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HOSPITALITY EXPERT



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CBT CURRICULUM

National Vocational Certificate Level 3

Version 1 - November, 2019



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Introduction

Definition/ Description of the training programme for *Hospitality Expert*

Hospitality experts are multi-skilled staff at operational, supervisory or managerial level, in food and beverage service, housekeeping or front office operations.

The day-to-day tasks in food and beverage service may include greeting guests as they arrive and showing them to their table, giving out menus and taking orders for food and drink, serving food and drinks, dealing with bill payments and making sure tables are clean and tidy.

The day-to-day duties in housekeeping services might include changing bed linen and towels, making beds, vacuuming floors, dusting and polishing furniture, cleaning bathrooms, and replacing stocks of guest supplies.

The day-to-day duties for front office staff may include dealing with bookings, completing procedures when guests arrive and leave, choosing rooms and handing out keys, preparing bills and taking payments, taking and passing on messages to guests, answering questions and dealing with complaints or problems.

As learners progress, they will develop supervisory and managerial skills in these important areas of the hospitality industry.

Purpose of the training programme

The purpose of the Hospitality Expert courses is to engage young people with a programme of development that will provide them with the knowledge, skills and understanding to start these careers in Pakistan. The courses have been developed to address specific issues, such as the national, regional and local cultures, the work force availability within the country, and meeting and exceeding the needs and expectations of their guests.

Overall objectives of training programme

The overall objectives of the Hospitality Expert training programme are:

- Develop knowledge, skills and understanding to provide food and beverage services
- Develop knowledge, skills and understanding to provide front office services
- Develop knowledge, skills and understanding to provide housekeeping services

- Develop knowledge, skills and understanding to supervise the provision of food and beverage, front office and housekeeping services
- Develop knowledge, skills and understanding to manage the provision of food and beverage, front office and housekeeping services

Competencies to be gained after completion of course

At the end of the course, the trainee must have attained the following competencies:

- Maintain professional standards and environment throughout shift
- Develop communication and social skills for hospitality
- Deliver effective guest service
- Provide housekeeping services
- Provide food and beverage services
- Provide front office services
- Co-ordinate the operation of the work area
- Supervise operations in the work area
- Supervise hospitality events
- Identify and pursue new business opportunities in the hospitality sector
- Develop own skills and practice
- Monitor the duties and activities of a team
- Manage employee workplace health and safety
- Manage comments and complaints relating to operations
- Support the professional development of the operations team

Possible available job opportunities available immediately and later in the future

Hospitality experts may be employed in hotels, clubs, restaurants, catering firms, cafeterias, marriage halls, caterers, institutions, homes, specialty work areas and isolated camps. They can become:

- Food and beverage service operatives
- Front office operations operatives
- Housekeeping services operatives

Experienced hospitality experts may advance through promotions with the same employer or by moving to more advanced positions with other employers. They can attain:

- Supervisory roles in food and beverage service, front office operations or housekeeping services
- Managerial roles in food and beverage service, front office operations or housekeeping services

Trainee entry level

ALL ENTRANTS SHOULD HOLD A CURRENT MEDICAL CERTIFICATE

LEVEL 3

- Hospitality Expert Level 2

OR

- Trained and qualified at operational level with hands on experience in a commercial hospitality environment and completion of appropriate admission assessment
- Trainees must also be competent at Level 3 in English and numeracy.

Minimum qualification of trainer

Teaching staff should have at least three years' experience in a relevant role. They should also hold or be working towards a formal teaching qualification.

Other formal qualifications in the hospitality industry would be useful in addition to the above.

Trainers must be competent at Level 3 in English and numeracy.

Recommended trainer: trainee ratio

The recommended maximum trainer: trainee ratio for this programme is 1 trainer for 20 trainees.

Medium of instruction i.e. language of instruction

Instruction will be Urdu and English. For employment in the Middle East, some Arabic expressions will be helpful.

Duration of the course (Total time, Theory & Practical time)

The total number of hours for Levels 3 is 600 hours for each level. The total number of hours for Level 4 is 400 hours.

Sequence of the modules

This qualification is made up of 10 modules. Module 6,7 and 10 relate coordinate the operation of the work area, supervise operation in the work area and develop own skills and practice. Module 8: Supervise Hospitality Events. Module 9: Identify and Pursuit New Business Opportunity in the Hospitality Sector. Module 1: Apply Work Health and Safety Practice. Module 2: Identify and Implement Work Place Policy and Procedures. Module 3 and 4 relate: Communicate at Work Place. Module 5: Manage Personal Finances. A suggested distribution of these modules is presented overleaf. This is not prescriptive and training providers may modify this if they wish.

Each module covers a range of learning components. These are intended to provide detailed guidance to teachers (for example the Learning Elements component) and give them additional support for preparing their lessons (for example the Materials Required component). The detail provided by each module will contribute to a standardized approach to teaching, ensuring that training providers in different parts of the country have clear information on what should be taught. Each module also incorporates the cultural background of Pakistan, including specialist features and dishes that make this qualification unique to Pakistan's needs.

The distribution table is shown below:

Module 6 Coordinate the Operation of the Work Area	Module 7 Supervise Operation in the Work Area	Module 10 Develop Own Skills and Practice	Module 8 Supervise Hospitality Events	Module 1 Apply Work Health and Safety Practices	Module 3 Communicate at Workplace
			Module 9 Identify and Pursuit New Business	Module 2 Identify and Implement Workplace Policy and	Module 4 Perform Computer Application Skills

			Opportunities in Hospitality Sector	Procedures	
				Module 5 Manage Personal Finances	

Summary – overview of the curriculum

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
Module 1: 102200846 Apply Work Health and Safety Practices (WHS) Aim:	LU1: Implement safe work practices at work place LU2: Participate in hazard assessment activities a work place LU3: Follow emergency procedures at workplace LU4: Participate in OHS consultative processes			30
Module 2: 041700840 Identify and Implement Workplace Policy and Procedures Aim:	LU1: Identify workplace policy & procedures LU2: Implement workplace policy & procedures LU3: Communicate workplace policy& procedures LU4: Review the implementation of workplace policy & procedures			20
Module 3: 001100852 Communicate at Workplace Aim:	LU1: Communicate within the organization LU2: Communicate outside the organization LU3: Communicate effectively in workgroup LU4: Communicate in writing			30
Module 4: 061100858 Perform Computer Application Skills Aim:	LU1: Prepare In-page documents as per required information LU2: Prepare Spreadsheets as per required information LU3: Use MS Office as per required information LU4: Perform computer graphics in basic applications LU5: Create Email account for communications			40
Module 5: 041300867 Manage Personal Finances Aim:	LU1: Develop a personal budget LU2: Develop long term personal budget LU3: Identify ways to maximize future finances			30
Module 6: Co-ordinate the operation of the work area Aim: The aim of this module to develop the higher level	LU1: Ensure professional work standards are maintained throughout the work area and on completion of shift LU2: Manage the work area's requisition requirements, work area and equipment LU3: Support the work area's head of department	14	56	70

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
knowledge, skills and understanding needed to co-ordinate the operation of the work area				
Module 7: Supervise operations in the work area Aim: The aim of this module to develop the higher level knowledge, skills and understanding needed to supervise operations in the work area	LU1: Supervise preparation of the work area for operations LU2: Supervise the operation of the work area LU3: Manage communications between the work area and other departments LU4: Ensure health and safety practices are followed by work area operatives	20	80	100
Module 8: Supervise hospitality events Aim: The aim of this module to develop the higher level knowledge, skills and understanding needed to supervise hospitality events	LU1: Understand the importance of planning hospitality events LU2: Understand how to supervise events LU3: Plan and supervise an event	20	80	100
Module 9: Identify and pursue new business opportunities in the hospitality sector Aim: The aim of this module to develop the higher level knowledge, skills and understanding needed to identify and pursue new business opportunities in the hospitality sector	LU1: Identify business opportunities in the hospitality sector LU2: Develop the structure of the new hospitality business LU3: Communicate the new hospitality business's services to guests LU4: Negotiate arrangements for the new hospitality business	18	72	90

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 10: Develop own skills and practice</p> <p>Aim: The aim of this module to develop the higher level knowledge, skills and understanding needed to develop own skills and practice</p>	<p>LU1: Develop own personal and professional skills LU2: Work as a member of a team to achieve defined goals and implement agreed plans LU3: Improve personal effectiveness</p>	16	64	80

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Module-1

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Modules

Module 1: Apply Work Health and Safety Practices (WHS) (102200846)

Objective of the module: This unit describes the skills to work with safety and participate in hazard assessment activities, follow emergency procedures and participate OHS practices in process.

