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City & Guilds

600/0861/1 Level 3 Diploma in Hospitality Supervision and Leadership (NVQ)

OVERVIEW

- What does this qualification cover?

This qualification covers the required skills and knowledge by those working in the Hospitality & Catering Industry or those progressing from level 2. It is designed to meet the needs of learners who wish to look at a more generic supervisory side. It is likely the learners would have already achieved a chefs or service qualification within a college, or an apprenticeship whilst in employment.

The following areas that can be covered within this qualification, but are just a sample of the choice of available options within the structure:

- food safety in catering
- Set objectives and provide support for team members
- Develop working relationships with colleagues
- Maintain the health, hygiene, safety and security of the working environment
- Lead a team to improve customer service
- Contribute to promoting hospitality products and services
- Supervise food production operations
- Supervise functions
- Supervise food & drink service
- Supervise off-site food delivery service
- Supervise cellar and drink storage operations
- Manage the receipt, storage or dispatch of goods
- Supervise the wine store/ cellar and dispense counter
- Supervise vending service
- Supervise housekeeping operations
- Supervise linen services
- Monitor and solve customer service problems



Learners will complete the mandatory units to achieve the full qualification, they will then be able to select from a wide range of available optional units to ensure they meet the requirements to gain the certificate.

This is a Framework qualification.

- Who could take this qualification?

For learners who have gone straight in to employment and undertaken an apprenticeship or wish to achieve a qualification. It is also for those learners who have achieved either level 1 and 2, or both in related qualifications and wish to further their learning. This qualification provides a good grounding for supervisory positions in the hospitality & catering industry.

This qualification is suitable for anyone from 16 years old or over to take this qualification.

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Kitchen supervisor
- Restaurant supervisor
- Hotel supervisory positions – accommodation/restaurant/bar/reception

The learner could progress onto an apprenticeship at level 4 in hospitality & catering such as::

- Level 4 Diploma in Hospitality Management Skills

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the Craft Guild of Chefs the association for the hospitality & catering industry..