

Hospitality Supervision Level 3

NVQ code: Q5000051

Please refer to the Edexcel NVQ Portfolio – Accreditation Listing on the Edexcel website for the current accreditation expiry date for these NVQ units

| Type of unit | Unit Code | Unit Title |
|--------------|-----------|--|
| Mandatory | U1027786 | Manage yourself |
| Mandatory | U5000442 | Supervise the work of staff |
| Mandatory | U5000443 | Establish and develop positive working relationships in hospitality |
| Mandatory | U5000444 | Contribute to the control of resources |
| Mandatory | U5000445 | Maintain the health, hygiene, safety and security of the working environment |
| Optional (A) | U5000446 | Maintain the food service |
| Optional (A) | U5000447 | Maintain the drink service |
| Optional (A) | U5000448 | Maintain the housekeeping service |
| Optional (A) | U5000449 | Maintain the portering and concierge service |
| Optional (A) | U5000450 | Maintain the reception service |
| Optional (A) | U5000451 | Maintain the reservation and booking service |
| Optional (A) | U5000452 | Maintain food production operations |
| Optional (A) | U5000453 | Supervise a function |
| Optional (B) | U1027794 | Contribute to the development of teams and individuals |
| Optional (B) | U5000307 | Contribute to the selection of personnel for activities |
| Optional (B) | U1053850 | Work with others to improve customer service |
| Optional (B) | U1053851 | Monitor and solve customer service problems |
| Optional (B) | U5000454 | Maintain the off-site food delivery service |
| Optional (B) | U5000455 | Maintain cellar and drink storage operations |
| Optional (B) | U5000456 | Maintain external areas |
| Optional (B) | U5000457 | Maintain the wine cellar and dispense counter |
| Optional (B) | U5000458 | Maintain the vending service |
| Optional (B) | U5000459 | Maintain the linen service |
| Optional (B) | U5000460 | Control practices for handling payments |
| Optional (B) | U5000461 | Contribute to the development of a wine list |
| Optional (B) | U5000462 | Contribute to promoting hospitality services and products |
| Optional (B) | U5000463 | Contribute to the development and introduction of recipes and menus |
| Optional (B) | U5000004 | Enter and find data using a computer |

Minimum units required:

All 5 Mandatory units plus 1 Optional A unit and 2 Optional B units are required for successful completion of this NVQ.