Duration: 30 Hours **Theory:** Hours **Practical:** Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Implement safe work practices at work place	<p>The trainee will be able to:</p> <p>Implement relevant rules and procedures of WHS at work place.</p> <p>Comply with duty of care requirements</p> <p>Use personal protective equipment according to safe work practices</p> <p>Contribute to WHS consultative activities</p> <p>Raise WHS issues with relevant personnel</p>		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p> <p>hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>

<p>LU2: Participate in hazard assessment activities a work place</p>	<p>The trainee will be able to:</p> <p>Identify hazards or WHS issues in the workplace to relevant personnel</p> <p>Assess and control risks according to own level of responsibility, in line with workplace procedures</p> <p>Report hazards or WHS issues in the workplace to relevant personnel</p> <p>Document risk control actions as required</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>
<p>LU3: Follow emergency procedures at workplace</p>	<p>The trainee will be able to:</p> <p>Report emergencies or incidents promptly to relevant personnel</p> <p>Deal with emergencies in line with own level of responsibility</p> <p>Implement evacuation procedures as required</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>

<p>LU4: Participate in OHS consultative processes</p>	<p>The trainee will be able to:</p> <p>Contribute to workplace meetings, inspections or other consultative activities</p> <p>Raise OHS (Occupational Health and Safety) issues with designated persons in accordance with organizational procedures</p> <p>Take actions to eliminate workplace hazards or to reduce risks</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	<p>Consumable :</p>	
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Module-2
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Module 2: Identify and Implement Workplace Policy and Procedures (041700840)

Objective of the module: This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Duration: 20 Hours **Theory:** Hours **Practical:** Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Identify workplace policy & procedures	<p>The trainee will be able to:</p> <p>Identify the workplace policy & procedures</p> <p>Apply appropriate strategies that can be used to measure whether your workplace health and safety obligations are being met.</p> <p>Assure the policies are realistic, resources and personnel to implement</p> <p>Implement the policy & procedures that reflects the organizations commitments</p> <p>Ensure the appropriate</p>		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p> <p>hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>

	methods of implementation, outcomes and performance indicators				
LU2: Implement workplace policy & procedures	<p>The trainee will be able to:</p> <p>Apply and assign responsibility for recording systems to track continuous improvements in policy & procedures</p> <p>Implement strategies for continuous improvement in effective and efficient information</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	Consumable :	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>
LU3: Communicate workplace policy & procedures	<p>The trainee will be able to:</p> <p>Communicate procedures to help implement workplace policy</p> <p>Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities</p>		<p>Total Hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	Consumable :	<p>Theory: Class room with multimedia facility</p> <p>Practical: Workshop</p>

<p>LU4: Review the implementation of workplace policy & procedures</p>	<p>The trainee will be able to:</p> <p>Identify the trends that may require remedial actions</p> <p>Record the trends that may require remedial actions.</p> <p>Ensure policy and procedures as required are made for continuous improvement of performance</p>		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p> <p>hrs</p>	<p>Consumable :</p>	
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Module-3
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Module 3: Communicate at Workplace (001100852)

Objective of the module: This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Duration: 30 Hours **Theory:** Hours **Practical:** Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Communicate within the organization	The trainee will be able to: Communicate within a department Communicate with other departments. Use various media to communicate effectively Communicate orally and written		Total hrs Theory: hrs Practical: hrs	Consumable :	Theory: Class room with multimedia facility Practical : Workshop
LU2: Communicate outside the organization	The trainee will be able to: Deal with vendors Deal with clients/customers Interact with other organisations Use various media to communicate effectively Work with people of different cultures /		Total hrs Theory: hrs Practical:	Consumable :	Theory: Class room with multimedia facility Practical : Workshop

	backgrounds		hrs		
LU3: Communicate effectively in workgroup	<p>The trainee will be able to:</p> <p>Assess the issues to provide relevant suggestion to group members</p> <p>Resolve the issues/ problems /conflicts within the group</p> <p>Arrange group working sessions to increase the level of participation in the group processes</p> <p>Communicate messages to group members clearly to ensure interpretation is valid</p> <p>Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices</p> <p>Act upon constructive feedback</p>		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p> <p>hrs</p>	Consumable :	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>
LU4: Communicate in writing	<p>The trainee will be able to:</p> <p>Identify relevant procedures for written information</p> <p>Use strategies to ensure correct communication in writing .i.e.</p> <ul style="list-style-type: none"> • correct composition • clarity • comprehensiveness • accuracy 		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p>	Consumable :	

	<ul style="list-style-type: none"> • appropriateness <p>Draft assigned written information for approval, ensuring it is written within designated timeframes</p> <p>Ensure written information meets required standards of style, format and detail</p> <p>Seek assistance / feedback to aid communication skills development</p>		hrs		
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<p>LU2: Prepare Spreadsheets as per required information</p>	<p>The trainee will be able to:</p> <p>Create workbook according to information requirements</p> <p>Insert sheet according to information requirements</p> <p>Enter basic formulae / functions using cell referencing when required</p> <p>Correct formulas when error messages occur</p> <p>Use a range of common tools during spreadsheet development</p> <p>Edit columns and rows within the spreadsheet Filter data</p> <p>Save the spreadsheet to a folder on a storage device</p> <p>Format spreadsheet using formatting features as required</p> <p>Incorporate object and</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>
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	chart in spreadsheet Print spreadsheet				
LU3: Use MS Office as per required information	<p>The trainee will be able to:</p> <p>Use Microsoft Word for documentation</p> <p>Use Microsoft Excel for documentation</p> <p>Use Microsoft PowerPoint for presentation</p> <p>Perform OneNote</p> <p>Perform Outlook for emails</p> <p>Perform Publisher applications</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>
LU4: Perform computer graphics in basic applications	<p>The trainee will be able to:</p> <p>Perform graphic fundamentals in basic applications</p> <p>Draw Points and lines to make images</p> <p>Draw Dots in space to</p>		<p>Total hrs</p> <p>Theory: hrs</p>	<p>Consumable :</p>	

	<p>make images</p> <p>Draw lightening blot Shapes to make images</p> <p>Enlarge circles and rectangles to block in forms</p>		<p>Practical:</p> <p>hrs</p>		
<p>LU5: Create Email account for communications</p>	<p>The trainee will be able to:</p> <p>Make email account for communications</p> <p>Compose text of an email message according to organizational guidelines as required</p> <p>Create an automatic signature for the user</p> <p>Attach files to email message where required</p> <p>Send email message</p> <p>Reply to / forward a received message using available features</p> <p>Save an attachment to</p>		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p> <p>hrs</p>	<p>Consumable :</p>	

	<p>the relevant folder</p> <p>Save email message using available settings</p> <p>Adjust email accounts to restrict and quarantine possible email security problems</p> <ul style="list-style-type: none">• Print email message as per requirements				
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Module-5
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Module 5: Manage Personal Finances (041300867)

Objective of the module: This unit of competency describes the outcomes required to manage develop, implement and monitor a personal budget in order to plan regular savings and manage debt effectively.

