

LEVEL 3 NVQ DIPLOMA IN HOSPITALITY SUPERVISION AND LEADERSHIP

Aim

The City and Guilds Level 3 NVQ Diploma in Hospitality Supervision and Leadership qualification is aimed at first line managers or supervisors within the hospitality sector.

It 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, e.g. food and drink, kitchen, housekeeping etc.

Structure

To achieve the full qualification, learners must attain a minimum of 45 credits in total. This comprises of:

- All of the mandatory units in Section A (34 credits)
- At least one unit from Section B (4 credits)
- A further minimum of 7 credits can come from either Section B or C

Level	Unit Title	Credit Value
Section A Mandatory Units		
3	301 – Provide leadership for your team	9
3	302 – Develop productive working relationships with colleagues	9
3	303 – Contribute to the control of resources	4
3	304 – Maintain the health, hygiene, safety and security of the working environment	4
3	305 – Lead a team to improve customer service	8
Section B Optional Units		
3	307 – Supervise food production operations	4
3	308 – Supervise functions	4
3	310 – Supervise food services	4
3	311 – Supervise drink services	4
3	317 – Supervise housekeeping services	4
3	320 – Supervise portering and concierge services	4
3	321 – Supervise reception services	4
3	322 – Supervise reservation and booking services	4
Section C Optional Units		
3	306 – Contribute to promoting hospitality services and products	4
3	309 – Contribute to the development of recipes and menus	4
3	312 – Supervise off-site food delivery services	4
3	313 – Supervise cellar and drink storage operations	4
3	314 – Manage the receipt, storage or dispatch of goods	3
3	315 – Supervise the wine store/cellar and dispense counter	4
3	316 – Supervise vending services	4
3	318 – Supervise linen services	4
3	319 – Monitor and solve customer service problems	7
3	323 – Improve relationships with customers	8
3	324 – Provide learning opportunities for colleagues	11
3	325 – Supervise the use of technological equipment in hospitality services	4
3	326 – Supervise practices for handling payments	3
3	327 – Contribute to the development of a wine list	4
3	328 – Manage the environmental impact of your work	3
3	329 – Contribute to the selection of staff for activities	3
3	330 – Ensure food safety practices are followed in the preparation and serving of food and drink	5
3	331 – Lead meetings	4
Entry Requirements		
There are no formal educational requirements for the NVQ Hospitality Supervision and Leadership Level 3 qualification, but all staff 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.		