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HOSPITALITY EXPERT



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COMPETENCY STANDARDS

National Vocational Certificate Level 1-4

Version 1 - November, 2019



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Introduction

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 customers 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 qualification

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.

Date of validation by the industry	12 th April, 2019
Date of review	12 th April, 2021

Code of Qualifications:

Qualification title	Code
National Vocational Certificate Level 1 Hospitality Helper	1013HRC05
National Vocational Certificate Level 2 Hospitality Worker	1013HRC06
National Vocational Certificate Level 3 Hospitality Expert	1013HRC07
National Vocational Certificate Level 4 Hospitality Supervisor	1013HRC08

Entry qualification

ALL ENTRANTS SHOULD HOLD A CURRENT MEDICAL CERTIFICATE

LEVEL 2

Hospitality Worker

Matriculation

OR

Trained and qualified at operational level in a hospitality setting for at least 3 months, with experience in a commercial hospitality environment

Trainees must also be competent at Level 2 in English and numeracy.

LEVEL 3

Hospitality Expert Level 3

OR

Trained and qualified at operational level for at least 2 years in a commercial hospitality environment and completion of appropriate admission assessment

Trainees must also be competent at Level 3 in English and numeracy.

LEVEL 4

Hospitality Expert Level 4

OR

Trained and qualified at supervisory level for at least 2 years in a commercial hospitality environment and completion of appropriate admission assessment

Trainees must also be competent at Level 4 in English and numeracy.

Regulations for the qualification and schedule of units

- The Pure Food Ordinance 1960
- Pakistan Hotels and Restaurant Act 1976
- Pakistan Standards and Quality Control Authority Act 1996
- Factories Act 1934
- Punjab Factories Rules 1978
- Sindh Factories Rules 1975
- North-West Frontier Province Factories Rules 1975
- West Pakistan Hazardous Occupations Rules 1963
- Mines Act 1923
- Provincial Employees Social Security (Occupational Diseases) Regulation 1967
- Workmen Compensation Act 1923 and Rules 1961
- Dock Labourers Act 1934
- Hazard Analysis and Critical Control Points (HACCP)
- Occupational Health and Environmental Safety (OH & ES)
- Information Management Systems

- IS14001
- ISO22000
- Risk Management
- Provincial Food Authority

Summary of competency standards

Sr#		Competency Standard	Level	Credit Hrs	Category
Level 1 Hospitality Worker					
1	102200843	Comply Work Health and Safety Policies	1	03	Generic
2	041700838	Obeys the Workplace Policies and Procedures	1	02	Generic
3	001100850	Follow Basic Communication Skills (General)	1	05	Generic
4	061100855	Operate Computer Functions(General)	1	5	Generic
Level 2 Hospitality Worker					
5	102200844	Comply Personal Health and Safety Guidelines	2	03	Generic
6	041700839	Communicate the Workplace Policy and Procedure	2	2	Generic
7	001100851	Perform Basic Communication (Specific)	2	3	Generic
8	061100856	Perform Basic Computer Application (Specific)	2	4	Generic
9	101200830	Dispose the waste material	2	2	Functional
10	101200773	Maintain professional standards and environment throughout the shift	2	12	Functional
11	101200775	C: Deliver effective guest service	2	6	Functional
12	101200776	D: Provide housekeeping services	2	12	Technical
13	101200777	E: Provide food and beverage services	2	12	Technical
14	101200778	F: Provide front office services	2	12	Technical
Level 3: Hospitality Expert					
15	101200832	Ensure Health, Hygiene and Safety of other individuals at Work	3	03	Functional
16	101200779	G: Co-ordinate the operation of the work area	3	10	Technical
17	101200780	H: Supervise operations in the work area	3	14	Technical
18	101200781	I: Supervise hospitality events	3	14	Functional
19	101200782	J: Identify and pursue new business opportunities in the hospitality sector	3	12	Functional
20	102200846	Apply Work Health and Safety Practices (WHS)	3	3	Generic
21	041700840	Identify and Implement Workplace Policy and Procedures	3	2	Generic
22	001100852	Communicate at Workplace	3	3	Generic
23	061100858	Perform Computer Application Skills	3	4	Generic
24	041300867	Manage Personal Finances	3	3	Generic
Level 4: Hospitality Supervisor					
25	101200784	L: Monitor the duties and activities of a team	4	12	Technical
26	101200785	M: Manage employee workplace health and safety	4	10	Technical
27	101200786	N: Manage comments and complaints relating to operations	4	6	Functional
28	101200787	O: Support the professional development of the operations team	4	12	Functional
29	102200848	Contribute to Work Related Health and Safety (WHS) Initiatives	4	3	Generic
30	041700841	Analysis Workplace Policy and	4	3	Generic