Duration: 30 Hours **Theory:** Hours **Practical:** Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Develop a personal budget	<p>The trainee will be able to:</p> <p>Calculate current living expenses using available information to prepare a personal budget.</p> <p>Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.</p> <p>Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.</p> <p>Find reasons for a deficit budget and ways to reduce expenditure identified.</p>		<p>Total</p> <p>hrs</p> <p>Theory:</p> <p>hrs</p> <p>Practical:</p> <p>hrs</p>	<p>Consumable :</p>	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>

	Identify ways to increase income				
LU2: Develop long term personal budget	<p>The trainee will be able to:</p> <p>Analyze income and expenditure and set long term personal financial goals.</p> <p>Develop a long-term budget based on the outcomes of short-term budgeting.</p> <p>Identify obstacles that might affect the business</p> <p>Formulate a regular savings plan based on budget</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical: hrs</p>	Consumable :	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>
LU3: Identify ways to maximize future finances	<p>The trainee will be able to:</p> <p>Determine sources to maximize personal income,</p> <p>Get further education or training to maintain or improve future income</p> <p>Identify the need for debt</p>		<p>Total hrs</p> <p>Theory: hrs</p> <p>Practical:</p>	Consumable :	<p>Theory: Class room with multimedia facility</p> <p>Practical : Workshop</p>

	<p>to finance living and other expenses</p> <p>Determine the appropriate levels of debt and repayment</p> <p>Consolidate existing debt, where possible, to minimize interest costs and fees</p> <p>Seek professional money management services</p>		hrs		
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Module-6
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Module 6: Co-ordinate the operation of the work area

Objective of the module: The aim of this module to develop the higher level knowledge, skills and understanding needed to co-ordinate the operation of the work area

Duration: 70 hours **Theory:** 14 hours **Practical:** 56 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
<p>LU1:</p> <p>Ensure professional work standards are maintained throughout the work area and on completion of shift</p>	<p>The learner will be able to:</p> <p>Ensure that associates maintain personal hygiene and wear appropriate uniform throughout shift</p> <p>Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift</p> <p>Ensure that associates know and understand how to respond to hazards, accidents and emergencies</p> <p>Ensure waste is properly managed</p>	<p>Principles of professional standards, including personal hygiene and appropriate uniform (for health and safety purposes and to present a professional image), maintaining a safe, hygienic and secure working environment (to avoid any risks to guests and associates)</p> <p>The benefits of working effectively as part of a hospitality team and communicating efficiently with each other throughout shift, including good working practices, using appropriate technical and social language, efficient delivery of services, contributing to excellence in guest service, meeting organizational goals, attending briefing</p> <p>Supporting and developing safe work methods, including carrying out tasks in the right order, finishing one before starting the next, assembling tools and equipment before starting the task, allowing sufficient time and space to complete the task involved, following a logical sequence, ensuring there are no spillages or accidents</p> <p>Types of hazards to be found in the work area, including slips; trips and falls; strains and sprains; sharp objects; cuts and</p>	<p>Total 23 hours</p> <p>Theory: 5 hours</p> <p>Practical: 19 hours</p>	<p>Duty rota</p> <p>Job descriptions</p> <p>Standard operating procedures for safe and hygienic working</p> <p>Logbooks for recording accidents and incidents</p> <p>Equipment checklists</p> <p>Uniforms, (appropriate to the organisation)</p> <p>Organizational policy on managing waste</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>Role plays to develop skills</p> <p>For practical learning:</p> <p>EITHER</p> <p>Training restaurant, front office or accommodation facilities</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants,</p>

		<p>lacerations; burns; hot liquids and surfaces; moving heavy items; working fast; likelihood and potential impact of hazard</p> <p>Ensuring that associates know and understand methods to deal with hazards correctly, including providing and using uniform; non-slip flooring; working tidily, following proper procedures, warning others when necessary, providing additional training to use equipment and machinery correctly; maintaining equipment and machinery; adapting the workflow</p> <p>Understanding risks from faulty equipment, including trapped hands or fingers, impact of a heavy object, contact with hot equipment, faulty electrical equipment, inappropriate use of equipment</p> <p>Understanding the effects and implications of accidents, including wastage of materials, wastage of time, increase in workload for other associates, disruption of workflow, loss of revenue, increase in costs</p> <p>Ensuring that associates understand the importance of warning other people (including verbally, using warning notices) about hazards, to avoid accidents and injuries</p> <p>Ensuring that associates know the location of first aid equipment and the name of the first-aider in the workplace</p> <p>Responding to accidents in accordance with organizational requirements, including arranging for first aid, alerting supervisors</p>			<p>cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>
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		<p>and/or management (depending on the nature and seriousness of the accident), recording the accident and the actions taken</p> <p>Types of emergencies that may happen in the work area (including fire, flood, accidents, gas leaks)</p> <p>Ensuring that associates understand how to deal with different types of emergency, including supporting associates in taking action within own responsibility, notifying engineering department, supervising the evacuation of the area or building, assembly point for evacuations</p> <p>The importance of following fire safety laws, including preserving life, preserving the fabric of the building, equipment and materials</p> <p>The possible causes of fire in the workplace, including poor working practices, build-up of waste, faulty equipment, careless practice</p> <p>Minimizing the risk of fire, including monitoring working practices and ensuring they meet organizational standards, ensuring that disposal and recycling of waste is being properly carried out, checking equipment is in good working order, managing associates' working practice</p> <p>Managing fire situations, including knowing the location of fire alarms and checking that associates know how to set them off,</p>			
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		<p>reasons to never approach a fire unless it is safe to do so, including identifying the risks, using the correct equipment</p> <p>Managing the evacuation of the building, including turning off all power supplies, closing all doors and windows, not gathering personal possessions, gathering in a designated area, taking roll call of names to ensure no-one is missing</p> <p>The importance of maintaining records of and reporting all usual/non-routine incidents to the appropriate person, including name of those involved; date, place and time of incident, who was involved and what they saw, description of what happened, whether anyone was hurt, any damage to property, whether emergency services were called</p> <p>Principles of waste management, including meeting food hygiene regulations, preventing contamination of service areas, avoiding pest infestation, reducing accidents and fire risks</p> <p>Supervising clearance of waste areas, including properly fitting lids for waste bins, use of disposable sacks, not overfilling bins, regular emptying and cleaning of bins</p> <p>Managing waste, including ensuring that associates identify opportunities for reducing and disposal of waste, follow organizational policies and procedures</p> <p>Keeping the work area secure, including security of areas (key control), personal possessions, security of visitors and guests,</p>			
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		<p>following close-down procedures including managing work area and building security, including locking up, checking toilets and changing rooms are cleared, no open windows or doors, no hazards left (cooking and other equipment left on, cigarettes left burning), in order to protect staff, visitors and guests on the premises, to reduce theft and pilfering, and to keep the work area safe and secure</p> <p>Dealing with problems and unexpected situations in an appropriate manner, including consulting with other associates, Head of Department, issuing directives, arranging training</p> <p>Compliance with relevant regulations and standards (see Introduction)</p>			
<p>LU2:</p> <p>Manage the work area's requisition requirements, work area and equipment</p>	<p>The learner will be able to:</p> <p>Check current stock of requisition requirements available in different departments</p> <p>Prepare requisition sheet to obtain appropriate amounts of requisition requirements from store</p> <p>Use stock control systems to manage levels and usage of stock</p> <p>Establish and maintain the condition of work</p>	<p>Operational knowledge and understanding of current and future requirements of business, including level of business for the day, number of restaurant bookings/room reservations, any special bookings, special requirements or special offers available</p> <p>Assessing the level of current stock held by the department, including physical checks, checking records, checking current stock of food / cleaning materials / other items</p> <p>Preparing requisition sheet to obtain appropriate amounts of items from store, including using known information of booking/reservation levels and existing stock levels</p> <p>Checking that deliveries from store meet the</p>	<p>Total</p> <p>23 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>19 hours</p>	<p>Daily event sheets</p> <p>Brochures and price lists</p> <p>Regular and à-la-carte menus</p> <p>Existing requisitions records and pads for developing new requisitions from stores</p> <p>Cost reports</p> <p>Weekly consumption</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>Role plays to develop skills</p> <p>For practical learning:</p> <p>EITHER</p> <p>Training restaurant, front office or</p>

