>Deal with risks and accidents promptly, following organisational and legal requirements for safeguarding customers and staff</td></tr><tr><td>1.7</td><td>Follow organisational procedures when recording or reporting risks and any health, hygiene, safety or security action taken</td></tr><tr><td>1.8</td><td>Pass on information about how health, hygiene, safety or security procedures are working</td></tr><tr><td>1.9</td><td>Recommend improvements for health, hygiene, safety or security procedures</td></tr></table>	1.1	Obtain information on the health, hygiene, safety and security procedures in own area of responsibility	1.2	Ensure colleagues have relevant information on the health, hygiene, safety and security issues within own area of responsibility	1.3	Inform colleagues about the importance of following health, hygiene, safety and security procedures	1.4	Check that colleagues follow the health, hygiene, safety and security procedures in own area of responsibility	1.5	Monitor own area of responsibility for risks to health, hygiene, safety and security	1.6	Deal with risks and accidents promptly, following organisational and legal requirements for safeguarding customers and staff	1.7	Follow organisational procedures when recording or reporting risks and any health, hygiene, safety or security action taken	1.8	Pass on information about how health, hygiene, safety or security procedures are working	1.9	Recommend improvements for health, hygiene, safety or security procedures
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1.8	Pass on information about how health, hygiene, safety or security procedures are working																		
1.9	Recommend improvements for health, hygiene, safety or security procedures																		

Learning outcome 2 2. Understand the importance of maintaining the health, hygiene, safety and security of the working environment	2.1 Identify the statutory authorities that enforce the health, hygiene and safety laws and regulations 2.2 Explain the implications of breaking the law on health, hygiene and safety for individuals and the organisation 2.3 Describe the main areas of health, hygiene and safety laws and regulations for own area of responsibility 2.4 Describe the organisation's health, hygiene, safety and security procedures for own area of responsibility 2.5 Describe own responsibilities for health, hygiene, safety, and security 2.6 Explain the importance of making sure permanent and temporary staff are aware of relevant procedures 2.7 Explain how to communicate with colleagues on issues relating to health, hygiene, safety and security 2.8 Identify the person in the organisation who is responsible for first aid, health, hygiene, safety and security and their responsibilities 2.9 Explain the organisation's emergency procedures 2.10 Describe the evacuation procedures that relate to own area of responsibility 2.11 Describe the procedures that should be followed when recording and storing information about health, hygiene, safety and security 2.12 Describe the procedures that should be followed when making recommendations about health, hygiene, safety and security 2.13 Identify to whom recommendations should be made regarding health, hygiene, safety and security
Learning outcome 3 3. Understand how to maintain the health, hygiene, safety and security of the working environment	3.1 Identify information about health, hygiene, safety and security that should be recorded and stored 3.2 Identify other people and organisations who need to have access to information about health, hygiene, safety and security 3.3 Identify the information on health, hygiene, safety and security that external authorities may need to access 3.4 Identify the potential health, hygiene, safety and security hazards that exist, or may exist, in own area of responsibility 3.5 Explain how to monitor own area of responsibility to ensure maintenance of health, hygiene, safety and security of employees, customers and other members of the public 3.6 Identify how frequently health, hygiene, safety and security inspections should be carried out

	3.7 Explain how to assess the potential risks associated with the typical health, hygiene, safety and security hazards in own area of responsibility 3.8 Explain how to eliminate or minimise the risk associated with potential health, hygiene, safety and security hazards 3.9 Explain the limits of own authority when dealing with risks and hazards 3.10 Explain the procedures to follow when dealing with faults of equipment in own area of responsibility 3.11 Explain how to develop contingency plans to reduce the impact of any health, hygiene, safety and security problems that occur 3.12 Explain the procedure to follow in the event of an emergency, including bomb alerts and fire
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Unit 417 Set objectives and provide support for team members

UAN: M/600/9600

Level: 3

Credit value: 5

GLH: 35

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills to identify the requirements of a team, based on its objectives, and how to support and develop that team to meet those objectives.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to communicate a team's purpose and objectives to the team members	1.1 Describe the purpose of a team 1.2 Set SMART (specific, measurable, achievable, realistic and timebound) team objectives with its members 1.3 Communicate the team's purpose and objectives to its members
Learning outcome 2 2. Be able to develop a plan with team members showing how team objectives will be met	2.1 Discuss with team members how team objectives will be met 2.2 Ensure team members participate in the planning process and think creatively 2.3 Develop plans to meet team objectives 2.4 Set SMART personal work objectives with team members
Learning outcome 3	3.3 Identify opportunities and difficulties faced by team members

3. Be able to support team members by identifying opportunities and providing support	3.2 Discuss identified opportunities and difficulties with team members 3.3 Provide advice and support to team members to overcome identified difficulties and challenges 3.4 Provide advice and support to team members to make the most of identified opportunities
Learning outcome 4 4. Be able to monitor and evaluate progress and recognise individual and team achievement	4.1 Monitor and evaluate individual and team activities and progress 4.2 Provide recognition when individual and team objectives have been achieved

Unit 418 Develop working relationships with colleagues

UAN: H/600/9660
Level: 3
Credit value: 3
GLH: 60

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills in developing working relationships with colleagues, within your own and other organisations.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to establish working relationships with colleagues	1.1 Identify colleagues within own and other organisations 1.2 Agree the roles and responsibilities for colleagues
Learning outcome 2 2. Be able to act in a professional and respectful manner when working with colleagues	2.1 Explain how to display behaviour that shows professionalism
Learning outcome 3 3. Be able to communicate with colleagues	3.1 Identify information to others clearly and concisely 3.2 Explain how to receive and clarify own understanding of information
Learning outcome 4 4. Understand the benefits of working with colleagues	4.1 Describe the benefits of productive working relationships

Learning outcome 5	5.1	Identify potential work-related difficulties and conflicts of interest
5. Be able to identify potential work-related difficulties and explore solutions	5.2	Explain how to resolve potential difficulties that have been identified

Unit 419 Lead a team to improve customer service

UAN: H/601/1568

Level: 3

Credit value: 7

GLH: 47

Aim

The aim of this unit is to develop your knowledge and understanding of your organisation and staffing resources. You will learn how to bring these together in a constructive way in order to improve overall customer service. You will need to give support and guidance to your team to encourage them to improve their customer service delivery.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning. When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Treat team members with respect at all times
1. Be able to plan and organise the work of a team	1.2	Agree with team members their role in delivering effective customer service
	1.3	Involve team members in planning and organising their customer service work
	1.4	Allocate work which takes full account of team members' customer service skills and the objectives of the organisation
	1.5	Motivate team members to work together to raise their customer service performance

Learning outcome 2 2. Be able to provide support for team members	2.1 Check that team members understand what they have to do to improve their work with customers and why that is important 2.2 Check with team members what support they feel they may need throughout this process 2.3 Provide team members with support and direction when they need help 2.4 Encourage team members to work together to improve customer service
Learning outcome 3 3. Be able to review performance of team members	3.1 Provide sensitive feedback to team members about their customer service performance 3.2 Encourage team members to discuss their customer service performance 3.3 Discuss sensitively with team members action they need to take to continue to improve their customer service performance
Learning outcome 4 4. Understand how to lead a team to improve customer service	4.1 Describe the roles and responsibilities of your team members and where the team members fit in the overall structure of the organisation 4.2 Explain how team and individual performance can affect the achievement of organisational objectives 4.3 Explain the implications of failure to improve customer service for your team members and your organisation 4.4 Describe how to plan work activities 4.5 Explain how to present plans to others to gain understanding and commitment 4.6 Explain how to facilitate meetings to encourage frank and open discussion 4.7 Explain how to involve and motivate staff to encourage teamwork 4.8 Describe how to recognise and deal sensitively with issues of underperformance

Unit 420 Contribute to the control of resources

UAN: T/502/9532

Level: 3

Credit value: 4

GLH: 30

Aim

The aim of this unit is to develop your knowledge and understanding, and that of the staff for whom you are responsible, ensuring that resources are used effectively and efficiently without undue waste. You will cover obtaining supplies, checking equipment, monitoring the use of resources and keeping records.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Identify the resources needed from those available
1. Be able to contribute to the control of resources	1.2	Follow organisational procedures for obtaining additional resources
	1.3	Follow organisational procedures when dealing with any problems in obtaining resources
	1.4	Update relevant people within the organisation when dealing with any problems in obtaining resources
	1.5	Determine the quality, quantity and suitability of resources needed for use
	1.6	Ensure that equipment and materials are correctly stored and maintained

	1.7 Encourage colleagues to make efficient use of resources 1.8 Monitor the use of resources in own area of responsibility 1.9 Contribute to the effective and efficient use of resources in line with organisational and legal requirements 1.10 Maintain accurate records about resources in line with organisational requirements 1.11 Propose ways of making better use of resources following organisational requirements
Learning outcome 2 2. Understand factors affecting the use of resources	2.1 Identify the resources that are used in own area of responsibility 2.2 Explain how to check the resources that are required for the work needing to be carried out 2.3 Explain how to ensure resources are suitable for the work that needs to be carried out 2.4 Describe normal consumption levels for resources in own area of responsibility 2.5 Identify the approximate costs of the resources used in own area of responsibility 2.6 Explain how resource costs affect the organisation's financial targets 2.7 Explain the importance of working within agreed spending limits 2.8 Describe the procedures that need to be followed when it is necessary to go beyond agreed spending limits 2.9 Explain the importance of getting management approval when needing to go beyond agreed spending limits 2.10 Identify the organisation's regular suppliers 2.11 Identify who within the organisation is responsible for ordering supplies
Learning outcome 3 3. Understand how to contribute to the control of resources	3.1 Describe the appropriate lifting and handling methods and techniques for moving resources in own area of responsibility 3.2 Describe the health and safety requirements for the resources used in own area of responsibility 3.3 Explain the environmental impact some resources can have on the environment 3.4 Describe the organisation's policies and procedures for:

	• obtaining resources • using resources • controlling waste • recycling
	3.5 Explain how to monitor the use of resources
	3.6 Outline how resources should be stored
	3.7 Explain the importance of keeping waste to a minimum
	3.8 Explain how to keep waste to a minimum
	3.9 Explain how to encourage efficient use of resources to benefit the organisation and the environment
	3.10 Explain how to ensure resources are handled and stored in line with organisational requirements
	3.11 Explain how to present recommendations to improve the use of resources
	3.12 Explain the advantages of using computerised stock control systems

Unit 421 Supervise drink services
UAN: F/502/9565
Level: 4
Credit value: 4
GLH: 30

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when supervising the preparation and delivery of the drink service. You will be able to deliver a friendly, hygienic and efficient service in relaxed safe surroundings, ensuring that the law is fully complied with and that customer behaviour problems are dealt with quickly and correctly.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning. When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Ensure staff have the skills, knowledge and resources to carry out their responsibilities
1. Be able to supervise drink services	1.2	Agree procedures for staff to follow when preparing and re-stocking the drink service area
	1.3	Ensure that the attractiveness and comfort of drinking areas meet customer needs and expectations
	1.4	Liaise with other relevant people and departments to ensure the delivery of an effective drink service
	1.5	Carry out preparations in good time to allow the scheduled drink service to be provided

	1.6 Ensure specified standards and procedures for the service of products are maintained 1.7 Ensure the drink service complies with social responsibility practices and relevant legislation 1.8 Confirm that communication with customers by all staff takes place in a manner that is appropriate to them and the situation 1.9 Maintain the comfort and wellbeing of other customers and local residents when carrying out activities 1.10 Deal with any problems promptly and effectively when monitoring drink service areas
Learning outcome 2 2. Understand the requirements that need to be met when supervising drink services	2.1 State where to find information about licensing legislation 2.2 Describe the basic legal requirements that affect the drink service and how to implement these in relation to: • permitted hours • closing time • licences • residents and non-residents • diners and non-diners • young persons, service and employment • right to eject and duty to refuse service • gaming, betting and lotteries • public entertainment • weights and measures • price lists, notices and payment for drinks • drugs • trade descriptions and consumer protection laws 2.3 Explain the implications of failing to implement basic legal requirements 2.4 Explain how to identify and correct deviations from legislation and industry specific regulations 2.5 Describe the organisation's policies and procedures that are relevant to the drink service 2.6 Describe the various procedures that need to be followed for the preparation of the drink service area, including those relating to: • clearing

		• stocking products • equipment
Learning outcome 3		
3. Understand how to supervise drink services	3.1 Explain how to supervise the preparation of the drink service area so that the service meets organisational requirements and is ready in time 3.2 Describe the range of products in own area of responsibility 3.3 Explain how to prepare and serve the range of products in own area of responsibility 3.4 Explain the roles and responsibilities of people in own area of responsibility and in other parts of the organisation as relevant to the drink service 3.5 Describe the skills and knowledge staff need to carry out their responsibilities effectively 3.6 Compare different methods of monitoring the drinks service area effectively 3.7 Explain how to monitor and supervise staff practice in order to maintain standards 3.8 Explain what action needs to be taken when preparation and delivery standards are not met 3.9 Explain how to identify and address the problems that can affect the drink service and the preparation of areas 3.10 Explain how to develop contingency plans to reduce the impact of drink service problems 3.11 Explain how to reallocate work to different members of staff to reduce the impact of service problems 3.12 Describe how to vary practice according to: • quiet periods • busy periods • delivery of service to customers with special requirements 3.13 Explain how an effective drink service affects profitability and customer satisfaction 3.14 Describe the possible consequences of alcohol misuse 3.15 Describe best practice in the refusal of service	

	3.16 Explain how to communicate and deal effectively with the range of customer groups (including those who are experiencing the effects of alcohol) 3.16 Explain the importance of effective communication
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Unit 422 Supervise food production operations

UAN: J/502/9566
Level: 3
Credit value: 4
GLH: 20

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when supervising food production to ensure timescales and standards are met. You will learn how to make sure staff have the necessary skills, knowledge and resources required to carry out their work.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to supervise food production operations	<table><tr><td>1.1</td><td>Ensure that all stages of food production comply with relevant legislation and organisational policies</td></tr><tr><td>1.2</td><td>Implement procedures to meet control points following relevant legislation and organisational policy</td></tr><tr><td>1.3</td><td>Ensure that procedures are being followed correctly</td></tr><tr><td>1.4</td><td>Ensure staff have the skills, knowledge and resources needed</td></tr><tr><td>1.5</td><td>Encourage staff to ask questions when needed</td></tr><tr><td>1.6</td><td>Encourage staff to report any problems with the control points</td></tr></table>	1.1	Ensure that all stages of food production comply with relevant legislation and organisational policies	1.2	Implement procedures to meet control points following relevant legislation and organisational policy	1.3	Ensure that procedures are being followed correctly	1.4	Ensure staff have the skills, knowledge and resources needed	1.5	Encourage staff to ask questions when needed	1.6	Encourage staff to report any problems with the control points
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1.4	Ensure staff have the skills, knowledge and resources needed												
1.5	Encourage staff to ask questions when needed												
1.6	Encourage staff to report any problems with the control points												

	1.7 Collect feedback that may help to identify any problems with procedures 1.8 Manage problems that may affect food production or the standard of food service 1.9 Complete the required records according to organisation's procedures 1.10 Ensure staff's agreed targets are achieved
Learning outcome 2 2. Understand how to plan food production operations	2.1 Explain how to organise a team to ensure that food production operations are efficient 2.2 Describe the skills required to implement the organisation's procedures for food production 2.3 Compare the skills required for food production with those available 2.4 Explain how to estimate the resources needed for food production operations 2.5 Explain how to make best use of resources available 2.6 Identify who to approach to get approval for additional resources
Learning outcome 3 3. Understand how to supervise food production operations	3.1 Identify legislation, other industry specific regulations, and codes of practice that need to be followed 3.2 Describe the roles and responsibilities of individuals in the organisation and own area of responsibility that are relevant to food production 3.3 Identify the food production timescales 3.4 Explain the importance of portion control 3.5 Explain how to minimise wastage 3.6 Explain the importance of quality of the food production operation 3.7 Explain how to assess the quality of own and others' work 3.8 Explain how to motivate staff to achieve the required standards of quality 3.9 Explain how to monitor activities and performance against organisational standards and targets 3.10 Explain what to do when performance does not meet standards and targets 3.11 Explain importance of confidentiality 3.12 Explain how confidential information can be kept secure

	3.13 Describe the acceptable format for presenting and storing information in your area of responsibility 3.14 Explain when it is appropriate to use spoken or written instructions, or demonstrations and pictures/diagrams 3.15 Identify when and how to provide information to management
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Unit 423 Supervise food service

UAN: M/502/9562

Level: 3

Credit value: 4

GLH: 35

Aim

The aim of this unit is to develop your knowledge and understanding of supervising the food service and making sure that the service area and equipment are clean and ready for use.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Obtain up-to-date information about food safety procedure
1. Be able to supervise food service	1.2	Check that staff have the skills, knowledge and resources to carry out their responsibilities
	1.3	Check that service equipment is ready for use and located correctly
	1.4	Ensure service areas are stocked in preparation for service
	1.5	Ensure that procedures for clearing, cleaning and stocking service areas are followed correctly
	1.6	Ensure the environment meets customer requirements
	1.7	Ensure any special customer areas are arranged as agreed

	1.8 Carry out preparations in sufficient time to allow an effective service to be provided 1.9 Liaise with relevant people and departments to ensure effective delivery of the service 1.10 Monitor staff conduct and communications with customers 1.11 Confirm that communication with customers by all staff takes place in a manner that is likely to promote goodwill and understanding 1.12 Deal with problems that may affect the standard of food service 1.13 Feedback on the effectiveness of procedures in own area of responsibility to the appropriate person in the organisation
Learning outcome 2 2. Understand how to plan food service	2.1 Identify the appropriate person to liaise with when organising the food service 2.2 Explain how to identify trends in levels of demand which influence staffing requirements 2.3 Explain how to identify and obtain the resources needed for food service 2.4 Explain how to organise staff depending on service requirements 2.5 Explain how to communicate operational procedures to staff 2.6 Explain how to develop contingency plans 2.7 Explain how to ensure staff receive the correct training to support their responsibilities 2.8 Explain how to check that equipment is ready for use
Learning outcome 3 3. Understand how to supervise food service	3.1 Identify industry specific regulations and codes of practice that need to be followed 3.2 Explain how to obtain information on regulations and codes of practice to ensure procedures are kept up-to date 3.3 Explain how to identify, deal with and report breaches of legislation, regulations and codes of practice 3.4 Describe the organisation's procedures and standards for food service and customer service 3.5 Explain how food service operations integrate with other activities and departments in the organisation

	3.6	Explain how the roles and responsibilities of individuals within own department affect the food service
	3.7	Describe how staff should communicate with customers and conduct themselves in the food service area
	3.8	Describe what to do in the event of equipment failure
	3.9	Identify the information about food service that customers may need
	3.10	Identify how the information should be presented
	3.11	Explain how to prioritise tasks to regulate the time available
	3.12	Explain how to ensure that staff follow procedures and standards
	3.13	Describe how to correct and report failures according to organisational standards and procedures
	3.14	Identify the appropriate person to consult in the event of food service problems
	3.15	Evaluate potential solutions to problems that may occur in food service
	3.16	Explain how to minimise disruptions to the food service