		Procedures			
31	001100853	Perform Advanced Communication	4	3	Generic
32	061100858	Develop Advance Computer Application Skills	4	4	Generic
33	041300869	Manage Human Resource Services	4	2	Generic
34	041300860	Develop Entrepreneurial Skills	4	3	Generic

COMPETENCY STANDARDS and COMPETENCY UNITS

Competency Standard A

102200843 Comply Work Health and Safety Policies

Overview:

This unit describes the performance outcomes, skills and knowledge required to apply general work health and safety requirements in the workplace. Communicate work and health safety assess at work place. It describes generic work health and safety responsibilities applicable to employees without managerial or supervisory responsibilities

Competency Units	Performance Criteria
CU1. Work safely at work place	<p>P1. Identify relevant organizational safety policies and procedures</p> <p>P2. Categorize tools and equipment as per requirements</p> <p>P3. Maintain tools and equipment</p> <p>P4. Follow established safety procedures during work activities</p> <p>P5. Identify existing or potential safety issues to designated persons</p> <p>P6. Report work-related incidents and accidents to supervisor</p> <p>P7. Take necessary measures to minimizing risks</p>
CU2. Communicate work health and safety (WHS) assess at work place	<p>P1. Raise work health and safety issues with supervisor.</p> <p>P2. Contribute to workplace meetings and other consultative processes for work health and safety management at the workplace</p> <p>P3. Make suggestions for improving work health and safety practices</p>
CU3. Minimize risks to personal safety at work place	<p>P1. Identify situations that may endanger the personal safety</p> <p>P2. Document the incident regarding personal safety at work place</p> <p>P3. Eliminate workplace hazards regarding personal safety</p> <p>P4. Identify damaged items and equipment for personal safety</p>

	P5. Notify supervisor regarding damaged items and equipment for personal safety
CU4. Minimize risks to public safety	<p>P1. Identify situations that may endanger the public safety</p> <p>P2. Document the incident at work sites</p> <p>P3. Eliminate workplace hazards at work sites</p> <p>P4. Identify damaged items and equipment related to public safety</p> <p>P5. Notify Situation that may endanger situation for safety measures.</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Identify the commonly used tools and equipment used at workplace.
- K2:** Rights and responsibilities of employers and employees
- K3:** Consultative processes to manage and monitor health and safety issues to enable active participation in maintaining a safe workplace
- K4:** State potential hazards in the workplace
- K5:** State commonly used hazard signs and safety symbols

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Identify health and safety policies to maintain and avoid any unwanted incident

041700838 Obey the Workplace Policies and Procedures

Overview: 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.

P1. Competency Units	P2. Performance Criteria
CU1. Obey the workplace personal appearance and hygiene	P4. Wear suitable clothes for the workplace and respect local and cultural contexts P5. Meet specific company dress code requirements
P3. CU2. Follow work ethics	P1. Follow company value/ ethics code/ conduct policies and guidelines P2. Use company resources in accordance with company ethical standards

	<p>P3. Conduct personal behavior and relationships in accord with company policy & procedures</p> <p>P4. Demonstrate ethical behavior with co-workers</p> <p>P5. Report work incident situations or resolve accordingly</p>
CU3. Demonstrate the Work place behaviors	<p>P1. Practice the positive behavior</p> <p>P2. Avoid arguing</p> <p>P3. Adopt flexibility in behavior to accept the resistance</p>
CU4. Communicate workplace policy & procedures	<p>P1. Listen directions carefully</p> <p>P2. Ask relevant questions politely</p> <p>P3. Avoid to use abusive language/ expression</p> <p>P4. Respect co-workers and others</p>
CU5. Review the implementation of workplace policy & procedures	<p>P1. Ensure proper implementation of policies</p> <p>P2. Enlist the gaps for improvement</p> <p>P3. Follow the feedback, if any</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Rules, regulations and SOPs applicable to the organization
- K2:** Turnaround time to achieve target/goal.
- K3:** Operational hierarchal levels in an organization.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Follow work place policy personal appearances adopting company values/ ethics/ codes and broader policies for ensuring work place SOP's