	<p>areas and equipment</p> <p>Ensure that equipment is being used correctly and efficiently by associates</p> <p>Ensure that specific items of equipment are maintained, calibrated or replaced as required</p> <p>Take corrective action where required to improve the safety of work areas</p>	<p>type, quality and quantity requirements, including checking against requisition sheet for type and quantity, checking quality</p> <p>Ensuring that associates understand the benefits of different systems for managing stock, e.g. First In First Out (FIFO), Last In First Out (LIFO), Last In Last Out (LILO)</p> <p>Ensuring that associates operate appropriate stock management system according to organisation procedures, including checking stock usage, monitoring how associates use resources</p> <p>Maintaining equipment, including its function and maintenance requirements; and work areas, including maintenance and refurbishment requirements; ensuring that equipment is being used correctly and efficiently by associates, checking with work area team if any products or equipment are in need of maintenance or attention, (including faulty equipment, worn fixtures and fittings), taking appropriate actions, advising engineering department</p> <p>Appropriate staff training activities to promote efficient usage of equipment and awareness of maintenance requirements</p> <p>Maintenance, calibration or replacement requirements for specific items of equipment, including following manufacturer's requirements, arranging for maintenance or replacement of equipment, process for reporting any maintenance requirements to the appropriate department, procedure for ensuring that work area areas</p>		<p>reports</p> <p>Work area equipment and operating instructions</p> <p>Maintenance schedules for work area equipment</p> <p>Standard Operating Procedures for preparing and maintaining work area areas and equipment</p> <p>Fire equipment (see <i>Complete list of tools and equipment</i> for details)</p> <p>First aid equipment (see <i>Complete list of tools and equipment</i> for details)</p> <p>Equipment for contacting security</p> <p>Uniforms (appropriate to the</p>	<p>accommodation facilities</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>
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		are refurbished at appropriate and agreed intervals Compliance with relevant regulations and standards (see Introduction)		organisation)	
LU3: Support the work area's head of department	The learner will be able to: Discuss and agree on methods and formats of communication with the Head of department Agree with the Head of department daily and medium-term areas for delegated responsibilities Support the Head of department in undertaking training and inspections Ensure that requirements of the work area are signed off by Head of department	Methods and formats for communication with the Head of Department, including verbally, in writing, using the log; communicating through positive body language Agreeing on methods and formats of communication with the Head of Department, including formal, informal, verbally, in writing, through the log, using appropriate technical and social language Areas for responsibilities delegated by Head of Department on a daily and medium-term basis, including operational, administrative and supervisory support Agreeing with the Head of Department daily and medium-term areas for delegated responsibilities, including through discussion, negotiating own goals, developing own skills Supporting the Head of Department in undertaking training and inspections, including observation, developing and providing training, recording the outcomes of inspections, evaluating the effectiveness of training Ensuring that every-day requirements of section are signed off by Head of Department, including presenting completed	Total 23 hours Theory: 5 hours Practical: 19 hours	Markers and pens Notebook Log book Record of allocated duties and tasks Notice board Daily event sheets Fire equipment (see <i>Complete list of tools and equipment</i> for details) First aid equipment (see <i>Complete list of tools and equipment</i> for details) Equipment for contacting security Standard Operating Procedures	For theoretical learning: Class room with multimedia aid, audio-visual facilities and flip charts Visit to hospitality establishments Role plays to develop skills For practical learning: EITHER Training restaurant, front office or accommodation facilities OR Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organisations, similar

		requisitions for sign-off, raising queries and issues		Uniforms (appropriate to the organisation)	establishments)
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HOSPITALITY EXPERT



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Module-7
CBT CURRICULUM
National Vocational Certificate Level 3

Version 1 - November, 2019

Module 7: Supervise operations in the work area

Objective of the module: The aim of this module to develop the higher level knowledge, skills and understanding needed to supervise operations in the work area

Duration: 100 hours **Theory:** 20 hours **Practical:** 80 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
<p>LU1: Supervise preparation of the work area for operations</p>	<p>The learner will be able to:</p> <p>Supervise preparation of the work area</p> <p>Ensure preparations are carried out in good time to allow the scheduled service to be provided</p> <p>Ensure that professional work standards are maintained throughout the shift</p> <p>Deal with problems that may affect the standard of service</p> <p>Maintain and monitor the cleaning programme</p>	<p>Work areas, including food and beverage outlets, housekeeping, front office</p> <p>Understanding and directing the skills, knowledge and resources of associates to carry out their responsibilities, following job descriptions, responding to training, taking personal responsibility</p> <p>Purpose of cleaning programme, including encouraging safe working methods, helping to prevent accidents, reducing risks from pests, keeping the work area pleasant to work in</p> <p>Functions of the cleaning programme, including working stations that are clean, cleared and sanitized; fixtures that are clean, cleared and well maintained; equipment that is clean and ready to use; guest walkways that are clean and cleared</p> <p>Managing the cleaning programme, including ensuring that all associates understand their role in undertaking cleaning duties; ensuring that there are sufficient associates to undertake the cleaning programme effectively; ensuring that associates have the cleaning tools and materials they need to undertake cleaning</p>	<p>Total 25 hours</p> <p>Theory: 5 hours</p> <p>Practical: 20 hours</p>	<p>Preparation checklists</p> <p>Job descriptions</p> <p>Duty roster</p> <p>Cleaning equipment and materials: small cleaning equipment to use for different tools and equipment, including cloths, dusters, mops, brushes, buckets; large cleaning equipment, including dishwasher, jet washer, wet and dry vacuum cleaner; sanitizer, vinegar, lemon, degreaser</p> <p>Record of expected bookings and</p>	<p>For theoretical learning: Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>Role plays to develop skills</p> <p>For practical learning: EITHER</p> <p>Training restaurant, front office or accommodation facilities</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants,</p>

		<p>duties for their area of work, ensuring that associates are using cleaning tools and materials safely, effectively and efficiently</p> <p>Appropriate checklists to ensure that the cleaning programme has been completed correctly and according to organizational standards</p> <p>The importance of maintaining work areas at the correct controlled temperature, to ensure guests are comfortable and that associates are working in a pleasant environment</p> <p>Providing feedback on the effectiveness of preparation procedures in own area of responsibility to the Head of Department</p> <p>Problems that may affect the standard of service, including preparation of service or guest area, service equipment, levels of staffing</p> <p>Checking that there are no hazards present that would affect preparation of the work area, including making hazards safe, reporting hazards to others (for example Head of Department, engineering department)</p> <p>Implications of hazards, including serious safety hazards, high levels of wastage, maintenance requirements, training requirements</p> <p>Compliance with relevant regulations and standards (see Introduction)</p>	<p>room reservations</p> <p>Reservations book or system</p> <p>Writing and order pads</p> <p>Hotel brochures and price lists</p> <p>Menus and beverages lists</p> <p>Support material as required, including promotional materials</p> <p>Complaints Log</p> <p>Lighter</p> <p>Pen</p> <p>Uniforms (appropriate to the organization)</p>	<p>cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>
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<p>LU2:</p> <p>Supervise the operation of the work area</p>	<p>The learner will be able to:</p> <p>Co-ordinate the operation of the work area</p> <p>Monitor service to ensure that guest needs are being met at all times</p> <p>Identify and resolve any problems with service</p> <p>Manage the service log on a daily basis</p>	<p>Work areas, including food and beverage outlets, housekeeping, front office</p> <p>Coordinating with work area associates to ensure services to guests are provided according the standards and procedures</p> <p>Understanding the range of products and services offered by the organisation</p> <p>Monitoring and addressing conduct and communications with guests, including advising and guiding associates, intervening if and when necessary, using appropriate social language</p> <p>Identifying and resolving problems with service, including problems with poor standards of work, equipment, pests, quality services provided to guests, management of waste</p> <p>The importance of logging any problems or issues with services provided according to organizational standards</p> <p>Monitoring the cashing points, including ensuring preparations of necessary items for and making checks before the shifts starts</p> <p>Managing the payment point, including following proper procedures, reducing the risk of errors, maintaining the security of guests and staff, position of cash desk, managing keys; ensuring there is sufficient money in cash drawers at the beginning of shifts to manage payments from guests</p> <p>Supervising the processing of guest</p>	<p>Total</p> <p>25 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>20 hours</p>	<p>Duty roster</p> <p>Record of expected bookings or room reservations</p> <p>Reservations book or system</p> <p>Writing and order pads</p> <p>Menus and beverages lists</p> <p>Hotel brochures and price lists</p> <p>Support material as required, including promotional materials</p> <p>Standard operating procedures for work areas, including handling problems and managing payments</p> <p>Work area logs</p> <p>Complaints Log</p> <p>Lighter</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>Role plays to develop skills</p> <p>For practical learning:</p> <p>EITHER</p> <p>Training restaurant, front office or accommodation facilities</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>
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		<p>accounts, including ensuring that postings are properly checked before handing over the check to the guest, to ensure that checks are ready at appropriate times for payment by guests</p> <p>Ensuring and supervising staff when presenting checks to guests according to organizational standards</p> <p>Making sure that all received payments by cash, check, credit cards, vouchers, or automatic debits are properly processed</p> <p>Ensuring all the work area log books are filled in daily according to organizational requirements</p> <p>Managing records for lost property and suspicious items, including recording when and where lost property items were found, recording; recording items left behind by guests and ensuring they are kept safe; managing the handling of suspicious items in line with organizational requirements</p> <p>Compliance with relevant regulations and standards (see Introduction)</p>		<p>Pen</p> <p>Uniforms (appropriate to the organization)</p>	
<p>LU3:</p> <p>Manage communications between the work area and other departments</p>	<p>The learner will be able to:</p> <p>Agree with other department heads the most appropriate written, verbal and social media methods of communicating different types of information</p>	<p>The purpose and benefits of making sure that communication delivers the 'message' in which it is intended to be received, including providing information, giving instructions, giving responses, using appropriate technical and social language</p> <p>Methods of communication that are available, including written communications, e-mails, verbal communications, using</p>	<p>Total</p> <p>25 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>20 hours</p>	<p>Notepads</p> <p>Pens</p> <p>Daily event sheets</p> <p>Regular and à-la-carte menu</p> <p>Brochures and price lists</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>Role plays to develop</p>

