

Hospitality Supervision NVQ Level 3

Description	The level 3 NVQ in Hospitality Supervision is a qualification for those working is aimed at individuals working within the hospitality industry at a supervisory level, or aspiring to do so. They could be working in any of the traditional departments, such as food preparation, food and beverage operations, front of house, housekeeping, bars or restaurants
Qualification	The qualification covers topics such as supervising the work of staff, and managing yourself. It also allows candidates to choose option units among food, drink, housekeeping, concierge, reception and reservation service.
Timescale	3 to 6 months, depending on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Manage yourself• Supervise the work of staff• Establish and develop positive working relationships in hospitality• Contribute to the control of resources• Maintain the health, hygiene, safety and security of the working environment <p>Optional units</p> <ul style="list-style-type: none">• Maintain the food service• Maintain the drink service• Maintain the housekeeping service• Maintain the portering and concierge service• Maintain the reception service• Maintain the reservation and booking service• Maintain food production operations• Supervision a function• Contribute to the development of team and individuals• Contribute to the selection of personal for activities• Work with others to improve customer service• Monitor and solve customer service problems• Maintain the off-site food delivery service• Maintain cellar and drink storage operations• Maintain external areas• Maintain the wine cellar and dispense counter• Maintain the vending service• Maintain the linen service• Control practices for handing payments• Contribute to the development of a wine list• Contribute to promoting hospitality services and products• Contribute to the development and introduction of recipes and menus• Enter and find data using a computer

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Awarding body

The awarding body for this qualification is EDEXCEL.

Assessment

The candidate is required to complete the 5 core units and 3 optional units. Candidates will be assessed in their work setting through a variety of means including observation and samples of work.

Contact us

For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215.

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