Unit 424 Supervise functions

UAN: T/502/9563
Level: 3
Credit value: 5
GLH: 35

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when supervising a function such as a banquet, corporate entertainment event, reception or conference. You will cover the preparation, running and closing of the event, including activities such as briefing, monitoring, clearing up and debriefing staff.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning. When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to supervise functions	<table><tr><td>1.1</td><td>Obtain all the necessary information relating to the function including: • customer requirements • own responsibilities </td></tr><tr><td>1.2</td><td>Plan procedures to ensure that requirements are met and contingencies are developed</td></tr><tr><td>1.3</td><td>Ensure staff have the skills, knowledge and resources needed to carry out their responsibilities</td></tr><tr><td>1.4</td><td>Inspect the function venue to ensure that it has been prepared as agreed</td></tr><tr><td>1.5</td><td>Ensure that the equipment and materials needed for the function are available to the staff who will use them</td></tr></table>	1.1	Obtain all the necessary information relating to the function including: • customer requirements • own responsibilities	1.2	Plan procedures to ensure that requirements are met and contingencies are developed	1.3	Ensure staff have the skills, knowledge and resources needed to carry out their responsibilities	1.4	Inspect the function venue to ensure that it has been prepared as agreed	1.5	Ensure that the equipment and materials needed for the function are available to the staff who will use them
1.1	Obtain all the necessary information relating to the function including: • customer requirements • own responsibilities										
1.2	Plan procedures to ensure that requirements are met and contingencies are developed										
1.3	Ensure staff have the skills, knowledge and resources needed to carry out their responsibilities										
1.4	Inspect the function venue to ensure that it has been prepared as agreed										
1.5	Ensure that the equipment and materials needed for the function are available to the staff who will use them										

	1.6 Communicate relevant health, safety and legal requirements to customers 1.7 Liaise with relevant people throughout the function to ensure that the arrangements meet customer requirements 1.8 Monitor the function to ensure that it is running to plan 1.9 Deal with any problems that threaten to disrupt operations 1.10 Ensure the function and all associated activities comply with relevant legislation and the organisation's standards 1.11 Record all relevant information in a suitable format 1.12 Make records available to the relevant people
Learning outcome 2 2. Understand how to plan functions	2.1 Describe the health and safety, and other legal requirements that: • affect the function • need to be communicated to the customer 2.2 Describe the food safety measures that need to be employed 2.3 Explain the importance of assessing the impact that the function is likely to have on others 2.4 Explain how to assess and minimise the impact the function is going to have on others 2.5 Identify the variety of information required to plan different types of functions including: • customers' specific requirements • staffing • equipment • budget • venue capacity • other specifications 2.6 Identify the types of specific requirements customers may have 2.7 Identify the factors that need to be considered in arranging food and beverages for the function 2.8 Explain how to deal with special requirements for different client groups including: • children • older people

	• people with disabilities 2.9 Explain the importance of anticipating problems that may occur at functions 2.10 Explain how to inspect a venue to ensure preparations are in order 2.11 Explain how to carry out a risk assessment of the venue 2.12 Describe what to do with the information relating to risk assessment of the venue 2.13 Explain how to ensure that staff have the required skills, knowledge and resources to carry out their responsibilities 2.14 Identify how to ensure appropriate appointment of contractors in own area of responsibility
Learning outcome 3 3. Understand how to supervise functions	3.1 Describe the organisation's customer care policy 3.2 Explain how to ensure the organisation of products and services support a variety of functions 3.3 Explain how to ensure effective management of staff for the function, including: • allocation of responsibilities • briefing • supervision 3.4 Explain how to manage resources available for a function 3.5 Explain how to monitor a function and ensure it goes as planned 3.6 Describe how to deal with problems that may occur 3.7 Describe how to adjust the atmosphere of functions 3.8 Describe how to inspect equipment used during functions 3.9 Describe how to evacuate premises safely in the event of an emergency 3.10 Identify who is responsible for storing equipment and reporting loss or damage 3.11 Explain how to respond to requests and complaints 3.12 Describe how information about the function should be communicated to customers 3.13 Explain the importance of communicating with the organiser of the function

	3.14 Describe the legal requirements that cover the clearing of a venue 3.15 Describe the types of records that should be maintained for functions 3.16 Describe the organisation's procedures in relation to record keeping for functions
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Unit 425 Supervise housekeeping operations

UAN: K/502/9561
Level: 3
Credit value: 4
GLH: 30

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when dealing with the preparation, supervision and review of housekeeping operations. You will learn about housekeeping requirements, for example, equipment and supplies, preparing staff rotas, briefing staff, and collecting customer feedback.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to supervise housekeeping operations	<table><tr><td>1.1</td><td>Schedule housekeeping procedures at suitable intervals to ensure the standards of the housekeeping service are maintained</td></tr><tr><td>1.2</td><td>Allocate housekeeping duties to staff</td></tr><tr><td>1.3</td><td>Brief staff on housekeeping duties including: • procedures • work routines • standard of behaviour • how to communicate with customers and other members of staff </td></tr><tr><td>1.4</td><td>Ensure staff have the skills, knowledge and resources needed</td></tr></table>	1.1	Schedule housekeeping procedures at suitable intervals to ensure the standards of the housekeeping service are maintained	1.2	Allocate housekeeping duties to staff	1.3	Brief staff on housekeeping duties including: • procedures • work routines • standard of behaviour • how to communicate with customers and other members of staff	1.4	Ensure staff have the skills, knowledge and resources needed
1.1	Schedule housekeeping procedures at suitable intervals to ensure the standards of the housekeeping service are maintained								
1.2	Allocate housekeeping duties to staff								
1.3	Brief staff on housekeeping duties including: • procedures • work routines • standard of behaviour • how to communicate with customers and other members of staff								
1.4	Ensure staff have the skills, knowledge and resources needed								

	1.5 Ensure staff follow the housekeeping procedures 1.6 Inform staff and customers about any changes that may affect the service 1.7 Manage any problems that may disrupt the housekeeping service 1.8 Collect feedback on the services from staff and customers 1.9 Monitor and review procedures to ensure the housekeeping service meets the needs of customers 1.10 Recommend ways of improving housekeeping operations following organisation's requirements 1.11 Complete required records
Learning outcome 2 2. Understand the requirements of housekeeping operations	2.1 Describe the health and safety standards that need to be followed with regards to the housekeeping service 2.2 Explain how legislation affects housekeeping procedures 2.3 Explain the impact that a breach of health and safety standards could have on: • customers • staff • the organisation 2.4 Describe the legal requirements in relation to storing information about customers, staff and their comments 2.5 Explain the importance of regularly reviewing the implications of legal requirements 2.6 Identify the organisation's standards for: • personal presentation • customer care • behaviour of staff 2.7 Describe the procedures for obtaining and recording feedback from customers and staff 2.8 Explain how the organisation's policies can affect the development of procedures for the housekeeping service 2.9 Explain the importance of reviewing procedures 2.10 Explain how to review procedures
Learning outcome 3 3. Understand how to supervise housekeeping	3.1 Explain the economic importance of an effective customer focused

operations	housekeeping service to the organisation and its staff members 3.2 Describe how different cleaning agents, materials and tools should be: • used • stored 3.3 Describe how different surfaces and materials should be maintained 3.4 Describe the roles and responsibilities of individuals in the organisation and departments relevant to the housekeeping service 3.5 Explain how the housekeeping service integrates with other departments 3.6 Identify the problems that may arise with the housekeeping service 3.7 Explain how to deal with problems with the housekeeping service 3.8 Explain the limits of own authority when dealing with problems 3.9 Explain how to allocate work to staff 3.10 Explain how to choose appropriate methods to brief staff including: • verbal instructions • written instructions • demonstrations • diagrams
Learning outcome 4 4. Understand the importance of monitoring and reviewing housekeeping services	4.1 Explain how to monitor the use of housekeeping resources 4.2 Explain how to monitor responsibilities to ensure standards are maintained 4.3 Explain how to identify training needs to ensure that staff have the skills and knowledge needed 4.4 Explain how to motivate staff when giving them feedback 4.5 Describe the different ways of completing and storing computerised and paper-based records 4.6 Compare the advantages and disadvantages of computerised and paper-based records 4.7 Explain the importance of collecting feedback on the service, from customers and staff 4.8 Explain the importance of confidentiality when collecting feedback on the housekeeping service 4.9 Explain how to alter work allocation in order to improve the service

	4.10 Explain how to recommend ways of improving the housekeeping service
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Unit 426 Supervise portering and concierge operations

UAN: H/502/9560
Level: 3
Credit value: 4
GLH: 32

Aim

The aim of this unit is to develop your knowledge and understanding of supervising the portering and concierge service. You will cover preparation, supervision and review, and you will make sure the portering and concierge service has all the necessary staff, equipment and supplies. You will certify that procedures are in place for running the service and ensure that staff are properly briefed, trained, overseen and supported.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Allocate staff to portering and concierge duties
1. Be able to supervise portering and concierge operations	1.2	Ensure staff have the skills, knowledge and resources needed
	1.3	Brief staff on their duties, relevant procedures and any variations relating to their work routines
	1.4	Encourage staff to ask questions if there is information that they do not understand
	1.5	Ensure staff conduct a presentation that: • promotes goodwill and understanding with

	customers • complies with organisational policy 1.6 Monitor and review procedures to ensure the service meets the needs of customers 1.7 Ensure the service complies with relevant legislation and organisational policy 1.8 Inform staff and customers about any changes to the service that may affect them 1.9 Manage problems that may disrupt the service 1.10 Complete records according to the organisation's procedures 1.11 Collect feedback on the service from staff and customers 1.12 Present feedback to the relevant people according to the organisation's requirements 1.13 Make recommendations to improve the service, to the relevant person
Learning outcome 2 2. Understand the requirements of portering and concierge operations	2.2 Explain how legislation and industry codes of practice affect portering and concierge procedures 2.3 Describe how to make sure the portering and concierge service complies with legislation 2.4 Describe the organisation's policies and standards for customer service 2.5 Describe the limits of own authority when it comes to developing procedures and managing the service 2.6 Describe the limits of own authority when staff do not follow procedures 2.7 Explain how to make sure the portering and concierge service complies with organisational requirements 2.8 Explain the importance of maintaining confidentiality when dealing with information about staff and guests 2.9 Identify who to communicate with in the organisation when developing procedures 2.10 Explain why work procedures should be reviewed 2.11 Describe the organisational procedures for recording and reporting feedback
Learning outcome 3	3.1 Identify the information needed to run the portering and concierge service

