

## Unit 202: Understanding business success

### Unit introduction

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#### Unit information

**Level:** 2  
**GLH:** 40

#### Unit aims

There are many ways that business measures success; whether based on profit made, guest satisfaction, motivated workforce or a combination of these. However, it is measured, it is the people that work for the business that are critical to success. It is important for those working in hospitality to understand what the business is aiming to achieve, and how they can contribute to achieving it.

The aim of this unit is for learners to learn about a range of internal and external factors and how they can affect business success.

Through this unit learners will develop knowledge of the types of legislation that have to be taken into account when managing a business and the implications for non-compliance. Learners will develop knowledge of health and safety risks and how these can be controlled in hospitality establishments. They will learn the importance of profit and people and how these can be managed effectively. Finally, they will learn about emerging technologies, how they are used in hospitality and how they contribute to business success.

#### Learning outcomes

The learner will:

1. Know how legislation and regulations affects hospitality businesses
2. Know health and safety requirements of hospitality organisations

#### Summary of assessment methods and conditions

##### Externally marked knowledge exam

The assignment is **externally set and internally marked** and can be taken either online through City & Guilds' computer-based testing platform, or as a paper-based exam. The exam is designed to assess the candidate's depth and breadth of understanding across content in the qualification at the end of the period of learning, using assignment-based paper and will be sat under invigilated examination conditions.