	<p>Ensure that agreed methods of communication are used clearly, coherently and promptly to provide information about work area service to other departments</p> <p>Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended</p> <p>Ensure that other departments have the opportunity to ask questions and check their understanding</p> <p>Present a positive image of own self and work area</p>	<p>appropriate technical and social language; styles, including formal, informal; structuring communication so that it is clear and accurate</p> <p>The different departments which might need to communicate and their needs, including restaurant, kitchen, housekeeping, front office, engineering; appropriate methods of communication for different departments; ensuring that communications with other departments have met their purposes</p> <p>The importance of non-verbal communication (body language), including how non-verbal communication impacts on other people, interpreting and responding positively to non-verbal communication</p> <p>The purpose and benefits of giving other departments the opportunity to ask questions, including checking their understanding, responding positively</p> <p>The purpose and value of presenting a positive image of own self and work areas, including reflecting and generating confidence, providing assurances of effective service</p> <p>The purpose and benefits for other departments to have a friendly and purposeful way of communicating with them, including developing good working relationships, using appropriate technical and social language, adding value to the guest experience</p>		<p>Requisitions</p> <p>Cost reports</p> <p>Weekly consumption reports</p> <p>Communication systems, including electronic (by telephone) and manual (written format)</p> <p>Uniforms (appropriate to the organisation)</p>	<p>skills</p> <p>For practical learning: EITHER</p> <p>Training restaurant, front office or accommodation facilities</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>
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		Types of problems that may occur with contacts, including conflict and aggression, finding ways to deal with these			
LU4: Ensure health and safety practices are followed by work area operatives	<p>The learner will be able to:</p> <p>Ensure that all associates are aware of and follow health and safety requirements in line with organizational requirements</p> <p>Ensure that associates follow safe working practices at all times</p> <p>Ensure that associates identify any hazards or potential hazards and deal with these correctly</p> <p>Ensure that associates report any accidents or near accidents quickly and accurately to the proper person</p> <p>Ensure that associates practice emergency and security procedures correctly</p> <p>Complete records as required to demonstrate that section team follows health and safety requirements</p>	<p>The importance of working in a healthy, safe and hygienic way, to ensure there are no risks to guests or associates</p> <p>Key elements of a safety policy, including standards of personal hygiene, procedures for reporting sickness and accidents, requirements for pest control measures, minimum acceptable standards of cleaning</p> <p>Organizational safety and hygiene practices, including carrying out tasks in the right order, finishing one before starting the next, assembling tools and equipment before starting the task, allowing sufficient time and space to complete the task involved, following a logical sequence, ensuring there are no spillages</p> <p>Ensuring that associates know and understand methods to deal with emergencies, including taking action within own responsibility, notifying engineering department, evacuating the area or building, ensuring security have been notified where necessary</p> <p>Ensuring that associates following emergency procedures, including alerting others, following instructions, taking action</p> <p>Completing records as required to demonstrate that associates follow health and safety requirements</p>	<p>Total 25 hours</p> <p>Theory: 5 hours</p> <p>Practical: 20 hours</p>	<p>Emergency notices</p> <p>Standard operating procedures for health and safety</p> <p>Equipment for contacting security, including telephones and other electronic devices</p> <p>Fire equipment (see <i>Complete list of tools and equipment</i> for details)</p> <p>First aid equipment (see <i>Complete list of tools and equipment</i> for details)</p> <p>Equipment for contacting security</p> <p>Logbooks for recording accidents and</p>	<p>For theoretical learning: Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>Role plays to develop skills</p> <p>For practical learning: EITHER</p> <p>Training restaurant, front office or accommodation facilities</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>

		<p>Advising associates of the sources of information about health, hygiene and safety in the work area, including Standard Operating Procedures for work area, manuals, data sheet and instructions from manufacturers and suppliers, websites, training materials</p> <p>Compliance with relevant regulations and standards (see Introduction)</p>		<p>incidents</p> <p>Uniforms (appropriate to the organisation)</p>	
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Module-8
CBT CURRICULUM
National Vocational Certificate Level 3

Version 3 - November, 2019

Module 8: Supervise hospitality events

Objective of the module: The aim of this module to develop the higher level knowledge, skills and understanding needed to supervise hospitality events

Duration: 100 hours **Theory:** 20 hours **Practical:** 80 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
<p>LU1:</p> <p>Understand the importance of planning hospitality events</p>	<p>The learner will be able to:</p> <p>Explain the health and safety and legislative requirements relevant to hospitality events</p> <p>Explain the importance of assessing the impact that the event is likely to have on others</p> <p>Identify the information required to plan different types of events</p> <p>Explain how to deal with additional requirements for different client groups</p> <p>Explain the importance of obtaining reliable sources of information</p> <p>Explain the importance of briefing staff prior to the event and after the event</p> <p>Explain how to ensure the products and</p>	<p>Types of events, including banquets, corporate entertainment events, receptions, conferences, parties, weddings, promotions, fundraising; themed events</p> <p>Carrying out a risk assessment of the premises: fire and health and safety risk assessment including identifying hazards, looking around the premises, asking staff and suppliers, and checking records of any health and safety incidents, long-term health problems,</p> <p>Managing hazards, including considering who could be affected by the hazard, evaluating the scale of the risk and how effective any existing precautions are, complying with specific health and safety regulations and meeting industry standards</p> <p>Importance of assessing the impact that the event is likely to have on others, including the use of resources (such as water, police, emergency services, increase in traffic), impact on local community (such as economic benefits, noise, possible conflicts), avoiding complaints from local community</p> <p>Information required to plan different types of events, including guests' specific</p>	<p>Total</p> <p>33 hours</p> <p>Theory:</p> <p>7 hours</p> <p>Practical:</p> <p>27 hours</p>	<p>Event booking form</p> <p>Details of event organizer, date and time of event, costs, numbers of people attending</p> <p>Job descriptions for events roles</p> <p>Risk assessment forms</p> <p>HACCP standards</p> <p>Menus and beverages lists</p> <p>Support material as required, including recipes, promotional materials</p> <p>Standard operating procedures for food outlet, including handling problems and</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality event operations</p> <p>For practical learning:</p> <p>Suitable event venue</p>

