

酒店管理 (高级)

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 : Advanced

DH02 04



 中国时代经济出版社

SCOTTISH
QUALIFICATIONS
AUTHORITY



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Hospitality Supervision:Advanced

酒店管理(高级)

苏格兰学历管理委员会著

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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

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 four 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? 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? 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
Required for
this Unit

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).

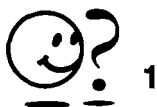
Activity



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.