



## Who is this qualification suitable for?

Those employed in management roles in the hospitality industry who need to develop or consolidate their skills.

The learner will be working towards a role as a hotel manager, bar manager or conference and banqueting manager, for example.

## What is involved?

The Diploma is made up of three mandatory units. Learners then have a choice of optional units covering a range of hospitality management areas, such as recruitment and selection of hospitality staff and use of customer service as a competitive tool. Then further optional units covering kitchen management, front of house reception, accommodation management and food and beverage service, enabling learners to meet the needs of their own work role.

Learners will be assessed in the workplace and so it is essential that their current role allows them to demonstrate management skills in a hospitality business.

## Example units

- Manage the performance of teams and individuals
- Work as part of a hospitality management team to achieve strategic goals
- Manage compliance with regulatory and legislative requirements in hospitality
- Manage the payroll costs of a hospitality team
- Manage room availability to maximise revenue potential
- Manage cellar and beverage operations
- Manage purchasing costs in hospitality

- Manage feedback from customers of hospitality services
- Recruit and select hospitality staff
- Devise and implement training and development plans
- Information systems management in hospitality
- Determine market opportunities for hospitality services
- Maximise sales and profit from hospitality services
- Manage operational aspects of hospitality premises refurbishment programmes
- Manage supplier contracts
- Managing grievance procedures
- Know how to follow disciplinary procedures
- Manage a budget for own area or activity of work
- Use customer service as a competitive tool
- Manage the environmental impact of work activities
- Design, implement and manage a food safety management system
- Develop and create innovative dishes and recipes
- Develop menus to meet the organisation's cost requirements
- Manage the presentation and portion size of dishes
- Current hospitality industry and food trends
- Manage customer profile information to improve service
- Manage the billing and payment processes
- Manage front of house and guest relations
- Manage the reservation systems
- Manage the security and privacy of hospitality guests
- Manage room availability to maximise revenue potential

## Qualification and progression

This Diploma can form part of a Higher Hospitality Apprenticeship; check with your training provider at the point of registration if the learner is to be enrolled onto the Diploma only or an apprenticeship programme.