3. Understand how to plan portering and concierge operations	3.2 Explain how to collect and check the information needed to run the portering and concierge service 3.3 Explain the importance of briefing staff on changes to work routines and about problems 3.4 Describe when and how to brief staff 3.5 Explain how to allocate work to members of staff to ensure standards of service are maintained
Learning outcome 4 4. Understand how to supervise portering and concierge operations	4.1 Explain how the portering and concierge service integrates with other departments 4.2 Identify the problems that may arise with the portering and concierge service 4.3 Explain how to deal with problems with the portering and concierge service 4.4 Explain the importance of monitoring relationships with internal customers to ensure an efficient service is provided 4.5 Explain how to communicate with staff 4.6 Identify standards of conduct and personal presentation for staff 4.7 Describe how to ensure that standards of customer service are being maintained 4.8 Describe how to give feedback to team members 4.9 Explain how to monitor the allocation and use of resources 4.10 Explain the importance of providing people with accurate information 4.11 Describe the different ways of completing and storing computerised and paper-based records 4.12 Compare the advantages and disadvantages of computerised and paper-based records 4.13 Explain why feedback from customers and staff is essential in developing services 4.14 Explain how recommendations for improvement should be developed and presented 4.15 Suggest how the organisation can meet new customer needs and expectations

Unit 427 supervise reception services

UAN: A/502/9533

Level: 3

Credit value: 12

GLH: 100

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills in supervising the reception service to ensure that it has all the necessary staff, equipment and supplies. This unit involves ensuring that procedures are in place for running the service and that staff conduct themselves appropriately and are properly briefed. You will also cover the monitoring and improvement of the service.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Ensure the reception service complies with relevant legislation and organisational policy
1. Be able to supervise reception services	1.2	Allocate and brief staff on reception duties including: • personal presentation • standard of behaviour • relevant procedures • work routines
	1.3	Ensure staff have the skills, knowledge and resources needed
	1.4	Encourage staff to ask questions

	1.5 Ensure staff follow the reception procedures 1.6 Ensure staff maintain the appearance of the reception area according to organisational requirements 1.7 Ensure staff communicate with customers in a manner that promotes goodwill and understanding 1.8 Inform staff and customers about any service changes that may affect them 1.9 Manage problems that disrupt the reception service 1.10 Collect feedback on the service from staff and customers 1.11 Monitor and review procedures to ensure the service meets the needs of customers 1.12 Recommend ways of improving the reception service following organisation's requirements 1.13 Report on performance and procedures as required 1.14 Complete the required records
Learning outcome 2 2. Understand policies and procedures relating to supervising reception services	2.1 Explain how to implement the requirements of: • health and safety • employment legislation • equal opportunities legislation • other industry specific regulations and codes of practice 2.2 Identify organisational standards for the reception area including: • personal presentation of staff • behaviour of staff 2.3 Explain how to ensure the performance of staff meets organisational standards 2.4 Describe how procedures and work instructions should be written 2.5 Identify the relevant channels of communication for establishing and updating procedures 2.5 Describe the organisation's discount policy 2.6 Explain how promotional offers should be handled
Learning outcome 3 3. Understand how to supervise reception services	3.1 Explain how the reception service integrates with other departments in the organisation

	3.2	Explain how the different roles and responsibilities of individuals within organisation and department affect reception service
	3.3	Explain the consequences of the reception service and other departments not working co-operatively
	3.4	Identify the department's service targets and standards
	3.5	Explain how to estimate the resources required for reception activities
	3.6	Explain how to develop a contingency plan
	3.7	Identify who in the organisation needs to approve the use of additional resources
	3.8	Describe how to build effective teams
	3.9	Describe ways staff can be encouraged to make decisions for themselves within limits of their authority
	3.10	Describe the limits of own authority when solving problems
	3.11	Explain how to communicate with customers and suppliers
	3.12	Identify customer needs and expectations
	3.13	Summarise the services that are available to customers
	3.14	Explain how to obtain information on guests including guest history where available
	3.15	Describe how customer complaints should be handled

Unit 428 Supervise reservations and booking services

UAN: Y/502/9538
Level: 3
Credit value: 5
GLH: 30

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when supervising the reservation and booking service, to ensure development and maintenance of the necessary resources and procedures essential for operation. It also involves monitoring the service and suggesting improvements.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to supervise reservations and booking services	1.1 Ensure the reservation and booking service complies with relevant legislation and organisational policy 1.2 Brief staff on reservation and booking duties including: • personal presentation • standard of behaviour • procedures • work routines 1.3 Ensure staff have the skills, knowledge and resources needed 1.4 Encourage staff to ask questions when needed 1.5 Ensure staff follow the reservation and booking procedures
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	1.6 Ensure staff communicate with customers in a manner that promotes goodwill and understanding 1.7 Inform staff and customers about any changes that may affect the service 1.8 Manage problems that may disrupt the reservation and booking service 1.9 Collect feedback on the service, from staff and customers 1.10 Monitor and review procedures to ensure the service meets the needs of customers 1.11 Recommend ways of improving the reservation and booking service following organisation's requirements 1.12 Report on performance and procedures as required 1.13 Complete the required records
Learning outcome 2 2. Understand the organisation's standards and policies for reservations and booking services	2.1 Explain how to monitor staff performance against the organisation's standards 2.2 Explain what to do if staff performance does not meet these standards 2.3 Describe the organisation's discount policy 2.4 Describe how promotional offers should be handled 2.5 Explain the organisation's overbooking policy 2.6 Explain the organisation's policy for out-booking guests when full 2.7 Explain how to develop reservation and booking procedures to meet requirements
Learning outcome 3 3. Understand the requirements that need to be met when supervising reservations and booking services	3.1 Explain how to implement the requirements of: • health and safety • employment legislation • equal opportunities • other industry specific regulations and codes of practice 3.2 Explain ways of assessing whether requirements are met 3.3 Describe the action that should be taken in response to breaches of requirements 3.4 Identify organisational policies that apply to: • the running of the reservation and booking service

		• review of procedures
Learning outcome 4 4. Understand how to supervise reservations and bookings services	4.1	Explain how the different roles and responsibilities of individuals in the organisation and department affect the reservation and booking service
	4.2	Explain how to estimate the time and resources required for reservation and booking activities
	4.3	Explain how to develop a contingency plan
	4.4	Identify who in the organisation needs to approve the use of additional resources
	4.5	Describe the limits of own authority when solving problems
	4.6	Describe how to communicate with customers
	4.7	Explain how to assess customers' needs
	4.8	Summarise the products and services that are available to customers
	4.9	Identify the guest facilities that are available in the organisation where the booking is being made
	4.10	Identify the information needed to maintain the reservation and booking service
	4.11	Explain how to collect required information on the reservation and booking service
	4.12	Describe the different ways of completing and storing computerised and paper-based records
	4.13	Compare the advantages and disadvantages of computerised and paper-based records
	4.14	Explain the importance of staff and customer feedback
	4.15	Explain how to collect and analyse feedback
	4.16	Explain how to give feedback to staff
	4.17	Explain how to present recommendations to improve the reservations and booking service
	4.18	Explain how to review and update: • plans • targets • objectives • activities • work performance

Unit 429 Monitor and solve customer service problems

UAN: J/601/1514

Level: 3

Credit value: 6

GLH: 40

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills for monitoring customer service problems and taking action to develop a solution. You will cover the behaviours, processes and approaches that are most effective when handling customer service problems.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Respond positively to customer service problems following organisational guidelines
1. Be able to solve immediate customer service problems	1.2	Solve customer service problems when you have sufficient authority
	1.3	Work with others to solve customer service problems
	1.4	Keep customers informed of the actions being taken
	1.5	Check with customers that they are comfortable with the actions being taken
	1.6	Solve problems with service systems and procedures that might affect customers before they become aware of them

	1.7	Inform managers and colleagues of the steps taken to solve specific problems
Learning outcome 2 2. Be able to identify repeated customer service problems and options for solving them	2.1 2.2 2.3	Identify repeated customer service problems Identify the options for dealing with repeated customer service problem and consider the advantages and disadvantages of each option Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation
Learning outcome 3 3. Be able to take action to avoid the repetition of customer service problems	3.1 3.2 3.3 3.4	Obtain the approval from somebody with sufficient authority to change organisational guidelines, in order to reduce the chance of a problem being repeated Action your agreed solution Keep your customers informed, in a positive and clear manner, of steps being taken to solve any service problems Monitor the changes you have made and adjust them if appropriate
Learning outcome 4 4. Understand how to monitor and solve customer service problems	4.1 4.2 4.3 4.4	Describe organisational procedures and systems for dealing with customer service problems Describe the organisational procedures and systems for identifying repeated customer service problems Explain how the successful resolution of customer service problems contributes to customer loyalty from the external customer, and improved working relationships with service partners or internal customers Explain how to negotiate with and reassure customers while their problems are being solved