001100850 Follow Basic Communication Skills (General)

Overview: After successful completion of this module you will be able to listen attentively, develop non-verbal communication, and identify communication barriers, interview preparation for job and different communication platforms in the workplace and throughout your career.

This unit of competency is designed to manage the workers and other personnel that can help in improving work quality and quantity through basic communication skills

P6. Competency Units	P7. Performance Criteria
CU1. Adopt Effective listening to Skills	<p>P1. Listen attentively to others to improve communication skills</p> <p>P2. Avoid interrupting while listening others</p> <p>P3. Ask questions to ensure understanding</p> <p>P4. Receive and follow instructions as given by supervisor</p> <p>P5. Give the speaker regular feedback to communicate appropriately</p> <p>P8.</p>
CU2. Develop Non verbal communication with peers	<p>P1. Maintain eye contact to improve communication</p> <p>P2. Use facial expressions and gestures</p> <p>P3. Use Body language to communicate appropriately</p> <p>P4. Participate within Peers</p>

CU3. Prepare for Interview to get a job	P1. Prepare yourself for interview to employer P2. Follow schedule according to the sequence of interview P3. Use communication techniques used while appearing in interview P4. Provide basic evidence of related skill P5. Respond appropriately to strong client emotional reactions
CU4. Use communication platform at workplace	P1. Convey message using different communication plate forms <ul style="list-style-type: none"> • Face to face • Video chat • Phone calls/messages • Social Media
CU5. Identify communication barriers to improve interpersonal skills	P1. Identify communication barriers to improve communication skills with each other .i.e. <ul style="list-style-type: none"> • Attitudinal barrier • Physical Barrier • Long differences • Conflicting information • Differing status, position /self-expression P2. Use strategies to overcome these barriers in the client-counsellor relationship

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Minimizing communication barriers
- K2:** Listening, and responding with an open mind in a more effective way.
- K3:** appropriate communication methods.
- K4:** verbal and non-verbal messages appropriately.
- K5:** Confidence building
- K6:** Body language
- K7:** Appropriate Voice tone
- K8:** Interpersonal skills
- K9:** listening Skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Find a job through social media resources
 1. Prepare yourself to appear in interview by following points:
 - Effective listening skills
 - Body language

- Work in groups of 3-5 members.
 1. Think of a situation when you tried to communicate with another person. Or when somebody tried to communicate with you, and it failed.
 2. Think about the problems or barriers that interfered with the communication.
 - List the reasons for failure identified by your group.

- Non-verbal communication

Have activity cards:

- Worried
- Happy
- Disappointed
- Laughing
- Annoying

Participants to draw one of the activity cards. Without speaking, communicate the feeling or emotion on the card to the rest of the group. Have one participant at time get up in front of the group.

061100855 Operate Computer Functions (General)

Overview:

The competency Standard describe skills and knowledge required to setup a computer system, organize files in folders, and shutdown a computer system

Competency Units	Performance Criteria
CU1. Set up the computer for use	P1. P1 Identify physical components of computer P2. Identify peripheral devices of the computer P3. Connect all components of computer P4. Follow procedures to turn on the computer system
CU2. Organize files in folder	P1. Create folders/subfolders with suitable names P2. Save files in relevant folders. P3. Rename and move folders in different drives.. P4. Move folders and files using drag and drop techniques P5. Save folders and files on different media P6. Search for folders/subfolders and files using appropriate tool bars P7. Delete Folder files P8. Restore deleted folder files
CU3. Shut down computer system	P1. P1. Save any work to be retained P2. Close open application programs correctly P3. Shut down computer P4. Switch off any unused peripheral devices P5. Ensure computer safety

