



Hospitality - Hospitality Supervision

Front Office (Reception) Levels

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	APPRENTICESHIP	ADVANCED APPRENTICESHIP
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Overview

The hospitality industry is thriving in the UK. Effective supervision of staff improves the overall customer experience and ensures the smooth and efficient running of an operation.

Who would benefit from this qualification?

This qualification is aimed at those who work in the hospitality industry and supervise or manage others.

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Course Content

You will cover the following areas:

- Supervise the work or staff
- Establish and develop positive working relationships in hospitality
- Contribute to the control of resources
- Maintain the health, hygiene, safety and security of the working environment
- Manage yourself

Optional units reflect a wide variety of hospitality workplaces and supervisory roles portering, housekeeping, front office and front of house supervision. Specific units are available for each sector.

Entry Requirements:

There are no formal entry requirements for candidates undertaking this NVQ, however employers must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

