

Hospitality Principal Learning Structure

Level 1

All units are compulsory.

		GLH	Assessment
Unit 1	Introducing Hospitality Services	30	External
Unit 2	Importance of the Hospitality Industry to the UK	30	Internal
Unit 3	Introducing Customer Service in the Hospitality Industry	30	Internal
Unit 4	Developing Skills to Work in the Hospitality Industry	60	Internal
Unit 5	Developing Ideas for Menus	30	Internal
Unit 6	Food and Beverages Preparation and Service	60	Internal

Level 2

All units are compulsory.

		GLH	Assessment
Unit 1	Exploring the UK Hospitality Industry	60	External
Unit 2	Customer Service in Hospitality	60	Internal
Unit 3	Work in a Hospitality Team	60	Internal
Unit 4	Dealing With Costs and Income in Hospitality	60	Internal
Unit 5	Providing Hospitality Services	60	Internal
Unit 6	Menu Planning and Design	60	Internal
Unit 7	Food Preparation and Cooking	60	Internal

Level 3

All units are compulsory.

		GLH	Assessment
Unit 1	Investigating the Hospitality Industry	60	External
Unit 2	Law and Procedures in the Hospitality Industry	30	Internal
Unit 3	Customer Service Standards in the Hospitality Industry	60	Internal
Unit 4	Building and Developing Effective Hospitality Teams	60	Internal
Unit 5	Managing People in the Hospitality Industry	30	Internal
Unit 6	Finance and Budgetary Control in the Hospitality Industry	60	Internal
Unit 7	Sales and Marketing in the Hospitality Industry	60	External
Unit 8	Running a Hospitality Business	60	Internal
Unit 9	Managing a Food Operation in Hospitality	90	Internal
Unit 10	Hospitality Services	30	Internal