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Basic parts of a computer
- K2:** Definition of computer
- K3:** Definition of Drives
- K4:** enlist computer component

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Switch on the computer
- Attach Computer component
- Switch on Peripheral devices
- Make a folder in any partition(drive) in hard disk
- Give name to the folder
- Save file in the folder
- delete the folder/File
- Shut down computer

The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments

102200844 Comply with Personal Health and Safety Guidelines

Overview: This Competency Standard identifies the competencies required to protect/apply occupational Safety, health and Environment at workplace according to the industry's approved guidelines, procedures and interpret environmental rules/regulations. Trainee will be expected to identify and use Personal Protective Equipment (PPE) according to the work place requirements. The underpinning knowledge regarding Observe Occupational Safety and Health (OSH) will be sufficient to provide the basis for the job at workplace.

• Competency Units	• Performance Criteria
CU1. Identify Personal Hazards at Workplace	P1: Identify risk to personal health P2: Identify hygiene and safety at work place P3: Identify processes P4: Identify tools, equipment and consumable materials that have the potential to cause harm P5: Report, identified risk to Health, hygiene and safety to concerned
CU2. Apply Personal Protective and Safety Equipment (PPE)	P1: List the Personal Protective equipment P2: Select personal protective equipment in terms of type and quantity according to work orders. P3: Wear personal protective equipment according to job requirements. P4: Clean personal protective equipment

	<p>P5: Stored Personal Protective equipment in proper place after use.</p>
<p>CU3. Comply with Occupational Safety and Health (OSH)</p>	<p>P1: Maintain cleanliness and hygiene as per organizational policy</p> <p>P2: Comply with Health, hygiene and safety precautions before starting work</p> <p>P3: Comply organizational Health, hygiene and safety guidelines during work</p> <p>P4: Deal with resolvable problems according to prescribed procedures</p> <p>P5: Report un resolvable problems to concerned</p> <p>P6: Place the tools equipment etc at their prescribed place after completion of work</p>
<p>CU4. Dispose of hazardous Waste/materials from the designated area.</p>	<p>P1: Identify hazardous waste materials which needs to be disposed off</p> <p>P2: Segregate hazardous or non-hazardous waste carefully from the designated area as per approved procedure</p> <p>P3: Use proper disposal hazardous containers for dispose-off hazardous waste as per procedure</p> <p>P4: Take necessary precautions like putting masks and gloves while disposing hazardous waste/ materials as per standard operating procedure</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain safety rules and regulations of organization
- K2:** List Personal protection and safety Equipment
- K3:** Describe meaning of Safety signs and symbols
- K4:** Demonstrate understanding of safety related Standard Operating Procedure/guidelines
- K5:** Describe waste disposal SOPs
- K6:** Explain best practices relating to clean and safe work environment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence (s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of maintaining personal health and hygiene practices. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

041700839 Communicate the Workplace Policy and Procedure

Overview: 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.

<ul style="list-style-type: none"> Competency Units 	<ul style="list-style-type: none"> Performance Criteria
CU1. Identify workplace communication procedures	<p>P1. Identify organizational communication requirements and workplace procedures with assistance from relevant authority</p> <p>P2. Identify appropriate lines of communication with supervisors and colleagues.</p> <p>P3. Seek advice on the communication method/equipment most appropriate for the task</p>
CU2. Communicate at workplace	<p>P1. Use effective questioning, and active listening and speaking skills to gather and convey information</p> <p>P2. Use appropriate non-verbal behavior at all times</p> <p>P3. Encourage, acknowledge and act upon constructive feedback</p>
CU3. Draft Written Information	<p>P1. Identify and comply with required range of written materials in accordance with organizational policy and procedures</p> <p>P2. Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated</p>

	<p>timeframes.</p> <p>P3. Ensure written information meets required standards of style, format and detail.</p> <p>P4. Seek assistance and/or feedback to aid communication skills development</p>
CU4. Review Documents	<p>P1. Check draft for suitability of tone for audience, purpose, format and communication style</p> <p>P2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content.</p> <p>P3. Check draft for sequencing and structure</p> <p>P4. Check draft to ensure it meets organizational requirements</p> <p>P5. Ensure draft is proofread, where appropriate, by supervisor or colleague</p>

Knowledge and Understanding

- K1:** Key provisions of relevant regulations that may affect aspects of business operations, such as privacy laws
- K2:** Organizational policies, plans and procedures.
- K3:** Barriers to communication
- K4:** Communication model
- K5:** Verbal and written communication techniques

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

001100851 Perform Basic Communication (Specific)

Overview: This unit describes the skills and knowledge required to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.