Unit 430 Support learning and development within own area of responsibility

UAN: M/600/9676

Level: 3

Credit value: 5

GLH: 25

Aim

The aim of this unit is to develop your knowledge and understanding for helping colleagues/staff to develop their skills through a variety of learning opportunities.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to support colleagues in learning and its application	1.1 Identify information, advice and guidance to support learning 1.2 Communicate to colleagues to take responsibility for their own learning 1.3 Explain to colleagues how to gain access to learning resources 1.4 Support colleagues to practice and reflect on what they have learned
Learning outcome 2 2. Be able to identify the learning needs of colleagues in own area of responsibility	2.1 Identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills 2.2 Prioritise learning needs of colleagues 2.3 Produce personal development plans for colleagues in own area of responsibility

Learning outcome 3 3. Understand how to develop a learning environment in own area of responsibility	3.1 Explain the benefits of continual learning and development 3.1 Explain how learning opportunities can be provided for own area of responsibility
Learning outcome 4 4. Be able to evaluate learning outcomes and future learning and development of colleagues	4.1 Examine with each colleague whether the learning activities undertaken have achieved the desired outcomes 4.2 Support colleagues when updating their personal development plan

Unit 431 Improve the customer relationship

UAN: H/601/1232

Level: 3

Credit value: 7

GLH: 47

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when building and improving relationships with customers. These may be internal customers or members of the public. You will learn how to make customers feel that you genuinely want to provide them with high levels of service and that you will make every possible effort to meet or exceed their expectations.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to improve communication with your customers	1.1	Select and use the best method of communication to meet your customers' expectations
	1.2	Take the initiative to contact your customers to update them when things are not going to plan or when you require further information
	1.3	Adapt your communication to respond to individual customers' feelings
Learning outcome 2	2.1	Meet your customers' expectations within your organisation's service offer
	2.2	Explain the reasons to your customers

2. Be able to balance the needs of your customer and your organisation	sensitively and positively when customer expectations cannot be met 2.3 Identify alternative solutions for your customers either within or outside the organisation 2.4 Identify the costs and benefits of these solutions to your organisation and to your customers 2.5 Negotiate and agree solutions with your customers which satisfy them and are acceptable to your organisation 2.6 Take action to satisfy your customers with the agreed solution when balancing customer needs with those of your organisation
Learning outcome 3 3. Be able to exceed customer expectations to develop the relationship	3.1 Make extra efforts to improve your relationship with your customers 3.2 Recognise opportunities to exceed your customers' expectations 3.3 Take action to exceed your customers' expectations within the limits of your own authority 3.4 Gain the help and support of others to exceed your customers' expectations
Learning outcome 4 4. Understand how to improve the customer relationship	4.1 Describe how to make best use of the method of communication chosen for dealing with your customers 4.2 Explain how to negotiate effectively with your customers 4.3 Explain how to assess the costs and benefits to your customers and your organisation of any unusual agreement you make 4.4 Explain the importance of customer loyalty and/or improved internal customer relationships to your organisation

Unit 432 Manage the environmental impact of work activities

UAN: M/600/9712

Level: 3

Credit value: 5

GLH: 10

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when managing work activities and resources in your area of responsibility in order to minimise the negative impact and maximise the positive impact on the environment.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to organise work activities and resource use to minimise environmental impact	1.1 Adapt the use of resources in own area of responsibility to reduce environmental impact 1.2 Organise activities in own area of responsibility to reduce environmental impact
Learning outcome 2 2. Be able to promote ongoing improvement in environmental Performance	2.1 Establish means by which individuals can identify and report opportunities for improving environmental performance 2.2 Communicate environmental benefits resulting from changes to work activities
Learning outcome 3	3.1 Assess the environmental impact of work activities and resource use

3. Be able to assess and report on the environmental impact of work activities in own area of responsibility	3.2	Produce a report on the environmental impact of work activities and resource use, with recommendations for improvement
Learning outcome 4 4. Understand the legal requirements and environmental policies that impact on own area of responsibility	4.1 4.2	Explain the legal requirements that impact on own area of responsibility Explain the environmental policies that impact on own area of responsibility
Learning outcome 5 5. Understand how to assess the impact of work activities on the environment and how this can be minimised	5.1 5.2 5.3	Explain what specialist advice is available to manage the environmental impact of work activities Explain how to assess the impact of work activities and resources on the environment Explain how to minimise the environmental impact of work activities

Unit 433 Lead and manage meetings

UAN: Y/600/96/86
Level: 3
Credit value: 4
GLH: 20

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when leading meetings. You will learn how to achieve objectives, solve problems, make decisions, consult with people and exchange information and knowledge.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to chair a meeting	1.1 Manage the agenda in co-operation with participants to ensure the meeting's objectives are met 1.2 Produce minutes of the meeting and allocate action points after discussions
Learning outcome 2 2. Be able to prepare to lead a meeting	2.1 Perform activities needed to be carried out in preparation for leading a meeting 2.2 Produce documentation in support of activities
Learning outcome 3 3. Be able to manage meeting procedures	3.1 Identify any formal procedures that apply in own organisation

Learning outcome 4 4. Be able to undertake post-meeting tasks	4.1 Explain that the minutes of the meeting provide an accurate record of proceedings 4.2 Communicate and follow up meeting outcomes to relevant individuals 4.3 Evaluate whether the meeting's objectives were met and identify potential improvements
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Unit 435 Supervise reception services

UAN: T/502/9529
Level: 3
Credit value: 5
GLH: 22

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills in supervising the reception service to ensure that it has all the necessary staff, equipment and supplies. This unit involves ensuring that procedures are in place for running the service and that staff conduct themselves appropriately and are properly briefed. You will also cover the monitoring and improvement of the service.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Identify staffing requirements taking account of work objectives and constraints
1. Be able to contribute to the selection of staff for activities	1.2	Ensure that identified staffing requirements are based on valid and reliable information
	1.3	Present staffing requirements to the relevant people following organisational procedures
	1.4	Follow organisational procedures when assessing and selecting staff
	1.5	Ensure the selection of staff is based on

	an objective assessment of the information available against agreed selection criteria 1.6 Ensure records of own contribution to the selection process meet organisational requirements
Learning outcome 2 2. Understand how to contribute to the selection of staff for activities	2.1 Describe the legal organisational requirements for identifying personnel needs 2.2 Explain how to interpret the work objectives and constraints which are relevant to identifying own personnel needs 2.3 Explain how to make a case for additional staffing requirements 2.4 Describe the legal requirements that need to be followed when selecting staff 2.5 Identify the organisational and industry requirements for the selection of personnel 2.6 Explain how to collect the information necessary to contribute to identifying staffing requirements 2.7 Explain how to check the validity of information for staffing requirements 2.8 Explain the type of work objectives and constraints that may influence personnel considerations 2.9 Explain how to present suggestions for selection procedures 2.10 Describe the range of methods which may be used for the assessment and selection of staff 2.11 Compare the advantages and disadvantages of different selection methods for own team 2.12 Outline how own contribution can be made to the assessment and selection of staff 2.13 Explain how to make fair and objective assessments against criteria during the selection process 2.14 Explain the importance of confidentiality during selection processes 2.15 Outline the type of information that may be shared with specific staff 2.16 Explain the importance of keeping accurate records of own contributions to the selection process

Unit 435 Supervise cellar and drink storage operations

UAN: R/502/9540
Level: 3
Credit value: 5
GLH: 28

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when supervising cellar and drink stores, to ensure that drinks are available for use in the best possible condition. You will cover monitoring procedures, operations and equipment, and be able to deal with any problems that may occur.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Maintain the quality of drink products
1. Be able to supervise cellar and drink storage operations	1.2	Ensure staff follow agreed cellar and drink storage procedures
	1.3	Encourage staff to look for and report problems
	1.4	Ensure all activities in the cellar area comply with relevant legislation and organisational policy
	1.5	Ensure problems relating to cellar and drink storage are addressed
	1.6	Implement contingency plans to minimise any risks resulting from problems

	1.7 Suggest ways of improving the efficiency of procedures to the relevant person in the organisation 1.8 Record details of cellar and drink storage operations, problems and corrective action taken, in a suitable format 1.9 Ensure records are available to the relevant people, using organisational systems and procedures
Learning outcome 2 2. Understand the requirements that need to be met when supervising cellar and drink storage operations	2.1 Describe legislation and codes of practice relevant to cellar and drink storage operations 2.2 Explain the organisational procedures that need to be followed relating to cellar and drink storage operations 2.3 Explain action that needs to be taken when implemented procedures and codes of practice have not been followed 2.4 Explain the importance of organisational procedures 2.5 Explain how to keep up to date with relevant legislation and codes of practice 2.6 Explain how procedures regarding cellar and drink storage operations should be communicated to staff
Learning outcome 3 3. Understand how to supervise cellar and drink storage operations	3.1 Describe the products that are kept in cellars and drink stores 3.2 Explain the environmental benefits of effective cellar and drink storage operations 3.3 Explain the economic impact of not following cellar and drink storage procedures on: • the organisation • its employees • its customers 3.4 Summarise the skills and knowledge needed to carry out cellar and drink storage operations 3.5 Explain how cellar and drink storage operations can be monitored 3.6 Identify the types of problems that may occur in drink storage operations 3.7 Explain how to rectify drink storage problems 3.8 Explain limits of own authority when dealing with drink storage problems

	3.9 Explain ways to encourage staff to report drink storage problems 3.10 Explain how to develop contingency plans to: • minimise negative effects on drink storage • minimise disruption to service
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Unit 436 Supervise linen services

