



level 3
NVQ diploma

hospitality supervision
& leadership

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

Learners will need to gain 11 credits from the optional units. At least 1 unit must be selected from optional unit group B.

Mandatory Units

Unit Number	Unit Title	Level	Credit
HSL 1	Provide leadership for your team	3	9
HSL 2	Develop productive working relationships with colleagues	3	9
HSL 3	Contribute to the control of resources	3	4
HSL 4	Maintain the health, hygiene & safety & security of the working environment	3	4
HSL 5	Lead a team to improve customer service	3	8

Optional Units - Group B

Unit Number	Unit Title	Level	Credit
HSL 7	Supervise food production operations	3	4
HSL 8	Supervise a function	3	4
HSL 10	Supervise food services	3	4
HSL 11	Supervise drink service	3	4
HSL 17	Supervise housekeeping services	3	4
HSL 20	Supervise the portering & concierge service	3	4
HSL 21	Supervise the reception service	3	4
HSL 22	Supervise the reservation & booking service	3	4

Optional Units - Group C

Unit Number	Unit Title	Level	Credit
HSL 6	Contribute to promoting hospitality services & products	3	4
HSL 9	Contribute to the development of recipes & menus	3	4
HSL 12	Supervise off site food delivery service	3	4
HSL 13	Supervise cellar & drink storage operations	3	4
HSL 14	Manage the receipt, storage or dispatch of goods	3	4
HSL 15	Supervise the wine / cellar store & dispense counter	3	4
HSL 18	Supervise linen service	3	4
HSL 19	Monitor & solve customer service problems	3	4
HSL 23	Improve the customer relationship	3	4
HSL 24	Provide learning opportunities for colleagues	3	11
HSL 25	Support the use of technological equipment in hospitality	3	4
HSL 26	Supervise practices for handling payments	3	4
HSL 28	Manage the environmental impact of your team	3	3
HSL 29	Contribute to the selection of staff for activities	3	4
HSL 30	Ensure food safety hygiene practice is followed in the preparation & serving of food & drink	3	4
HSL 31	Lead meetings	3	3