By the end of this program, learners will be able, to communicate more effectively and efficiently by: working in a team, follow supervisor's instructions and develop generic communication work skills at workplace

<ul style="list-style-type: none"> Competency Units 	<ul style="list-style-type: none"> Performance Criteria
CU1. Communicate in a team to achieve intended outcomes	P1. Treat team members with respect P2. Maintain positive relationships to achieve common organizational goals P3. Get work related information from team P4. Identify interrelated work activities to avoid confusion P5. Adopt communication skills, which are designed in a team. P6. Identify problems in communication with a team P7. Resolve Communication barrier through discussion and mutual agreement
CU2. Follow Supervisor's instructions as per organizational SOPs	P1. Receive the instructions from Supervisor P2. Carry out the instructions of the supervisor P3. Report to the supervisor as per organizational SOPs

<p>CU3. Develop Generic communication skills at workplace</p> <ul style="list-style-type: none"> • • 	<p>P1. Develop basic reading skills</p> <p>P2. Develop Basic writing Skills</p> <p>P3. Develop basic listening skills</p>
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Basic Learn and understand Types of communication
- K2:** Basic Reading Skills
- K3:** Basic Writing skills
- K4:** Basic Verbal communication skills
- K5:** Basic Problem-solving skills
- K6:** Basic Self-Management Skills
- K7:** Basic Technology Skills
- K8:** Basic Interview Skills
- K9:** Basic Workplace dress code
- K10:** Basic The role of team members and functionality of the teams

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a list of appropriate communication skills with colleagues and supervisors

061100856 Perform Basic Computer Application (Specific)

Overview: This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

• Competency Units	• Performance Criteria
CU1. Create Word Documents	<ul style="list-style-type: none"> P1. Open word processing application P2. Create a word document P3. Customize page layout with relevant name setting P4. Set up page in a word document P5. Edit word document as required P6. Use simple formatting tools when creating the document P7. Save word document to directory P8. Insert table in a word document P9. Insert appropriate images into document as necessary P10. Insert header/footer in a word document P11. Insert section break in a word document P12. Set style in word document P13. Select basic Print settings

	P14. Print the document
CU2. Use internet for Browsing	<p>P1. Use search engines to open website</p> <p>P2. Search data on different topics</p> <p>P3. Refine search to increase relevance of information or content</p> <p>P4. Navigate a website to access the information or content required</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describing formatting styles and their effect on formatting, readability and appearance of documents
- K2:** Outline purpose, use and function of word-processing software.
- K3:** Editing in MS Word
- K4:** Formatting in MS word
- K5:** Use of different search engines
- K6:** Use of different web pages

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the components of computer
- Follow organizational ergonomic work health and safety (WHS) requirements and practices
- Create, open and retrieve documents using customized basic settings
- Format documents by creating tables and adding text, objects and images
- Save and prints documents.
- Download data through web browser

101200830 Dispose the Waste Materials

Overview:

This unit involves the skills and knowledge required for disposing of Waste which can be a sanitary landfill or any other locally used method.

1. Characterize the final waste	P1. Understand the composition of waste. P2. Differentiate between Waste which remain at road sides or at producers P3. Identify whether separate pre-collection or collection has occurred
2. Dispose of the final waste	P1. Sort the waste P2. Shred the waste P3. Perform the baling process P4. Perform incineration (burning) or Land filling whichever is appropriate according to the type of waste.

