

Hospitality Supervision Level 3

Aim

The City and Guilds Hospitality Supervision level 3 qualifications are aimed at first line managers or supervisors within the hospitality sector.

This course aims to train and assess managers using a broad spectrum of subjects or units, which are key to the development of a first line manager. It covers the skills of managing a team, developing positive working relationships, managing and developing yourself. It also covers skills of managing resources and health and safety management.

It allows managers to choose specialist optional units, which are aimed at developing the manager's own knowledge within their chosen specialist area. For example: food and drink, kitchen, housekeeping etc

Units

8 units to be completed in total

Mandatory

- Supervise the work of staff
- Establish and develop positive working relationships in hospitality
- Contribute to the control of resources
- Maintain the health, hygiene, safety and security of the working environment
- Manage yourself

Optional units group A

Learners must achieve a minimum of **one** of the following units

- Maintain food production operations
- Supervise a function
- Maintain the food service
- Maintain the drinks service
- Maintain the housekeeping service
- Maintain the reception service
- Maintain the reservations and booking service

Optional units group B

Learners may complete up to **two** of the following units

- Contribute to promoting hospitality services and products
- Contribute to the development and introduction of recipes and menus
- Maintain the off-site food delivery service
- Maintain the cellar and drink storage operations
- Maintain the external areas
- Maintain the wine cellar and dispense counter
- Maintain the vending service
- Maintain the linen service
- Monitor and solve customer service problems
- Work with others to improve customer service
- Contribute to the selection of personnel for activities
- Contribute to the development of teams and individuals
- Enter and find data using a computer
- Control practices for handling payments
- Contribute to the development of the wine list

Entry Requirements

There are no formal educational requirements for the NVQ in Hospitality Supervision level 3, but all managers undertaking the qualification should have the opportunity and experience of managing a team of people. It is of benefit if a Level 2 qualification has been achieved previously.