

Level 3 NVQ Diploma in Hospitality Supervision and Leadership

Qualification Ref: 600/0861/1

Course Offer

- The Course is available through electronic learning or paper based portfolio.
- The average course is 9 – 12 months.
- The maximum number of workplace visits will be one visit per calendar month.

Achievement

To achieve a Level 3 NVQ Diploma in Hospitality Services, you must complete a minimum of 45 credits.

1. 34 Credits from the Mandatory Units
2. Minimum of 4 credits from Optional Units section B
3. Minimum of 7 credits from Section B or C

UNIT TITLE		CREDIT VALUE
SECTION A – MANDATORY UNITS		
301	Provide leadership for your team	9
302	Develop productive working relationships with colleagues	9
303	Contribute to the control of resources	4
304	Maintain the health, hygiene, safety and security of the working environment	4
305	Lead a team to improve customer service	8
SECTION B – OPTIONAL UNITS		
307	Supervise food production operations	4
308	Supervise functions	4
310	Supervise food services	4
311	Supervise drinks services	4
317	Supervise housekeeping services	4
320	Supervise portering and concierge services	4

321	Supervise reception services	4
322	Supervise reservations and booking services	4
SECTION C – OPTIONAL UNITS		
306	Contribute to promote hospitality services and products	4
309	Contribute to the development of recipes and menus	4
312	Supervise off-site food delivery service	4
313	Supervise cellar and drink storage operations	4
314	Manage the receipt storage or dispatch of goods	4
315	Supervise the wine store/cellar and dispense counter	4
316	Supervise vending services	4
318	Supervise linen services	4
319	Monitor and solve customer service problems	9
323	Improve the customer relationship	8
324	Provide learning opportunities for colleagues	11
325	Supervise the use of technological equipment in hospitality services	4
326	Supervise practices for handling payments	4
327	Contribute to the development of a wine list	4
328	Manage the environmental impact of work	3
329	Contribute to the selection of staff for activities	4
330	Ensure food and safety hygiene practice are followed in the preparation and serving of food and drink	4
331	Lead meetings	4