



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

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	HC110-13

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 and Leadership**

Principles

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
516	R/502/3964	Principles of leading a team in the hospitality industry	5	30
517	D/502/3952	Supervision of operations in the hospitality industry	4	28
450	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.

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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 a 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 516 Principles of leading a team in the hospitality industry

UAN: R/502/3964

Level: 3

Credit value: 5

GLH: 30

Aim

The aim of this unit is to develop your knowledge and understanding of leading a team in the hospitality industry. You will learn the principles that underpin effective leadership.

This will include learning about different types of hospitality organisations, their characteristics and their impact on the external environment. You will explore the need for and benefits of effective communication with your team, and will examine different approaches for communicating with staff, customers and suppliers. You will learn to analyse different methods of leadership and identify key differences when applied in different situations.

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. Know different types of hospitality organisations	1.1 Describe key types of hospitality organisations 1.2 Describe the characteristics of different service styles in the hospitality and catering industry 1.3 Outline internal and external factors that affect hospitality organisations
Learning outcome 2 2. Understand the need for effective communication	1.1 Describe key ways in which supervisors can communicate with: • colleagues (peers/managers) • customers/clients • suppliers 1.2 Explain the benefits of effective communication 1.3 Analyse a range of effective methods of communication used within hospitality Organisations 1.4 Explain why different methods of communication are used in different scenarios
Learning outcome 3	3.1 Describe how to support, motivate and develop staff in a team

3. Understand how to lead a team effectively	3.2 Explain the importance of effective working relationships and the impact on the organisation 3.3 Explain the importance of performance management and its impact on the organisation 3.4 Identify various leadership styles and how they differ 3.5 Explain how different styles of leadership can be effective within the hospitality and catering industry 3.6 Explain the principles of developing daily and weekly work plans including: • monitoring trends • contingency planning • operating constraints • outside influence • allocation of work 3.7 Explain the importance of setting objectives in daily and weekly allocations of work 3.8 Explain the importance of ongoing review of work allocation 3.9 Describe internal and external operational factors that affect decision-making 3.10 Produce daily and weekly work plans 3.11 Identify factors that may influence long-term work planning
Learning outcome 4 4. Understand factors that impact on the hospitality industry	4.1 Describe requirements of key legislation that apply to the hospitality industry 4.2 Describe the impact of key regulations and codes of practice on behaviour and service delivery in the hospitality industry 4.3 Explain the consequences of failing to follow key internal and external regulations and codes of practice 4.4 Outline environmental issues that affect the hospitality industry including: • recycling and waste management • energy utilisation 4.5 Describe the health, safety and security responsibilities of individuals and team leaders in hospitality organisations 4.6 State common hazards and risks in hospitality organisations 4.7 Describe the consequences of not following health and safety procedures for staff, the business and the company 4.8 State supervisor responsibilities for responding to identified risks in hospitality organisations

Unit 517 Supervision of operations in the hospitality industry

UAN: D/502/3952
Level: 3
Credit value: 4
GLH: 28

Aim

The aim of this unit is to develop your knowledge and understanding to effectively supervise hospitality operations and enable you to understand the principles of customer service supervision. You will explore different types of customer groups, benefits of good service, monitor standards and deal with customer issues. You will be able to utilise resources and use supplies effectively, and recognise the need for appropriate staffing levels.

You will learn about the principles of stock control and develop your understanding of how to monitor stock to avoid wastage. You will be able to assess the impact, both financially and operationally, if correct stock levels are not maintained.

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	Describe different customer groups
1. Understand customer service supervision	1.2	Explain the benefits of good customer service to: • colleagues • customers/clients • the organisation
	1.3	Describe ways in which service standards can be internally and externally monitored effectively
	1.4	Describe ways of improving customer service

	1.5	Describe how to deal with unsatisfactory customer experiences
	1.6	Outline ways to promote a customer service culture within a team
Learning outcome 2 2. Understand the principles of stock control	2.1	State key types of supplies available to a supervisor
	2.2	Describe stock ordering processes
	2.3	Describe procedures for receiving stock
	2.4	Explain the principles of storing stock
	2.5	Describe the factors that influence stock levels in a hospitality organisation
	2.6	Describe how to monitor use of stock to avoid wastage and to maintain sufficient levels
	2.8	Explain the financial and operational impacts of not maintaining the correct levels of stock
Learning outcome 3 3. Understand how to use resources effectively	3.3	Describe how to use key types of supplies cost effectively
	3.2	State the importance of encouraging others to use supplies efficiently
	3.3	Explain the need to maintain appropriate staffing levels

Unit 450 Principles of supervising customer service performance in hospitality leisure travel and tourism
UAN: L/600/1066
Level: 3
Credit value: 2
GLH: 20

Aim

The aim of this unit is to develop your knowledge and understanding of building teams and motivating colleagues to promote customer service excellence within the business. You will learn about the way in which customer service is implemented, monitored and measured to drive the continuous improvement of customer service performance.

You will also learn about the role of the supervisor in developing a customer service culture and the impact that customer service has on the performance of the business.

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. Understand how to build teams and motivate colleagues through techniques such as on-site coaching	1.1	Analyse how effective teams can be developed to deliver excellent customer service
	1.2	Explain the importance of staff development in ensuring that excellent customer service is delivered
	1.3	Describe the role of the supervisor in developing teams
	1.4	Describe how training and coaching sessions can be implemented to improve the delivery of customer service

	F1.5	Describe the importance of providing feedback to staff
Learning outcome 2 2. Understand how to develop a customer service culture within your business	2.1 2.2 2.3 2.4	Describe the role of the supervisor in leading by example when delivering excellent customer service Explain the impact of customer service on the performance of the business Explain the relationship between delivering customer service and selling services Identify and apply good practice techniques to monitor the delivery of customer service against organisational standards
Learning outcome 3 3. Understand how effective monitor and communicate levels of customer service.	3.1 3.2 3.3 3.4 3.5	Analyse the importance of developing and implementing clear customer service standards Describe appropriate ways in which supervisors can monitor and measure the performance of team members Describe appropriate corrective actions that can be taken to resolve failures in the delivery of customer service Explain how performance against customer service standards can be recorded and communicated Identify ways in which measurement of the effectiveness of customer service can be used to improve future performance