Knowledge and Understanding

The student must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standards. This includes the knowledge of:

- K1:** Composition of waste.
- K2:** Differences between Waste which remain at road sides or at producers
- K3:** Methods of collection of waste
- K4:** Methods of Sort the waste
- K5:** Methods of Shred the waste
- K6:** Methods of Perform the baling process
- K7:** How to Perform incineration(burning) or Land filling
- K8:** Which disposing method is appropriate for which type of waste

Critical Evidence(s) Required

The candidate needs to produce following critical evidence (s) to be competent in this competency standard:

- Explain the composition of waste.
- Differentiate between Waste which remain at road sides or at producers
- Identify whether separate pre-collection or collection has occurred
- Sort the waste
- Shred the waste
- Perform the baling process
- Perform incineration(burning) or Land filling whichever is appropriate according to the type of waste

Tools /Equipment/Manuals Required:

1. Available material on Processes used to Recycle plastics with a low energy input.
2. Available material on Processes used to Produce steel from ferrous metal
3. Available material on Methods of Transformation of biodegradable waste into compost and into biogas
4. Operation manual of biodigester

101200773 Maintain professional standards and environment throughout shift

Overview: The aim of this module to develop the knowledge, skills and understanding needed to maintain professional standards and environment throughout shift

<p>A1</p> <p>Ensure professional standards are maintained for uniform and hygiene throughout the shift</p>	<p>P1 Keep own self clean and hygienic</p> <p>P2 Follow the recommended procedures for washing hands at all appropriate times</p> <p>P3 Avoid any unsafe behaviour</p> <p>P4 Report any cuts, boils, grazes, injuries, illness and infections promptly to the appropriate person</p> <p>P5 Wear uniform that is clean, fit for use and worn correctly</p>	<p>K1 Understand the importance of keeping own self clean and hygienic</p> <p>K2 Know the recommended procedures for washing hands at all appropriate times</p> <p>K3 Understand the importance of avoiding unsafe behaviour</p> <p>K4 Understand the importance of reporting cuts, grazes and skin conditions, illnesses (particularly stomach illnesses), and infections to the appropriate person</p> <p>K5 Know the types of uniform which are appropriate to the task being carried out</p> <p>K6 Understand the importance of ensuring that the uniform being used is clean and fit for use</p> <p>K7 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
<p>A2</p> <p>Maintain the health, safety and security of the working environment</p>	<p>P1 Identify any hazards or potential hazards in the work area</p> <p>P2 Deal with identified hazards correctly</p> <p>P3 Report any accidents or near accidents quickly and accurately to the appropriate person</p> <p>P4 Follow the organisation's health and safety</p>	<p>K1 Know the types of hazards that you may find in your workplace and how to deal with these within your limit of authority</p> <p>K2 Know the how to warn other people about hazards and why this is important</p> <p>K3 Understand why and how you should report</p>

		<p>procedures in the work environment</p> <p>P5 Practise emergency procedures correctly</p> <p>P6 Follow the organisation's security procedures</p>	<p>accidents and near accidents and who you should report these to</p> <p>K4 Know the types of incidents and emergencies that may happen in your workplace</p> <p>K5 Know the how to follow your organisation's procedures for dealing with incidents and emergencies and why it is important to do so</p> <p>K6 Know where to find first aid equipment and who the appointed first-aider is in your workplace</p> <p>K7 Understand ways of working safely that are relevant to your job, including safe lifting and handling techniques, and why these are important</p> <p>K8 Know the possible causes of fire in your workplace and what you can do to minimise the risk of fire</p> <p>K9 Know the where to find fire alarms, when and how to set them off</p> <p>K10 Understand why you should never approach a fire unless it is safe to do so</p> <p>K11 Understand why it is important to follow fire safety regulations</p>
A3	<p>Communicate and work with associates and team efficiently and effectively throughout the shift</p>	<p>P1 Communicate efficiently with colleagues throughout shift</p> <p>P2 Work effectively as part of a hospitality team</p>	<p>K1 Understand the purpose and benefits of making sure that communication delivers the 'message' in which it is intended to be received</p> <p>K2 Know the appropriate methods of communication for operational outlets</p> <p>K3 Understand appropriate styles of communication for different operational work area</p> <p>K4 Know how to structure operational work area communications so that they are clear and accurate</p> <p>K5 Understand how non-verbal communication effects the impact of own behaviour on other people</p> <p>K6 Know how to interpret and respond positively to non-verbal communication</p>