	<p>services available support a variety of events</p> <p>Explain how to ensure appropriate management of contractors likely to be employed for events</p> <p>Explain how to carry out a risk assessment of the premises</p>	<p>requirements (purpose of event, guest needs, date and time, location, budget, number of guests, catering requirements, records of communication with guest, using appropriate social language), staffing, equipment, venue capacity, other specifications (ticketing, entertainment, publicity, legislation, applications for licences)</p> <p>Dealing with additional requirements for different client groups, including children, older people, people with disabilities</p> <p>Importance of obtaining reliable sources of information, including smooth running of the event, guest satisfaction, legislation compliance</p> <p>Importance of briefing staff: prior to the event, including providing information, going over service standards and encouraging team members to ask questions regarding service and product knowledge, confirming duties, motivating team members</p> <p>Debriefing staff after the event, including assessing if objectives and service targets have been achieved, giving individuals or team the opportunity to talk about their experience, discussing how they managed to carry out their duties, identifying individuals in need of support, giving support and monitoring their future performance</p> <p>Ensuring the products and services available support a variety of events, including according to guest requirements,</p>		<p>managing payments</p>	
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		<p>objectives, time planning, venue, entertainment, catering requirements, staffing requirements, contingency arrangements, marketing and publicity, control of attendance, facilities</p> <p>Ensuring appropriate management of contractors, including contract details (cost, staffing, event details, legal requirements), expectations (clear communication, using appropriate technical and social language, commitment, legislation compliance, meeting agreed requirements)</p>			
<p>LU2:</p> <p>Understand how to supervise events</p>	<p>The learner will be able to:</p> <p>Explain how to monitor the event</p> <p>Explain how to carry out an inspection of equipment used during events</p> <p>Explain how information about the event should be communicated to guests and staff</p> <p>Explain the importance of communicating with the organizer of the event</p> <p>Explain the legislative requirements relevant to the clearing of the venue where the event is being</p>	<p>Monitoring the event: including observing and assessing the performance of individuals and teams against set standards and targets, guest feedback, support and development of team members performing below target, possible revision of team responsibilities, reviewing and evaluating team-working arrangements, application of corrective measures to remedy team underachievement, maintaining team focus</p> <p>Carrying out an inspection of equipment to be used during events, including deciding what to inspect, how often it needs to be inspected, who should carry out the inspection, what specific items or areas need inspecting, standard required (legal requirements, local needs), checking that the working environment and procedures are meeting the required standards, checking that equipment is available and is not faulty or broken, use of checklists, procedures for remedial action</p>	<p>Total</p> <p>33 hours</p> <p>Theory:</p> <p>7 hours</p> <p>Practical:</p> <p>27 hours</p>	<p>Event booking form</p> <p>Details of event organizer, date and time of event, costs, numbers of people attending</p> <p>Job descriptions for events roles</p> <p>Risk assessment forms</p> <p>HACCP standards</p> <p>Menus and beverages lists</p> <p>Support material as required, including recipes, promotional materials</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality event operations</p> <p>For practical learning:</p> <p>Suitable event venue</p>

	<p>held</p> <p>Explain how to deal with problems that may arise during and after an event</p>	<p>Importance of communicating with the organizer of the event, including using appropriate social language, reducing mistakes, gaining clarification, ensuring understanding, maintaining standards, ensuring guest satisfaction, dealing with problems, making changes/adjustments to services and products if necessary</p> <p>Legislative requirements relevant to the venue where the event is being held</p> <p>Dealing with problems that may arise: during an event including identifying with the guest, listening to the guest and acknowledging the guest's point of view, asking the guest what resolution they would like to see, asking colleagues' opinions; after the event including identification of the situations, complaint-handling procedures, seeking advice from appropriate person/s, consistency, timeliness/responsiveness, providing information to guests, using appropriate documentation relating to service, using corrective action in response to problems</p>		<p>Standard operating procedures for food outlet, including handling problems and managing payments</p>	
<p>LU3:</p> <p>Plan and supervise an event</p>	<p>The learner will be able to:</p> <p>Ensure equipment and materials needed for the event are available to the staff that will need to use them</p> <p>Inspect the event venue to ensure that it has</p>	<p>Ensuring availability of equipment and materials needed for the event, including availability of equipment including use of checklist of equipment and materials needed, checking the equipment and materials needed are available before the event and checking with appropriate staff on the day of the event that they have what they need, checking the equipment and materials are in working order and are</p>	<p>Total</p> <p>33 hours</p> <p>Theory:</p> <p>7 hours</p> <p>Practical:</p> <p>27 hours</p>	<p>Preparation checklists</p> <p>Job descriptions</p> <p>Duty roster</p> <p>Cleaning equipment and materials: small cleaning equipment to use</p>	<p>For theoretical learning:</p> <p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality event operations</p> <p>For practical</p>

	<p>been prepared as agreed</p> <p>Communicate the legal requirements of the event to guests and staff</p> <p>Liaise with relevant people before, during and after the event</p> <p>Monitor the event to ensure that it is running to plan</p> <p>Record relevant information about the event</p>	<p>appropriate for their purpose; staffing</p> <p>Inspecting the event venue to ensure that it has been prepared as agreed, including layout, access, cleanliness, set-up of equipment/materials, meets with legal requirements</p> <p>Communicating the legal requirements of the event: verbal including tone of voice, appropriate technical language (such as evacuation procedures, emergency exits); nonverbal, body language including facial expression, posture, maintaining personal space, eye contact, smiling; written conventions including correct layout, accurate spelling, grammar and punctuation (such as signs and notices); behaviour including welcoming, offering help and assistance, active listening, selecting and providing accurate information, recording and relaying messages, keeping records and information</p> <p>Liaising with relevant people before, during and after the event, including police (such as routing and road closures, signage, transport requirements, parking, crowd control), venues (such as price, date), catering providers (such as quantity, cost, food, staffing), arranging equipment hire (such as seating, staging, lighting, sound, portable lavatories), booking entertainment, applications for licenses (such as music, alcohol sales), fire brigade and first-aid organizations</p> <p>Monitoring the event to ensure that it is</p>	<p>for different tools and equipment, including cloths, dusters, mops, brushes, buckets; large cleaning equipment, including dishwasher, jet washer, wet and dry vacuum cleaner; sanitizer, vinegar, lemon, degreaser</p> <p>Record of expected bookings</p> <p>Reservations book or system</p> <p>Writing and order pads</p> <p>Menus and beverages lists</p> <p>Support material as required, including recipes, promotional materials</p> <p>Complaints Log</p> <p>Lighter</p> <p>Pen</p>	<p>learning:</p> <p>Suitable event venue</p>
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		<p>running to plan, including observing and assessing the performance of individuals and teams against set standards and targets, guest feedback, supporting and development of team members performing below target, possible revision of team responsibilities, reviewing and evaluating team-working arrangements, application of corrective measures to remedy team underachievement, maintaining team focus, adapting as required</p> <p>Recording relevant information about the event, including guests' data, sales figures, keeping receipts, reportable injuries</p>		<p>Uniform (appropriate to the organisation)</p>	
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HOSPITALITY EXPERT



Module-9

CBT CURRICULUM

National Vocational Certificate Level 3

Version 1 - November, 2019

Module 9: Identify and pursue new business opportunities in the hospitality sector

Objective of the module: The aim of this module to develop the higher level knowledge, skills and understanding needed to identify and pursue new business opportunities in the hospitality sector

Duration: 90 hours **Theory:** 18 hours **Practical:** 72 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
<p>LU1:</p> <p>Identify business opportunities in the hospitality sector</p>	<p>The learner will be able to:</p> <p>Look for, and recognize, business opportunities in the hospitality sector</p> <p>Create hospitality business opportunities where they do not obviously exist</p> <p>Quickly identify potential hospitality business developments and how they will affect the new business</p> <p>Identify the additional benefits of potential hospitality business opportunities</p>	<p>Hospitality sector, including hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organizations, similar establishments</p> <p>Size and importance of the hospitality industry in Pakistan, turnover, contribution to the economy</p> <p>Factors affecting the hospitality industry, including tourism, business usage, inflation and other economy issues, terrorism</p> <p>Looking for and identifying opportunities, including new business or existing business, checking profitability, market research (including with guests, competitors, qualitative research – thoughts and opinions, quantitative research – numerical), sales forecasts, competition, strengths and weaknesses, market trends; environmental issues; setting goals and targets</p> <p>Challenges and opportunities in the new business environment (for example, changes in the marketplace, employment issues, competition, government policies or other changes in the environment)</p> <p>Implications of any new venture for the new</p>	<p>Total</p> <p>23 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>18 hours</p>	<p>Directories of existing businesses</p> <p>Examples of business plans</p> <p>Examples of financial plans</p> <p>Advertising materials for potential business premises</p> <p>Copies of job advertisements for hospitality jobs</p> <p>Information on sources of finance</p> <p>Business planner templates</p> <p>Start-up-costs estimator</p> <p>Business information, including</p>	<p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visits to hospitality businesses</p> <p>Visits to advisors including Chambers of Commerce and Trade Associations, Pakistan Hotels Association, Chefs' Institute of Pakistan, professional and legal advisors, government agencies, accountants, banks and other loan agencies</p>

