

# 酒店管理 (初级)

## HOSPITALITY MANAGEMENT

HIGHER NATIONAL DIPLOMA

【英】苏格兰学历管理委员会 (SQA)  
Scottish Qualifications Authority

### Unit Student Guide

Hospitality Supervision: An Introduction DH02 04



 中国时代经济出版社

  
SCOTTISH  
QUALIFICATIONS  
AUTHORITY



# 酒店管理 (初级)

ISBN 7-80169-569-0



9 787801 695697 >

责任编辑：徐 颢  
封面设计：张 戈

ISBN 7-80169-569-0/G · 159

定价：18.00 元



F719.2 : H31

1/1

# 酒店管理 (初级)

## HOSPITALITY MANAGEMENT

HIGHER NATIONAL DIPLOMA

【英】苏格兰学历管理委员会 (SQA)

Scottish Qualifications Authority

Hospitality Supervision: An Introduction DH02 04



中国时代经济出版社

SCOTTISH  
QUALIFICATIONS  
AUTHORITY





著作权合同登记 图字：01-2004-4854号

图书在版编目 (CIP) 数据

酒店管理. 初级/苏格兰学历管理委员会著. -北京：中国时代经济出版社，2004.9

ISBN 7-80169-569-0

I. 酒… II. 苏… III. 饭店-企业管理-教材-英文 IV. F719.2

中国版本图书馆CIP数据核字 (2004) 第081974号

“First published by CMEPH”

“All Rights Reserved”

“Authorized Apograph/ Translation/Adaptation of the editions by the Scottish Qualifications Authority. All Intellectual Property Rights vest in the Scottish Qualifications Authority and no part of these “Works” may be reproduced in any form without the express written permission of Scottish Qualifications Authority”

Hospitality Supervision: An Introduction

酒店管理(初级)

苏格兰学历管理委员会著

出 版 者	中国时代经济出版社
地 址	北京市东城区东四十条24号 青蓝大厦东办公区11层
邮政编码	100007
电 话	(010) 68320825 68320517
传 真	(010) 68320634
发 行	各地新华书店
印 刷	北京市白帆印务有限公司
开 本	787×1092 1/16
版 次	2004年9月第1版
印 次	2004年9月第1次印刷
印 张	7.25
定 价	18.00元
书 号	ISBN 7-80169-569-0/G·159

版权所有 侵权必究

## Contents

<b>1</b>	<b>Introduction to the Scottish Qualifications Authority</b>	<b>1</b>
<b>2</b>	<b>Introduction to the Unit</b>	<b>3</b>
2.1	What is the Purpose of this Unit?	3
2.2	What are the Outcomes of this Unit?	3
2.3	What do I Need to be Able to do in Order to Achieve this Unit?	6
2.4	Approximate Study Time for This Unit	7
2.5	Equipment/Material Required for this Unit	7
2.6	Symbols Used in this Unit	7
<b>3</b>	<b>Assessment Information for this Unit</b>	<b>11</b>
3.1	What Do I Have to Do to Achieve This Unit?	11
<b>4</b>	<b>Suggested Lesson Plan</b>	<b>13</b>
<b>5</b>	<b>Learning Material for Hospitality Supervision: An Introduction</b>	<b>15</b>
5.1	Section 1	15
5.2	Section 2	16

<b>6</b>	<b>Additional Reading Material</b>	<b>77</b>
<b>7</b>	<b>Copyright References</b>	<b>79</b>
<b>8</b>	<b>Acknowledgements</b>	<b>81</b>
<b>9</b>	<b>Appendix A : Outcome 1 O.H.T.s</b>	<b>83</b>

# 1

## **Introduction to the Scottish Qualifications Authority**

This Unit DH02 04 Hospitality Supervision has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: [www.sqa.org.uk](http://www.sqa.org.uk)

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out, the assessment of people taking SQA qualifications

- quality assure education and training establishments which offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA Units, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the three Outcomes that students must complete in order to achieve this Unit. The Specification also details the knowledge and/or skills required to achieve the Outcome or Outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each Outcome or Outcomes.



# 2

## Introduction to the Unit

### 2.1

What is the  
Purpose of  
this Unit?

On completion of the unit you should be able to:

1. Demonstrate an understanding of the scope of the supervisor's role.
2. Demonstrate an understanding of the supervisor's responsibility for customer care.
3. Plan, Implement and evaluate a training activity.
4. Plan, Implement and carry out a supervisory activity.

### 2.2

What are the  
Outcomes of  
this Unit?