		<p>K7 Understand the purpose and benefits of giving colleagues the opportunity to ask questions and check their understanding</p> <p>K8 Understand the need for organisations to have a friendly and purposeful way of communicating with associates</p> <p>K9 Know the types of problems that may occur with contacts between associates</p> <p>K10 Know the characteristics of a good team</p> <p>K11 Understand the benefits to self and own team for planning and organising work</p> <p>K12 Know how to make the most efficient use of own time</p> <p>K13 Understand the importance of asking for help at the right time</p> <p>K14 Understand the benefits of effective teamwork</p> <p>K15 Understand the responsibilities of the team and their importance to the organisation as a whole</p> <p>K16 Understand the importance of maintaining good working relationships with team members</p> <p>K17 Know the scope and limits of job role</p> <p>K18 Know the essential information that needs to be passed on to a team member</p> <p>K19 Know the types of behaviour that help the team to work well</p>
A4	<p>Check that all products and equipment are in good order</p> <p>P1 Ensure all products and equipment used are properly cleaned, well maintained and in good condition</p> <p>P2 Ensure that equipment and products are safely stored according to organisational requirements</p> <p>P3 Record any problems with the condition or function of any products or equipment and report them to the supervisor</p> <p>P4 Report any maintenance issues to the engineering department and to the next shift for appropriate follow up</p>	<p>K1 Using equipment checklists to check that equipment used is properly cleaned, well maintained and in good condition, by proper preparation, additional cleaning of equipment if required, testing operation of electrical or mechanical equipment</p> <p>K2 Store equipment safely according to organisational requirements, including checking equipment is clean before storage, fitting protective covers where appropriate, storing in store cupboards, on shelving near food outlet work area, in waiter's pantry</p> <p>K3 Recording and reporting any problems,</p>

		<p>including with the condition or function of any products or equipment, breakages, electrical faults, maintenance issues, by advising Captain, checking that the problem is entered in food outlet log, ensuring that other departments (eg housekeeping, engineering) are advised through the food outlet log</p> <p>K4 Checking that any problems reported previously have been dealt with, by checking in the log and confirming that appropriate action has been taken</p> <p>K5 Compliance with relevant regulations and standards (see Introduction)</p>
A5 Dispose of waste	<p>P1 Wear appropriate clothing</p> <p>P2 Prepare the waste for dispatch making sure you handle it carefully</p> <p>P3 Sanitise the waste containers following your workplace procedures</p>	<p>K1 Understand how to identify different sorts of waste and how different sorts of waste should be disposed of</p> <p>K2 Know what materials and equipment are used for waste disposal</p> <p>K3 Understand the types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these</p>
A6 Maintain tools and equipment	<p>P1 Check the condition of tools and equipment on a regular basis</p> <p>P2 Keep tools and equipment clean and free from dust and debris</p> <p>P3 Use suitable tests to check the condition of tools or equipment</p> <p>P4 Arrange for repair or replacement of faulty tools or equipment</p> <p>P5 Follow safe working practices when maintaining tools and equipment</p>	<p>K1 Know the different sorts of tools and equipment that are used in the operational area</p> <p>K2 Know what to look for when checking the condition of different sorts of tools and equipment</p> <p>K3 Understand the implications are of not maintaining tools and equipment</p> <p>K4 Understand the implications are of not keeping tools and equipment clean</p> <p>K5 Understand why it is important to put tools and equipment away properly</p> <p>K6 Know how to recognise tools and equipment that are damaged or need maintenance</p> <p>K7 Know the types of damage that can occur to tools and equipment and how to recognise them</p> <p>K8 Know the potential hazards that can arise from defective and faulty tools and equipment</p>

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their ability to maintain professional standards and environment throughout their shift, including:

- Ensuring professional standards are maintained for uniform and hygiene throughout the shift
- Maintaining the health, safety and security of the working environment
- Communicating and working with associates and team efficiently and effectively throughout the shift
- Checking that all products and equipment are in good order
- Disposing of waste
- Maintaining tools and equipment