		<p>business's direction, image and profitability</p> <p>Creativity and innovation when recognizing new opportunities for the new business, including recognizing new areas of business or residential development, responding to new trends in hospitality, including new approaches to cooking such as fusion cooking and healthy eating, changes in social trends, the impact of fast food</p> <p>Taking advantage of opportunities presented, including discussing opportunities with advisors, developing a business plan, seeking funding</p> <p>Taking into account the lessons learned from previous business successes or failures, including poor planning, insufficient staffing, weak arrangements with suppliers and/or guests, lack of marketing plan</p> <p>Identifying and weighing up the risks linked to different courses of action, including considering the likelihood and the impact of the risk, discussing with stakeholders, taking and justifying decisions</p> <p>Collecting and using evidence to support decisions, including appropriate research, developing a sound business plan</p> <p>Own costs to deliver the deal, including margins and break-even point</p> <p>Effect of own behaviour on other people or organizations, including positive and negative behaviours, willingness of others to work with or for the new business</p>		<p>company annual reports, journals, magazines, company websites and newspapers</p>	
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		<p>Listening to what the other person is really saying, including asking appropriate questions, repeating back important information to the other person, looking attentive</p> <p>Building rapport, empathy and long-lasting relationships, including the value of information available, refocusing the development, identifying strengths and weaknesses, winning guests, improving efficiency, reducing uncertainty</p> <p>The effect of behaving ethically on guests' use of the new business in the future, including behaviour that is fair, honest, not detrimental to the business or its guests</p> <p>Compliance with relevant regulations and standards (see Introduction)</p>			
<p>LU2:</p> <p>Develop the structure of the new hospitality business</p>	<p>The learner will be able to:</p> <p>Check what laws and other regulations will affect the new hospitality business</p> <p>Work out what money needed to start the new hospitality business and keep it running</p> <p>Identify own contribution to running the new hospitality business</p> <p>Determine the staff needed for the new</p>	<p>Business laws and regulations, including trading terms and conditions, obtaining approval of company name through the Securities and Exchange Commission of Pakistan, paying fees for name registration and company incorporation, registering the company, applying for a national tax number and registering for income tax, registering for sales tax by applying for a Sales Tax Number; record keeping</p> <p>Finance, including bank loans, family finance, other investors; personal (and family) survival budget, cost of premises / equipment / supplies, running and staffing costs, forecasting, record keeping</p> <p>Finding and securing the services of a good</p>	<p>Total</p> <p>23 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>18 hours</p>	<p>Directories of existing businesses</p> <p>Examples of business plans</p> <p>Examples of financial plans</p> <p>Advertising materials for potential business premises</p> <p>Copies of job advertisements for hospitality jobs</p>	<p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visits to hospitality businesses</p> <p>Visits to advisors including Chambers of Commerce and Trade Associations, Pakistan Hotels Association, Chefs' Institute of Pakistan, professional and legal advisors, government agencies, accountants, banks</p>

	<p>hospitality business</p> <p>Sourcing suppliers for the new hospitality business</p> <p>Decide how to use quality standards in the new hospitality business</p> <p>Decide on the new hospitality business's policy for looking after guests</p> <p>Investigate suitable premises for the new hospitality business</p> <p>Decide how you will get equipment, tools and materials</p> <p>Identifying other sources of support</p>	<p>accountant, including checking advertisements, references, recommendations from other hospitality colleagues</p> <p>Own contribution, including technical/operational – relating to products/services, management, recording and checking performance of business, personal selling, administration, previous experience, strengths and weaknesses</p> <p>Staffing for the new business, including skilled, unskilled, number of staff needed, cost implications, timescales, training needed, getting professional help, engaging and dismissing staff, contracts for staff, labour rights, including Industrial Relations Ordinance 2008, Workers Welfare Fund Ordinance 1971, Minimum Wages Ordinance, 1961 and similar legislation</p> <p>Suppliers, including equipment, food and drink, other consumables, local, national, arranging terms, delivery schedules</p> <p>Quality standards, including inspections by Pakistan Tourism Board and similar organizations</p> <p>Guest service policy, including ensuring standards, quality, quantity, nature, performance, balancing the interests of the business and the guest, certification and accreditation from Consumer Rights Commission of Pakistan</p> <p>Suitable premises, including purchase or rental, size suitability, services (gas, water</p>		<p>Information on sources of finance</p> <p>Business planner templates</p> <p>Start-up-costs estimator</p> <p>Business information, including company annual reports, journals, magazines, company websites and newspapers</p>	<p>and other loan agencies</p>
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		<p>electricity), location, need for maintenance and repair; fire and security protection, sources of advice including associates and other hospitality professionals, legal advice, financial advice</p> <p>Sourcing tools, equipment, materials and consumables, including choosing a supplier, reliability of supplier and equipment, range of tools, equipment and materials required, cost (for equipment, premises, including purchase new, second hand or rent; for materials and consumables, including discounts for bulk purchasing)</p> <p>Sources of support, including Chambers of Commerce, colleagues in the hospitality industry, associates, training providers</p>			
<p>LU3:</p> <p>Communicate the new hospitality business's services to guests</p>	<p>The learner will be able to:</p> <p>Know the competition from other hospitality businesses and be able to explain to guests the advantages of own offer</p> <p>Clearly define what products or services the new business delivers and make sure that it is presented to guests in a way they can relate to</p> <p>Tell potential guests how the new hospitality business is aiming to meet their needs and</p>	<p>The vision of the new business, the products or services it provides (eg food, drink, accommodation, take-away or delivered service), and how best to communicate this information clearly and passionately to potential guests, including ensuring information is clear, focused and persuasive</p> <p>Methods of communication that are available to tell potential guests about the new business, including through advertising, promotions, word of mouth, personal reputation and personal selling, friends and family</p> <p>Improving the experience new guests have when dealing with the new business, including maintaining contact with them,</p>	<p>Total</p> <p>23 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>18 hours</p>	<p>Directories of existing businesses</p> <p>Examples of business plans</p> <p>Examples of financial plans</p> <p>Advertising materials for potential business premises</p> <p>Copies of job advertisements for hospitality jobs</p> <p>Information on</p>	<p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visits to hospitality businesses</p> <p>Visits to advisors including Chambers of Commerce and Trade Associations, Pakistan Hotels Association, Chefs' Institute of Pakistan, professional and legal advisors, government agencies, accountants, banks and other loan</p>

	<p>about new developments</p> <p>Check that the marketing strategy is based on an accurate understanding of potential guest's needs and preferences</p>	<p>tailoring products or services to meet their specific needs, offering discounts for guest loyalty</p> <p>Regularly reminding guests of the benefits of dealing with the new business, including in person, by e-mail, through advertising or promotional campaigns</p>		<p>sources of finance</p> <p>Business planner templates</p> <p>Start-up-costs estimator</p> <p>Business information, including company annual reports, journals, magazines, company websites and newspapers</p>	<p>agencies</p>
<p>LU4: Negotiate arrangements for the new hospitality business</p>	<p>The learner will be able to:</p> <p>Clearly explain the features of the arrangements that need to be made and the benefits to the other person or organisation</p> <p>Think whether there is anything to negotiate on other than price</p> <p>Negotiate arrangements calmly and effectively</p> <p>Behave ethically throughout negotiations</p> <p>Sign off arrangements so they are clear to all parties</p>	<p>Arrangements, including with staff, with suppliers, with guests</p> <p>Negotiations other than on price (for example delivery costs and times, product and service specification, service level and extras)</p> <p>The advantages of negotiating on things other than profitability</p> <p>The importance of not getting emotional or personal about a deal, including getting upset or angry, and the impact of this on the deal, including losing or modifying the deal as a result</p> <p>Recalculating and presenting an offer in a different way to meet developments whilst making a deal</p> <p>Closing a deal, including making assumptions beyond the deal, creating a</p>	<p>Total</p> <p>23 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>18 hours</p>	<p>Case studies of arrangements agreed between hospitality business owners and other people or organizations</p>	<p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visits to hospitality businesses</p> <p>Visits to advisors including Chambers of Commerce and Trade Associations, Pakistan Hotels Association, Chefs' Institute of Pakistan, professional and legal advisors, government agencies, accountants, banks and other loan agencies</p>

		<p>sense of urgency, using competition as a lever, being prepared not to close</p> <p>Recording the outcome of the deal so it is clear to all parties and legally sound, including contractual arrangements, communicating the agreement by e-mail or fax</p>			
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Module-10