**Outcome 1: Describe the personal qualities necessary for effective supervision and demonstrate an understanding of the scope of the supervisor's role**

Knowledge and/or Skills

- Communication Skills
- Diplomacy
- Organisational Skills



- Leadership Qualities
- Interpersonal Qualities
- Ability to Motivate
- Teambuilding Skills
- Disciplinary and Grievance Procedures in line with ACAS.

**Outcome 2: Demonstrate an Understanding of the Supervisor's responsibility for Customer Care**

Knowledge and/or Skills

- The Importance of Good Customer Care for Both Internal and External Customers
- Ensuring Effective Communication
- Ensuring a Positive Image is Presented
- Ensuring Customer Complaints are Handled Effectively.

**Outcome 3: Plan, Implement and Evaluate a Training Activity**



### **Knowledge and/or skills**

- **Methods of Identifying Training Needs**
- **Methods of Delivery and Feedback**
- **Lesson Plan of the Training Session**
- **Implement the Training**
- **Evaluate the Training**
- **Feedback Forms**
- **Trainer and Trainee Evaluation Forms.**

### **Outcome 4: Plan, Implement and Carry Out a Supervisory Activity**

#### **Knowledge and/or Skills**

- **Plan Activities Accurately in Terms of their Sequence and Timing and in Line with Organisational Requirements**
- **Implement Activities**
- **Evaluate Planned Activities.**



Resources to be organised and controlled throughout the supervisory activity: equipment, commodities; staffing; staff expertise; time; money.

## 2.3

What do I  
Need to be  
Able to do in  
Order to  
Achieve this  
Unit?

This unit is designed to enable you to gain an understanding of the range and diversity of the role of the supervisor in the hospitality industry and to have an understanding of the qualities a supervisor needs to enable them to be an effective supervisor.

You should have the opportunity to undertake practical work where you will be responsible for supervising a small team and training a team member in a simple practical task. Both practical exercises should take place in an environment in which you are working, for example the kitchen, restaurant, bar or reception.

There are 4 Outcomes in this Unit, and there are 6 formal Assessments that relate to these 4 outcomes. In order to achieve this Unit, you must present evidence in your assessments that you have covered all the necessary knowledge and skills for the unit, as identified in the unit specification for Hospitality Supervision.

You will be required to complete 2 Student Unit Guides to achieve the unit:

Hospitality Supervision: An Introduction and  
Hospitality Supervision: Advanced.



## 2.4 Approximate Study Time for This Unit

The notional time allowed for you to complete this unit is 80 hours, however some students may need less time, whereas other students may take longer.

## 2.5 Equipment/ Material Re- quired for this

It is important when undertaking a course of study that you are organised and come prepared with all the necessary resources that will help you organise all your course materials. These resources may include:

- Ring binders for the different units in your course
- Dividers for organising your work within your ring binders
- Poly pockets for organising your work
- Lined A4 paper
- A supply of pencils, pens, erasers, tippex, ruler, stapler, hole punch, paper clips and highlighter pens.

## 2.6 Symbols Used in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to do a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought,



in preparation for the Outcome Assessment (see Section 3 - Assessment Information for this Unit).

### Activity



This symbol indicates an Activity (A). Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

The activities will not serve this purpose if you refer to the responses prior to having attempted the Activity.

### Self Assessed Question



This symbol indicates a Self Assessed Question. Using a Self Assessed Question helps you check your understanding of the content that you have already covered. The Self Assessed Questions in this guide will often take the form of short answer questions which are designed to prepare you for the summary assessment.

Everything is provided for you to check your own responses. Answers to the Self Assessed Questions are to be found at the back of the Unit Student Guide. Where suggested responses to activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity.** The activities throughout the Unit



**Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The activities will not serve this purpose if you look at the answers before trying the activity!**

**Self Assessed Questions and activities are designed to be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self Assessed Questions to see how you are progressing.**







# 3

## Assessment Information for this Unit

### 3.1

What Do I  
Have to Do to  
Achieve This  
Unit?

There are four Outcomes in this Unit, and there are seven formal Assessments that relate to these four outcomes. In order to achieve this Unit, you must present evidence in your assessments that you have covered all the necessary knowledge and skills for all four outcomes, as identified in the Unit Specification for Hospitality Supervision.

To achieve this unit you must achieve all four outcomes and by the end of the unit you will be able to:

1. Demonstrate an understanding of the scope of the supervisor's role.
2. Demonstrate an understanding of the supervisor's responsibility for customer care.
3. Plan, implement and evaluate a training activity.
4. Plan, implement and carry out a supervisory activity.

**Outcome 1 is covered by the Guide for Hospitality Supervision: Introduction and Outcomes 2, 3 and 4 by the Guide for Hospitality Supervision: Advanced.**