

# The Edexcel Hospitality Diploma

Hospitality involves all businesses that provide food, beverages and/or accommodation away from home. This qualification gives you a strong grasp of the sectors, job roles and skills involved in hospitality, also known as the people industry.

## You'll learn about:

- Customer service
- Health and safety
- Team work: including managing people, communication, problem solving and entrepreneurial skills
- Preparing, cooking and serving food and beverages
- Sales and marketing concepts, business and financial principles, and UK legislation and procedures relevant to the hospitality industry.

I could be a...

- Barista
- Buyer
- Catering Manager
- Chef
- Front of House Organiser
- Hotel Proprietor
- Housekeeping Manager
- Landlord/Landlady
- Maître d'
- Restaurateur

This Diploma is supported by:



## Random week at a glance...

- |        |   |
|--------|---|
| Mon:   | Researched job roles at the Mount Hotel – talked to nearly everyone on the early shift.                 |
| Tues:  | Interview techniques.   |
| Wed:   | Compared two episodes of Ramsey's Kitchen Nightmares – group discussion on the business lessons learnt. |
| Thurs: | Our team's in charge of budgeting for the wedding reception project!                                    |
| Fri:   | Got to produce a three-course sit down for £4 a head – spent the day sourcing suppliers.                |

## Level 1 1st term snapshot

- Costed and planned a weekday lunchtime menu for a vegetarian organic café.
- Learnt about the customer's legal rights in different customer service situations.
- Team discussion on how to improve our performance.



## Level 2 1st term snapshot

- Researched report on UK hospitality industry - now employs nearly two million people!
- Got owner's permission to video The Oak (gastro-pub with rooms) for my presentation on work experience there.
- Visited two commercial kitchens in Birmingham, one large hotel operating a brigade system, the other a contract catering unit.



## Level 3 1st term snapshot

- Role played conflict resolution techniques with my hospitality team for 'There is no 'I' in team' topic.
- Gave my report on careers in hospitality the title '1 in 5 new UK jobs'. It covers progression, earnings and global travel.
- Talk from Human Resources professional at Twickenham Stadium on their recruitment policies for corporate hospitality, conference and banqueting.