UAN: M/502/9559
Level: 3
Credit value: 4
GLH: 29

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills for the maintenance of the linen service. You will cover the preparation, supervision and review of the service, the planning of equipment and supplies, preparing of staff rotas and briefing staff, and collecting customer feedback.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to supervise linen services	1.1 Allocate and brief staff on linen duties including: • relevant procedures • work routines 1.2 Ensure staff have the skills, knowledge and resources needed 1.3 Encourage staff to ask questions when needed 1.4 Ensure the conduct and presentation of staff: • promotes goodwill and understanding with customers • complies with the organisational policy
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	• complies with legal requirements 1.5 Inform staff and customers about any service changes that may affect them 1.6 Manage problems that disrupt the linen service 1.7 Collect feedback on the service from staff and customers 1.8 Monitor and review procedures to ensure the service meets the needs of customers, and complies with relevant legislation and organisational policy 1.9 Recommend ways of improving the linen service following organisation's requirements 1.10 Complete the required records according to organisation's procedures
Learning outcome 2 2. Understand how to plan the linen service	2.1 Explain how to estimate the time and resources needed for the linen service 2.2 Identify who to approach to get approval for the use of additional resources 2.3 Explain how to write procedures and work instructions 2.4 Explain how to brief staff on procedures relevant to the running of the linen service 2.5 Explain the importance of contingency plans 2.6 Explain how to develop contingency plans
Learning outcome 3 3. Understand the importance of supervising the linen service	3.1 Explain how the different roles and responsibilities of individuals within the organisation and department relate to the running of the linen service 3.2 Explain how the linen service integrates with other departments in the organisation 3.3 Explain the consequences of the linen service and other departments not working together 3.4 Describe the organisation's objectives and policies that are relevant to the running of the linen service
Learning outcome 4 4. Understand how to supervise linen services	4.1 Explain how to implement the requirements of: • health and safety • employment legislation • equal opportunities legislation

	• other industry specific regulations and codes of practice
4.2	Describe the actions to take when legal requirements are not met
4.3	Explain how to monitor staff performance against the organisation's standards
4.4	Explain how to communicate effectively with others
4.5	Explain how to deal with problems that are likely to occur when running a linen service
4.6	Describe the limits of own authority when dealing with problems
4.7	Identify who to approach when a solution to a problem is beyond the limits of own authority
4.8	Compare the advantages and disadvantages of completing and storing computerised and paper-based records
4.9	Explain the importance of feedback from staff and customers
4.10	Describe how to collect and analyse feedback from staff and customers
4.11	Identify the types of recommendations that could be made to meet customer needs and improve efficiency
4.12	Identify who to present recommendations to
4.13	Explain how to support recommendations with appropriate evidence

Unit 437 Supervise practice for handling payment

UAN: D/502/9539
Level: 3
Credit value: 4
GLH: 18

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when monitoring and controlling the handling of payments, collecting takings and processing payment information. You will also learn how to maintain security and deal with difficulties that may arise in connection with payments and takings.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Ensure staff have the resources, information and skills needed to carry out their responsibilities
1. Be able to supervise practices for handling payments	1.2	Ensure that staff communicate with customers in a way that is likely to promote good will and understanding
	1.3	Ensure staff handle payments and refunds according to the organisation's procedures
	1.4	Ensure staff follow payment point safety and security procedures
	1.5	Deal effectively with any problems which occur at payment points

	1.6 Collect payment point contents in line with the organisation's procedures 1.7 Reconcile actual takings against recorded takings 1.8 Deal with discrepancies between takings following organisation's procedures and legal requirements 1.9 Complete documents relating to takings and process in line with the organisation's procedures 1.10 Process documents relating to takings and process in line with the organisation's procedures
Learning outcome 2 2. Understand how payments should be handled	2.1 Describe the different roles and responsibilities of individuals in own area of responsibility in relation to handling payments and collecting takings 2.2 Explain limits of own authority when controlling payment 2.3 Identify the methods of payment that are: • accepted in the organisation • used in the hospitality industry 2.4 Identify the organisational guidelines and procedures that should be followed when: • handling payments • processing payments • processing payment information • collecting takings 2.5 Describe how to present information relating to payment procedures to staff 2.6 Describe the confirmation systems that should be used when authorising payments 2.7 Identify the electronic point of sale systems (EPOS) used within own area of responsibility 2.8 Explain how to identify and deal with discrepancies 2.9 Explain how to complete documentation that is needed
Learning outcome 3 3. Understand how to supervise practices for handling payments	3.1 Explain how to estimate the till items needed for handling payment 3.2 Identify who to gain approval from when additional till items are required 3.3 Describe how to control the issue and use of till items

	3.4	Explain how to operate the payment points and equipment used in own organisation
	3.5	Explain how to obtain till readings
	3.6	Identify the types of problems that may occur when controlling payment practices
	3.7	Explain how to deal with payment practice problems
	3.8	Explain how to monitor staff performance against organisational standards
	3.9	Describe what action to take when staff performance falls below standards
	3.10	Explain how to deal with suspected dishonesty in the organisation
	3.11	Explain how to deal with fraudulent payments
	3.12	Describe how to record information about payments
	3.13	Identify who information on payment handling should be passed to
	3.14	Explain how to plan and implement the organisation's security procedures to protect staff and takings
	3.15	Identify who to gain security advice from
	3.16	Explain how to deal with emergency situations including robbery and threats to safety

Unit 438 Supervise the use of technological equipment in hospitality services

UAN: F/502/9534

Level: 3

Credit value: 4

GLH: 33

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when using, and supporting staff in their use of, new technology within a hospitality context.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to supervise the use of technological equipment in hospitality services	<table><tr><td>1.1</td><td>Ensure that staff are competent in the operation of equipment that they have to use in own area of responsibility</td></tr><tr><td>1.2</td><td>Monitor the use of the equipment to ensure it is being used: • safely and efficiently • to the benefit of customers • to the benefit of the organisation • in line with the organisation's and manufacturer's guidelines </td></tr><tr><td>1.3</td><td>Deal with problems promptly and effectively within the limits of own authority</td></tr><tr><td>1.4</td><td>Seek help and guidance from the relevant people if unable to deal with problems</td></tr></table>	1.1	Ensure that staff are competent in the operation of equipment that they have to use in own area of responsibility	1.2	Monitor the use of the equipment to ensure it is being used: • safely and efficiently • to the benefit of customers • to the benefit of the organisation • in line with the organisation's and manufacturer's guidelines	1.3	Deal with problems promptly and effectively within the limits of own authority	1.4	Seek help and guidance from the relevant people if unable to deal with problems
1.1	Ensure that staff are competent in the operation of equipment that they have to use in own area of responsibility								
1.2	Monitor the use of the equipment to ensure it is being used: • safely and efficiently • to the benefit of customers • to the benefit of the organisation • in line with the organisation's and manufacturer's guidelines								
1.3	Deal with problems promptly and effectively within the limits of own authority								
1.4	Seek help and guidance from the relevant people if unable to deal with problems								

	1.5 Ensure that maintenance activities are carried out correctly 1.6 Ensure records are completed accurately 1.7 Identify and report ways in which use of the technology could be improved
Learning outcome 2 2. Understand the requirements that need to be met when using technological equipment in hospitality services	2.1 Describe the health and safety requirements and precautions in relation to the use of technology in own area of responsibility 2.2 Describe the operational procedures that staff in own area of responsibility should follow when using technology 2.3 Describe maintenance procedures for the technology in own area of responsibility 2.4 Describe organisational procedures and contingency arrangements in the event of the failure of the technology in own area of responsibility
Learning outcome 3 3. Understand how to supervise the use of technological equipment in hospitality services	3.1 List existing technology that support activities in own field of work 3.2 Compare the possible benefits and disadvantages of introducing new technologies in organisations 3.3 Explain how to overcome or minimise the disadvantages of introducing new technologies 3.4 Identify sources of information and best practice in relation to various types of technology used in the industry 3.5 Explain how to ensure that self and staff are competent in the operation of the technology 3.6 Explain how to identify and address training needs in connection with the use of technologies 3.7 Explain how to empower staff members to deal with technological problems that are within their control and expertise 3.8 Explain how to manage change during the introduction of new technology 3.9 Explain how to monitor the use of equipment 3.10 Explain how to minimise negative effects on the environment when using new technology 3.11 Explain how to deal with a range of problems that might occur with the

	technology in own area of responsibility 3.12 Explain how to deal with customers when equipment failure causes disruption 3.13 Describe the systems used to record information on the maintenance of technology in own area of responsibility 3.14 Explain the importance of maintaining accurate records
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Unit 439 Supervise the wine store/cellar and dispense counter

UAN: R/502/9537

Level: 3

Credit value: 5

GLH: 24

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when supervising staff to maintain wine in the best possible condition. You will also learn how to maintain stock at the dispense counter.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Carry out regular inspections to make sure staff are following established cellar and dispense counter procedures
1. Be able to supervise the wine store/cellar and dispense counter	1.2	Ensure wine and dispense counter stock is handled in a way that minimises damage to bottles, containers, packaging and content
	1.3	Ensure that staff follow relevant legal requirements for the sale of wine
	1.4	Store wine and dispense counter stock under the correct environmental conditions
	1.5	Deal with damage, deterioration and loss of wine, and dispense counter stock correctly
	1.6	Ensure service equipment is clean, free

	from damage and stored in the correct place 1.7 Deal with unforeseen situations and problems 1.8 Record information so that it is available to the appropriate people
Learning outcome 2 2. Understand the procedures for the storage and dispensing of wine	2.1 Describe legislation, industry codes and best practice relating to the sale of wine 2.2 Explain how to ensure that legal requirements relating to the wine cellar operation are met 2.3 Explain the requirements for storing and maintaining different types of wine in own area of responsibility 2.4 Describe the procedures that need to be in place to ensure wine stock is stored correctly and damage to labels and bottles is minimised 2.5 Explain why wine stocks need specific methods of care 2.6 Explain the impact that the care of wine stocks can have on customers, employees and profitability of the organisation 2.7 Explain the importance of maintaining security needs within the wine cellar 2.8 Explain the principles and procedures for the cleaning and disinfection of service areas, equipment and glassware 2.9. Explain the importance of contributing to the evaluation of procedures 2.10 Explain how to contribute to the evaluation of procedures in own organisation
Learning outcome 3 3. Understand how to supervise the storage and dispensing of wine	3.1 Explain how to identify damaged or sub-standard wine stock 3.2 Explain how to deal with damaged or sub-standard wine stock 3.3 Describe how to respond to faults with wines identified by customers 3.4 Identify the types of difficulties that are likely to arise in own area of responsibility 3.5 Describe how to prepare for difficulties in own area of responsibility 3.6 Explain how to ensure staff receive appropriate training to meet their responsibilities 3.7 Explain how to monitor staff involved in the storage and dispensing of wine

