

Hospitality Supervision NVQ

Level 3



- This qualification is designed for employees who have experience of working within the hospitality industry or have completed a Level 2 NVQ in Hospitality Supervision or have completed a Level 2 qualification in food and drink service or professional chefs.
- You will need to be supervising a small or large team of individuals in order to gain this qualification.
- The bulk of this programme is delivered and assessed in the workplace. However, Awarding Body guidelines stipulate that on-line assessments must take place at the College. An assessor will visit the employees to develop a tailored training and assessment plan. Assessment is extremely flexible and is arranged in negotiation between the employer, employee and college assessor.
- Assessment time varies, but generally the qualification is completed within 6-12 months.

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To achieve this qualification candidates must complete 8 units

5 Mandatory units

- 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

Plus a minimum of 1 of the following units:

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

Plus a minimum of 2 of the following units:

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

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