



Motivating your team can be a thankless task – a full appreciation of the benefits of a loyal, dedicated team will help the team leader plan, monitor and develop others.

Developing good communications and encouraging professional working relationships will lead to a better working environment and raise service standards.

Qualification aim

This is the hospitality industry's professional qualification for first line management, supervisory staff, team and shift leaders.

Who is this qualification suitable for?

All supervisory staff in whatever sector of the hospitality industry they are employed - including those already employed as a supervisor as well as those wishing to enter the hospitality industry at this level.

Newly appointed or potential supervisors might prefer to take the Level 2 Team Leader Certificate before embarking on this level 3 qualification.

What is involved?

There are five mandatory units and then learners choose specialist units for their area of work, to match their job role.

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

Example units

- Set objective and provide support for team members
- Contribute to the control of resources
- Lead a team to improve customer service
- Supervise food service
- Supervise housekeeping services
- Supervise portering and concierge services
- Supervise reception services
- Supervise reservations and booking service
- Contribute to promoting hospitality products and services
- Contribute to the development of a wine list
- Contribute to the development of recipes and menus
- Contribute to the selection of staff for activities
- Ensure food safety practices are followed in the preparation and serving of food and drink
- Improve the customer relationship
- Lead and manage meetings
- Manage the environmental impact of work activities
- Manage the receipt, storage or dispatch of goods
- Monitor and solve customer service problems
- Supervise cellar and drink storage operations
- Supervise linen services
- Supervise practices for handling payments
- Supervise the use of technological equipment
- Supervise the wine store/cellar and dispense counter
- Supervise vending service

Qualification and progression

This Diploma can form part of an Advanced 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.