

### City & Guilds NVQ Diploma in Hospitality Supervision and Leadership Level 3



#### In a nutshell

This course is suitable for apprentices working as first line managers or supervisors in the hospitality sector, wishing to develop their managerial skills.

#### This course is for...

- ...people working as managers or supervisors
- ...those wishing to develop their managerial skills
- ...those wanting to develop their team and themselves

#### Course content

Apprentices must achieve a total of 37 credits; 23 credits from the mandatory group, at least 4 credits from optional group A and the remaining 10 credits from optional group A or B.

## Mandatory

- Set objectives and provide support for team members
- Develop working relationships with colleagues
- Lead a team to improve customer service
- Contribute to the control of resources
- Maintain the health, hygiene, safety and security of the working environment

## Optional A

- Supervise drink services
- Supervise food production operations
- Supervise food service
- Supervise functions
- Supervise housekeeping operations
- Supervise portering and concierge operations
- Supervise reception services
- Supervise reservations and booking services

## Optional B

- Monitor and solve customer service problems
- Support learning and development within your own area of responsibility
- Improve the customer relationship
- Manage the environmental impact of work activities
- Lead and manage meetings
- Contribute to the selection of staff for activities
- Manage the receipt, storage or dispatch of goods
- Supervise cellar and drink storage operations
- Supervise linen services
- Supervise practices for handling payments
- Supervise the use of technological equipment in hospitality services
- Supervise the wine store/cellar and dispense counter
- Supervise vending service
- Ensure food safety practices are followed in the preparation and serving of food and drink
- Contribute to promoting hospitality products and services
- Contribute to the development of a wine list
- Supervise food delivery service
- Contribute to the development of recipes and menus
- Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector

## COURSE INFORMATION LEAFLET

Learners will also study Essential Skills Wales (ESW) qualifications which are designed to help them develop and demonstrate the skills needed to make the most of their learning, work and life. Details are below:

### Application of Number Level 2

Understanding numerical data  
Carrying out calculations  
Interpreting results and presenting findings

### Communication Level 2

Speaking and listening  
Reading  
Writing

### Assessment

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.

### Entry Requirements

Learners will need to be employed in an appropriate role to study this diploma.

### Additional information

The course will usually take 78 weeks to complete. After successful completion, learners can go on to study Level 4 Customer Service or related modules of a Foundation Degree i.e. Customer Service Excellence, Event and Festival Management, Managing People and Organisations.

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