



# NVQ level 3

# hospitality supervision

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This qualification is suitable for people working within any area of the hospitality industry, including in the kitchen. The course aims to develop leadership skills for supervisors, establishing professional practices and effective services.

### mandatory units

- unit 001 Supervise the work of staff
- unit 002 Establish and develop positive working relationships in hospitality
- unit 003 Contribute to the control of resources
- unit 004 Maintain the health, hygiene, safety and security of the working environment
- unit 005 Manage yourself (MCI imported unit)

### optional units - section 1 (choose at least 1)

- unit 007 Maintain food production operations
- unit 008 Supervise a function
- unit 010 Maintain the food service
- unit 011 Maintain the drinks service
- unit 017 Maintain the housekeeping service
- unit 020 Maintain the portering and concierge service
- unit 021 Maintain the reception service
- unit 022 Maintain the reservations and booking service

### optional units - section 2 (choose at least 1)

- unit 006 Contribute to promoting hospitality services and products
- unit 009 Contribute to the development and introduction of recipes and menus
- unit 012 Maintain the off-site food delivery service
- unit 013 Maintain cellar and drink storage operations
- unit 014 Maintain external areas
- unit 015 Maintain the wine cellar and dispense counter
- unit 016 Maintain the vending service
- unit 018 Maintain the linen service
- unit 019 Monitor and solve customer service problems (ICS imported unit)
- unit 023 Work with others to improve customer service (ICS imported unit)
- unit 024 Contribute to the selection of personnel for activities (MCI imported unit)
- unit 025 Contribute to the development of teams and individuals (MCI imported unit)
- unit 026 Enter and find data using a computer (CfA imported units)
- unit 027 Control practices for handling payments
- unit 028 Contribute to the development of the wine list

choose a total of 3 optional units