CBT CURRICULUM

National Vocational Certificate Level 3

Version 1 - November, 2019

Module 10: Develop own skills and practice

Objective of the module: The aim of this module to develop the higher level knowledge, skills and understanding needed to develop own skills and practice

Duration: 80 hours **Theory:** 16 hours **Practical:** 64 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
<p>LU1:</p> <p>Develop own personal and professional skills</p>	<p>The learner will be able to:</p> <p>Review and evaluate own skills, knowledge and career development practice against current performance requirements</p> <p>Identify trends and developments relevant to own skills, knowledge and career development practice</p> <p>Identify and critically reflect on how own values, beliefs and attitudes influence own career development practice</p> <p>Seek feedback to reflect on and evaluate own performance</p> <p>Ensure own career development practice is inclusive and promotes</p>	<p>The benefits of continuously reflecting on, evaluating and developing the skills, knowledge, practice, efficiency and effectiveness of career development practice, including a personal journal, reflective practice</p> <p>Aims, values, policies, procedures, roles and ways of working of own organization</p> <p>The extent and limitations of the requirements and responsibilities associated with own role</p> <p>Organisational, team and own professional goals</p> <p>Current performance requirements relevant to own practice</p> <p>Impact of values, beliefs and attitudes based on reflective practice and learning and development</p> <p>Methods to evaluate and review own skills, knowledge and practice</p> <p>How to provide and act on feedback</p> <p>Ways to evaluate the effectiveness of learning resources and learning provision</p>	<p>Total</p> <p>27 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>21 hours</p>	<p>Examples of records of work on keeping up-to-date on the requirements of job role</p> <p>Examples of records of how to keep abreast of developments in learning and development</p> <p>Examples of feedback</p> <p>Examples of self-evaluations</p> <p>Template for personal development plan</p> <p>Examples of records of continuing professional development</p>	<p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>EITHER</p> <p>Training restaurant, front office or accommodation facility</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organisations, similar establishments)</p>

	<p>equality and diversity</p> <p>Address internal and external constraints that impact on own practice</p> <p>Plan and access development opportunities needed to keep own knowledge, skills and practice up to date and enable own work to be carried out more effectively</p> <p>Use records of own actions, development plans and progress to support and inform ongoing reflective practice</p> <p>Apply new knowledge and skills to consolidate learning and improve own practice</p> <p>Review the effectiveness of newly acquired knowledge and skills</p> <p>Engage positively with opportunities for support and supervision</p> <p>Share effective practice with other practitioners</p>	<p>you have used</p> <p>Benefits of sharing own learning and development</p>		<p>activities</p>	
LU2:	The learner will be able	Objectives of teamwork, for example shared goals, problem solving, productivity, co-	Total	Examples of team	Class room with multimedia aid, audio-

<p>Work as a member of a team to achieve defined goals and implement agreed plans</p>	<p>to:</p> <p>Effectively manage own time</p> <p>Recognize and respect diversity, individual differences and perspectives</p> <p>Accept and provide feedback in a constructive and considerate manner</p> <p>Understand the responsibilities of colleagues</p> <p>Identify obstacles to effective teamwork</p>	<p>operation</p> <p>Agree roles and responsibilities, for example, team leader, supervisor, operative; formal/informal</p> <p>Identifying activities required to support overall objective</p> <p>Personal work plans, including short, medium or long-term goals; specific areas of development, time management, tracking the plan</p> <p>Identifying factors that could influence the outcome of working together as a team</p> <p>Supporting co-operative working, including being part of a group, working cooperatively with other members toward the achievement of a common work-related goal</p>	<p>27 hours</p> <p>Theory:</p> <p>5 hours</p> <p>Practical:</p> <p>21 hours</p>	<p>objectives</p> <p>Template for personal work plan</p>	<p>visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>EITHER</p> <p>Training restaurant, front office or accommodation facility</p> <p>OR</p> <p>Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organizations, similar establishments)</p>
<p>LU3:</p> <p>Improve personal effectiveness</p>	<p>The learner will be able to:</p> <p>List the aims and objectives of the organisation</p> <p>State the organization's brand or image</p> <p>Identify the organization's structure, roles and responsibilities</p> <p>Identify potential</p>	<p>Organisational aims and objectives</p> <p>The organizational vision within the marketplace, clarity and commitment</p> <p>Structure of the organisation to include roles and responsibilities; organisation charts, eg vertical, horizontal, matrix</p> <p>The importance of current working practices and how they can be improved</p> <p>Self-organisation skills, assertive communication skills, relationship building</p>	<p>Total</p> <p>30 hours</p> <p>Theory:</p> <p>8 hours</p> <p>Practical:</p> <p>22 hours</p>	<p>Organisational mission and vision statements</p> <p>Organizational chart</p>	<p>Class room with multimedia aid, audio-visual facilities and flip charts</p> <p>Visit to hospitality establishments</p> <p>EITHER</p> <p>Training restaurant, front office or accommodation facility</p>

	improvements to working practices	skills			OR Access to a commercial environment or premises for training purposes (for example hotels, restaurants, cafés, clubs, industrial canteens, non-commercial organisations, similar establishments)
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Complete list of tools and equipment

Sr#	Description	Quantity
	Hospitality Expert – Level 3	
1.	Brochures and price lists	20 sets
2.	Communication systems, including electronic (by telephone) and manual (written format)	Class sets
3.	Complaints Log	3 x class sets
4.	Cost reports	20 sets
5.	Daily event sheets	20 sets
6.	Details of event organizer, date and time of event, costs, numbers of people attending	20 sets
7.	Duty roster	20 sets
8.	Emergency notices	Class set
9.	Equipment checklists	20 sets
10.	Equipment for contacting security, including telephones and other electronic devices	20 sets
11.	Event booking form	Class set
12.	Examples of feedback	20 sets
13.	Examples of records of continuing professional development activities	20 sets
14.	Examples of records of how to keep abreast of developments in learning and development	20 sets
15.	Examples of records of work on keeping up-to-date on the requirements of job role	20 sets
16.	Examples of self-evaluations	20 sets
17.	Examples of team objectives	20 sets
18.	Existing requisitions records and pads for developing new requisitions from stores	20 sets
19.	HACCP standards	3 x class set
20.	Hotel brochures and price lists	20 sets
21.	Job descriptions for relevant roles	20 sets
22.	Lighter	20 sets
23.	Work area Log books	3 x class set
24.	Maintenance schedules for work area equipment	3 x class set
25.	Markers and pens	20
26.	Menus and beverages lists	3 x class set

27.	Notebook	20
28.	Notice board	Class set
29.	Organizational chart	20 sets
30.	Organizational mission and vision statements	20 sets
31.	Organizational policy on managing waste	20 sets
32.	Pens	20
33.	Preparation checklists	20 sets
34.	Record of allocated duties and tasks	20 sets
35.	Record of expected bookings and room reservations	20 sets
36.	Regular and à-la-carte menu	3 x class set
37.	Examples of requisitions forms	20 sets
38.	Reservations book or system	3 x class set
39.	Risk assessment forms	20 sets
40.	Standard Operating Procedures (to cover all work areas and functions)	3 x class set
41.	Support material as required, including recipes, promotional materials	3 x class set
42.	Template for personal development plan	20 sets
43.	Template for personal work plan	20 sets
44.	Uniforms (appropriate to the organisation)	20 sets
45.	Weekly consumption reports	20 sets
46.	Writing and order pads	20 sets
	Specific materials for Module 10	
47.	Directories of existing businesses	5 copies
48.	Examples of business plans	1 completed class copy as example 20 blank copies
49.	Examples of financial plans	1 completed class copy as example 20 blank copies

50.	Advertising materials for potential business premises	1 class set
51.	Copies of job advertisements for hospitality jobs	1 class set
52.	Information on sources of finance	1 class set
53.	Business planner templates	1 completed class copy as example 20 blank copies
54.	Start-up-costs estimator	1 completed class copy as example 20 blank copies
55.	Details of potential competitors, including brochures, websites and promotional materials	1 class set
56.	Case studies of examples of communication methods and how they are used to promote a business	1 class set
57.	Guest research tools, including questionnaires and surveys	1 completed class copy as example 20 blank copies
58.	Case studies of arrangements agreed between business owners and other people or organisations	1 class set