	3.8 Identify the type of service equipment typically used in the sale of wine (including draft wine) 3.9 Explain how service equipment should be used 3.10 Identify glassware appropriate for serving different wines 3.11 Explain how to maintain the environmental conditions required in the wine store/cellar 3.12 Explain how to monitor and maintain stock rotation systems 3.13 Explain how to control cross-contamination of physical, chemical, microbial and allergen contaminants that affect wine stocks 3.14 Identify the information relating to the wine store/cellar that needs to be recorded 3.15 Describe how information relating to the wine store/cellar needs to be recorded
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Unit 440 Supervise vending services

UAN: L/502/9536
Level: 3
Credit value: 5
GLH: 34

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when maintaining the vending service. You will deal with the monitoring and supervision of the service including the briefing of staff on procedures and work schedules, reviewing sales, inspecting vending machines and dealing with problems.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Ensure staff have the resources needed to maintain the vending service
1. Be able to supervise vending services	1.2	Assist with the development of procedures and work schedules
	1.3	Update staff on any new procedures and work schedules
	1.4	Carry out inspections to ensure staff are following procedures and work schedules that comply with legislation and organisation's policies
	1.5	Manage problems that may disrupt the vending service
	1.6	Inform staff and customers about any service changes that may affect them

	1.7 Collect feedback on the service, from staff and customers 1.8 Suggest how the service could be improved 1.9. Record information as required and make it available to the relevant people
Learning outcome 2 2. Understand the procedures that need to be followed when providing a vending service	2.1 Describe the legal requirements that govern vending operations 2.2 Describe own organisation's policies for providing a vending service 2.3 Identify the resources needed for the hygiene, maintenance and operation of the vending service 2.4 Explain how to obtain the resources needed for the vending service 2.5 Describe the procedures used to monitor sales 2.6 Identify how frequently machines in own area of responsibility should be refilled 2.7 Describe the procedures that staff need to follow when cleaning machines containing cash, filling machines containing cash and emptying machines containing cash 2.8 Explain how to communicate procedures to staff 2.9 Describe the systems that are in place to ensure staff follow the correct procedures 2.10 Describe own organisation's policies for identifying faults, breaches of security and damage 2.11 Explain how products should be presented and displayed 2.12 Explain the importance of recording procedures 2.13 Describe the recording procedures that apply to the maintenance and operation of the vending service
Learning outcome 3 3. Understand how to supervise a vending service	3.1 Identify the range of products provided by own organisation 3.2 Identify the type of machines used by own organisation 3.3 Explain the importance of reporting fluctuations in sales 3.4 Identify who to report fluctuations in sales to 3.5 Explain how to deal with cash discrepancies

	3.6	Explain how to contribute to the development of procedures for the vending service
	3.7	Explain the importance of maintaining the temperature of products in own area of responsibility
	3.8	Identify the temperatures that should be maintained for products in own area of responsibility
	3.9	Identify vended products that may cause allergic reactions
	3.10	Explain the measures that can be taken to prevent reactions to potent allergens
	3.11	Describe how to monitor and review the vending service
	3.12	Explain the importance of contingency plans
	3.13	Explain how to manage problems that may affect the vending service
	3.14	Explain the importance of liaising with customers and staff

Unit 441 Ensure food safety practices are followed in the preparation and serving of food and drink

UAN: H/502/9591

Level: 3

Credit value: 5

GLH: 35

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills in ensuring that appropriate food safety practices and procedures are followed in the preparation and serving of food and drink.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Ensure relevant information about food safety procedures is available
1. Be able to ensure food safety practices are followed in the preparation and serving of food and drink	1.2	Explain own responsibilities in relation to food safety procedures
	1.3	Ensure that good hygiene practices are in place
	1.4	Implement food safety procedures within the limits of own responsibility
	1.5	Monitor own area of responsibility for food safety hazards
	1.6	Identify potential food safety hazards in own area of responsibility
	1.7	Report any potential food safety hazards for review

	1.8 Identify control measures appropriate to food safety hazards 1.9 Evaluate food safety procedures 1.10 Feedback to the relevant person, the effectiveness of the organisation's food safety procedures
Learning outcome 2 2. Understand the importance of ensuring food safety practices are followed in the preparation and serving of food and drink	2.1 Explain the importance of food safety procedures 2.2 Outline the food safety legislation requirements affecting own area of responsibility 2.3 Explain the importance of good hygiene practices 2.4 Outline the hygiene practices relevant to own work 2.5 Explain the importance of being aware of potential food safety hazards in own area of responsibility 2.6 Outline the principal causes of food safety hazards 2.7 Explain the importance of effective pest control measures 2.8 Explain the importance of using effective methods for cleaning equipment and surfaces 2.9 Explain the importance of disposing of waste hygienically and effectively 2.10 Explain the importance of food temperature control 2.11 Explain the consequences of cross-contamination 2.12 Explain the importance of providing feedback on food safety procedures
Learning outcome 3 3. Understand how to ensure food safety practices are followed in the preparation and serving of food and drink	3.1 Explain the principles of good workplace design 3.2 Explain how to implement the organisation's food safety procedures in own area of responsibility 3.3 Describe the different types of food safety hazards including: • microbiological • physical • chemical • allergenic 3.4 Describe the conditions that affect microbial growth 3.5 Explain how to identify food safety hazards 3.6 Explain how to control significant food safety hazards

	3.7	Identify the correct methods to control waste
	3.8	Describe the operational requirements in relation to personal hygiene practices that staff should follow
	3.9	Identify effective methods for cleaning equipment and surfaces
	3.10	Identify the temperature levels and controls for the types of food in own area of responsibility
	3.10	Explain how to eliminate cross-contamination
	3.11	Explain how to confirm responsibilities for food safety procedures to staff
	3.12	Explain how to ensure that staff receive training to meet their food safety responsibilities
	3.13	Identify the types of failures that may occur with control measures
	3.14	Identify the corrective actions to take when control measures fail
	3.15	Identify the types of issues that should be communicated to the person responsible for the food safety procedures

Unit 442 Contribute to promoting hospitality products and services

UAN: J/502/9535

Level: 3

Credit value: 5

GLH: 28

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when promoting services and products. It is geared towards those in a supervisory role who are well placed to offer new ideas for promotional activities. Promotion may be through regular activities such as posters, leaflets and discounts as well as more irregular innovations such as special timely events.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Be able to contribute to promoting hospitality services and products	1.1 Identify possible activities to promote the services and products in own area of responsibility 1.2 Identify the sales improvements promotional activities could generate 1.3 Consult with relevant colleagues about own ideas for promotional activities 1.4 Ensure promotional activities are consistent with: • targets • the organisation's objectives and values • social responsibility practices • legal requirements
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	1.5 Collect relevant information to support ideas for promotional activities 1.6 Organise relevant information to support ideas for promotional activities 1.7 Contribute to the development and implementation of plans 1.8 Instruct colleagues on planned activities as appropriate 1.9 Monitor activities to ensure that: • targeted customers are being reached • promotional activities are run according to agreed plans and standards 1.10 Collect information about the promotional activities 1.11 Evaluate the effectiveness of promotional activities
Learning outcome 2 2. Understand how to plan the promotion of hospitality products and service promotions	2.1 Outline the legal requirements that should be taken into account when developing and implementing promotional activities including: • Trade Descriptions Act • Health and Safety at Work Act • Discrimination Acts • Copyright law • COSHH • Food Hygiene 2.2 Explain the consequences of promotional activities not meeting legal requirements 2.3 Describe social responsibility practices, 'Best Practice' principles and ethical considerations that need to be considered when promoting hospitality services and products 2.4 Identify the organisation's target markets, sales targets and main competitors that are relevant to own area of responsibility 2.5 Identify what information is needed to support suggested promotional activities 2.6 Identify the resources that are available for promotional activities 2.7 Explain how to obtain additional resources 2.8 Explain how to cost promotional activities to ensure profitability is maintained and improved

Learning outcome 3 3. Understand how to contribute to promoting hospitality products and services	3.1 Describe the nature of the product being promoted and any other materials that feature in the promotion 3.2 Outline any other promotional plans within the organisation that are relevant 3.3 Describe the possible adverse results that the promotion, products and other materials may have and how to avoid these 3.4 Identify the terms and conditions that need to be included in promotions and how these should be written 3.5 Describe how to present promotional ideas to other people in the organisation 3.6 Identify which colleagues need to be briefed in relation to different types of promotional plans 3.7 Outline the information that colleagues should be given about promotional activities 3.8 Explain when to use product and organisational logos, trademarks and branding to support promotional activities 3.9 Describe how to use product and organisational logos, trademarks and branding to support promotional activities 3.10 Outline the organisation's procedures for implementing promotional activities 3.11 Explain how promotional activities could become disrupted and how to deal with this 3.12 Describe how to measure the effectiveness of promotional activities 3.13 State who to make recommendations to for improving promotional activities
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Unit 443 Contribute to the development of a wine list

