

Hospitality Supervision NVQ Level 3



Candidates must achieve a minimum of 45 credits, with at least one unit being selected from Optional Route A

Mandatory Units

- Provide leadership for your team **9 credits**
- Develop productive working relationships with colleagues **9 credits**
- Contribute to the control of resources **4 credits**
- Maintain the health, hygiene, safety and security of the working environment **4 credits**
- Lead a team to improve customer service **8 credits**

Optional Route A—candidates must complete at least one unit

- Supervise food production operations **4 credits ***
- Supervise functions **4 credits**
- Supervise food services **4 credits ***
- Supervise drink services **4 credits ***
- Supervise housekeeping services **4 credits**
- Supervise portering and concierge services **4 credits**
- Supervise reception services **4 credits**
- Supervise reservation and booking services **4 credits**

*** Candidates that select any of the starred units are strongly recommended to take unit “Ensure food safety practices are followed in the preparation and serving of food and drink” from Optional Route B**

Please contact us on 0114 281 5718 for more information



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Optional Route B

- Contribute to promoting hospitality services and products **4 credits**
- Contribute to the development and introduction of recipes and menus **4 credits**
- Supervise off-site food delivery services **4 credits**
- Supervise cellar and drink storage operations **4 credits**
- Manage the receipt, storage or dispatch of goods **3 credits**
- Supervise the wine store/cellar and dispense counter **4 credits**
- Supervise vending services **4 credits**
- Supervise linen services **4 credits**
- Monitor and solve customer service problems **7 credits**
- Improve relationships with customers **8 credits**
- Provide learning opportunities for colleagues **11 credits**
- Supervise the use of technological equipment in hospitality services **4 credits**
- Supervise practices for handling payments **3 credits**
- Contribute to the development of a wine list **4 credits**
- Manage the environmental impact of your work **3 credits**
- Contribute to the selection of staff for activities **3 credits**
- Ensure food safety practices are followed in preparation and serving of food and drink **5 credits** *
- Lead meetings **3 credits**

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