UAN: K/502/9530

Level: 3

Credit value: 5

GLH: 24

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when helping to develop new wine lists. You will cover the research, analysis and introduction of wines to develop or complement a wine list.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Collect information needed to help plan the development of the wine list
1. Be able to contribute to the development of a wine list	1.2	Evaluate information collected to help with the development of the wine list
	1.3	Contribute to the decision making when agreeing the final wine list
	1.4	Record the decisions made for the wine list according to organisation's procedures
	1.5	Collect the information needed to introduce the new wines to the wine list
	1.6	Ensure staff have the resources needed to carry out their responsibilities in relation to the wine list

	1.7 Collect feedback from staff and customers on the introduction of the new wines 1.8 Analyse feedback on the new wines from staff and customers 1.9 Feedback to the relevant people regarding the wine list, according to own organisational requirements
Learning outcome 2 2. Understand how to plan the development of a wine list	2.1 Identify the organisational procedures that apply to the development of a wine list 2.2 Explain how to evaluate information that will help to plan and update the wine list 2.3 Describe the types of wine direct competitors of own organisation are offering and how this can inform the development of own wine list 2.4 Explain the types of customers the wine list is aimed at 2.5 Identify the budget available for the wine list 2.6 Identify the wines that are available from own suppliers 2.7 Identify alternative wine suppliers that could be approached 2.8 Identify who should be consulted when developing a wine list 2.9 Explain how feedback can be used to evaluate the impact of new wines
Learning outcome 3 3. Understand how to contribute to the development of a wine list	3.1 Describe legal requirements relevant to: • weights and measures • trade descriptions • licensing legislation 3.2 Explain how to implement legal requirements for: • weights and measures • trade descriptions • licensing legislation 3.3 Explain the different roles and responsibilities of individuals within own organisation in relation to developing a wine list 3.4 Explain how to communicate with: • own team • customers • management • suppliers 3.5 Describe the current and future trends in wine style and wine consumption

	3.6	Explain how to adjust the wine list according to market research
	3.7	Describe the characteristics of wines from different regions
	3.8	Identify the alcohol content of the different wines on the wine list
	3.9	Compare the compatibility of different wines with the organisation' menu
	3.10	Explain how wine should be priced to achieve an appropriate profit margin
	3.11	Explain how to present information to management in a format that will help decision making
	3.12	Explain how to promote customer awareness of new wines and wine lists
	3.13	Explain how to present the results of evaluating the wine list to management

Unit 444 Supervise off-site food delivery service

UAN: K/502/9558

Level: 3

Credit value: 4

GLH: 34

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when planning, preparing and co-ordinating an efficient off-site food delivery service.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Ensure staff follow agreed procedures for the processing and delivery of food orders
1. Be able to supervise off-site food delivery services	1.2	Control packaging, containers and delivery times to ensure food is maintained in line with relevant legislation and quality control procedures
	1.3	Co-ordinate activities to ensure the delivery service meets customer expectations
	1.4	Ensure that staff have the information, knowledge and skills required to deliver the food in line with the required standard of service
	1.5	Deal with problems which arise in order to minimise disruption to the service

	1.6 Implement contingency plans when food items and delivery times fail to reach required standards 1.7 Communicate with customers to investigate or update on problems that occur with food orders 1.8 Follow organisation's procedures when registering information relevant to off-site food delivery
Learning outcome 2 2. Understand the procedures that need to be followed in own area of responsibility	2.1 Explain the industry specific regulations and codes of practice relevant to own area of responsibility 2.2 Explain how to implement up to date industry specific regulations and codes of practice in own area of responsibility 2.3 Describe the organisation's procedures relevant to the delivery of food to the customer 2.4 Explain own responsibilities in relation to food safety within the organisation including: • helping to check procedures • assisting with hazard analysis • allocating and supervising food safety responsibilities • identifying and meeting staff training needs • ensuring application and monitoring of control measures • ensuring corrective action is taken when control measures fail • following recording procedures 2.5 Explain the importance of monitoring delivery times to maintain: • food safety • the quality of the product • customer service expectations 2.6 Explain when to implement contingency plans and who needs to be notified 2.7 Describe procedures that need to be followed when communicating with customers to investigate or update on problems that occur with food orders 2.8 Identify the type of information that should be registered

	2.9 Describe organisational procedures for registering information relevant to off-site delivery 2.10 Explain the consequences of failing to register required information relevant to off-site delivery
Learning outcome 3 3. Understand how to supervise off-site food delivery service	3.1 Identify the roles and responsibilities of individuals within the organisation who are responsible for delivering food to the customer 3.2 Explain how individuals responsible for delivering food to the customer should work together 3.3 Describe the knowledge, information and skills that staff require to deliver food to meet: • industry codes of practice • organisational requirements • customer service standards 3.4 Explain how to communicate with own team and other colleagues in the organisation 3.5 Describe how to lead own team by example 3.6 Describe the methods that can be used to supervise activities and performance in relation to organisational procedures 3.7 Compare stock that is available in the department to what is required 3.8 Identify the packaging and containers that are available 3.9 Explain how the packaging and containers that are available: • maintain the quality of the food items • minimise the negative impact on the environment • maximise the positive impact on the environment 3.10 Explain how to monitor delivery times 3.11 Describe how to ensure the quality of food is maintained before and during delivery 3.12 Explain how to plan, prioritise and co-ordinate activities to ensure the delivery service meets customer expectations 3.13 Explain how to review and evaluate own operations 3.14 Describe the format for presenting information

	3.15 Explain how to make recommendations to management on operations
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Unit 445 Contribute to the development of recipes and menus

UAN: M/502/9531

Level: 3

Credit value: 4

GLH: 22

Aim

The aim of this unit is to develop your knowledge, understanding and practical skills when developing or introducing new menu items. It involves research, implementation and review.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Consider food combinations, flavours and dietary requirements when introducing new recipe and menu suggestions
1. Be able to contribute to the development of recipes and menus	1.2	Calculate ingredient ratios, cooking times and temperatures to produce a recipe in varying quantities
	1.3	Identify suitable supply sources
	1.4	Identify methods for presenting, holding and distributing the recipe item
	1.5	Cost recipe suggestions taking into account the resources available
	1.6	Follow organisational procedures for registering and passing on relevant information about the suitability of new menu items
	1.7	Make suggestions on the layout and

	presentation of the menu 1.8 Produce recipe suggestions in accordance with: • the style and policy of the organisation • available resources • the expectations and standards of customers 1.9 Ensure staff have the resources needed to carry out responsibilities in relation to new menu items 1.10 Collect feedback from staff and customers 1.11 Evaluate feedback from staff and customers
Learning outcome 2 2. Understand how to plan the development of recipes and menus	2.1 Explain the existing style and policy of the organisation in relation to recipes and menus 2.2 Explain how location and styles of operation can affect proposed menu items 2.3 Describe the quality standards required for each recipe item considered 2.4 Explain how to assess the quality of potential ingredients 2.5 Explain how the equipment available can affect the production of food items 2.6 Identify the factors that need to be considered in selecting presentation, holding and distribution methods 2.7 Explain how to calculate gross profit against the cost of proposed recipes 2.8 Explain how the quality of the food can be affected by the choice of the supplier 2.9. Explain how to identify and assess the suitability of suppliers or supply sources 2.10 Identify the appropriate person to consult with on proposed recipes 2.11 Explain why staff skills should be assessed prior to proposing new recipes and menu items 2.12 Explain how to estimate lead times for the preparation of new menu items
Learning outcome 3 3. Understand how to contribute to the development of recipes and menus	3.1 Explain the concept of a balanced diet 3.2 Explain how a balanced diet is important for good health 3.3 Describe current government guidelines for healthy eating

	3.4	Describe the types, combinations and proportions of ingredients that make up a healthy dish
	3.5	Explain the nutritional benefits of: • minimising the fat, sugar and salt content of dishes • starchy foods, fruit, vegetables and pulses
	3.6	Identify healthier flavourings that can be used as alternatives to salt and sugar
	3.7	Explain how to record information relating to proposed recipes
	3.8	Identify the appropriate person to make records of proposed recipes available to
	3.9	Explain how to carry out and evaluate test runs of recipes
	3.10	Describe what training may be needed to support the implementation of new menu items
	3.11	Explain how to brief staff on new menu items and implementation plans
	3.12	Describe how to gain feedback from staff on operational problems which may arise
	3.13	Explain how to allocate resources to staff to enable them to implement new menu items
	3.14	Identify lead times required by organisation for the implementation of new menu items
	3.15	Explain why measures should be closely monitored when introducing new items
	3.16	Explain the importance of gaining feedback from customers on new items and methods for doing this

Unit 446 Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector

UAN: T/601/7214
Level: 3
Credit value: 2
GLH: 16

Aim

The aim of this unit is to develop your knowledge and understanding of rights and responsibilities in employment. You will learn about codes of practice, and issues of public concern that may affect your own organisation or industry.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know employer and employee rights, responsibilities and own organisational procedures	1.1	State employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health and Safety and other relevant legislation
	1.2	State importance of having employment rights and responsibilities
	1.3	Describe organisational procedures for health and safety, including documentation
	1.4	Describe organisational procedures for equality and diversity, including documentation

	1.5	Identify sources of information and advice on employment rights and responsibilities, including Access to work and Additional Learning Support
Learning outcome 2 2. Know factors that affect own organisation and occupation	2.1 2.2 2.3 2.4 2.5 2.6	Describe the role played by own occupation within organisation and industry Describe career pathways available to you State types of representative body related to the industry, their main roles and responsibilities, and their relevance to the industry Identify sources of information and advice on own industry, occupation, training and career Describe principles, policies and codes of practice used by own organisation and industry Describe issues of public concern that affect own organisation and industry