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to maintain professional standards and environment throughout their shift. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200775 Deliver effective guest service

Overview: The aim of this module to develop the knowledge, skills and understanding needed to deliver effective guest service

<p>A7 Deliver effective and efficient service for guests</p>	<p>P1 Develop and maintain positive working relationships with guests</p> <p>P2 Deliver effective guest service at all times</p> <p>P3 Give guests a positive impression of self and the organisation</p>	<p>K1 Know different types of guest</p> <p>K2 Know how to create a good first impression</p> <p>K3 Know the methods of communication available for hospitality outlets</p> <p>K4 Understand the importance of promoting a positive image of own self and the organisation</p> <p>K5 Know how to develop and promote trust and respect with guests</p> <p>K6 Understand the importance of listening to requests and adhering to any promises made in a timely manner</p> <p>K7 Understand the importance of having reliable and fast information for guests and the organisation</p> <p>K8 Know how to respond appropriately to guests when they make comments about the products or services being offered</p> <p>K9 Understand the importance of communicating positive and negative feedback from guests to others</p> <p>K10 Understand the importance of sharing information with colleagues when appropriate and useful to the organisation</p> <p>K11 Know how to re-organise own work to respond to unexpected additional workloads</p> <p>K12 Know the organisation's guidelines for recognising what the guest wants and responding appropriately</p> <p>K13 Know how to adapt behaviour to respond effectively to different guest behaviour</p>
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			<p>K14 Understand the importance of explaining carefully information that the guest might find complicated</p> <p>K15 Know how to adapt communication methods to suit the needs of guests and associates with different cultures or backgrounds</p> <p>K16 Understand the importance of innovative methods of improving relationships with guests</p> <p>K17 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
A8	Meet and exceed guest expectations	<p>P1 Promote additional services or products to guests</p> <p>P2 Deal with guests across a language divide</p> <p>P3 Support the improvement of service reliability for guests</p>	<p>K1 Know organisation's services or products and the importance of identifying ones that may interest the guest</p> <p>K2 Know how to introduce additional services or products to guests</p> <p>K3 Understand the importance of giving the guest time to ask questions about the additional services or products</p> <p>K4 Understand the importance of giving information to move the situation forward when the guest shows interest</p> <p>K5 Know how to take action to ensure prompt delivery of the additional services or products to the guest</p> <p>K6 Know how to refer the guest to others or to alternative sources of information</p> <p>K7 Know the languages that team is most likely to encounter among groups of the guests</p> <p>K8 Understand the importance of greeting guests, thanking and saying farewell to guests in their first languages</p> <p>K9 Understand the importance of identifying the guest's first language and indicating awareness of this to them</p> <p>K10 Know the benefits of dealing with guests in their first language if possible</p> <p>K11 Understand the importance of agreeing with colleagues informal signing options that may be</p>

			<p>used for key aspects of the services or products when dealing with somebody with a different first language</p> <p>K12 Know the benefits of developing a log of useful words and phrases to support dealings with a guest with a different first language</p> <p>K13 Understand the importance of tone, pace and volume when dealing with guests across a language divide</p> <p>K14 Know how to explain to a guest the inability to hold an extended conversation in their first language</p> <p>K15 Know the possible sources of assistance to use when a language barrier demands additional language skills</p> <p>K16 Know how to reword a question or explanation if the guest clearly does not understand the original wording</p> <p>K17 Know the organisational guest service policy</p> <p>K18 Understand situations where guest service can be improved</p> <p>K19 Know how to improve communication and social communication skills with guests</p> <p>K20 Understand the importance of working with others to plan improvements to the delivery of reliable guest service</p>
A9	Handle telephone calls	<p>P1 Answer telephone calls following organisational procedures</p> <p>P2 Use appropriate communication skills when answering telephone calls</p> <p>P3 Record appropriate details of telephone calls</p> <p>P4 Transfer telephone calls to others where appropriate</p>	<p>K1 Know the types of call and the organisational procedures for receiving telephone calls</p> <p>K2 Understand the importance of communication skills for answering telephone calls</p> <p>K3 Know how to record appropriate details in writing</p>

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their ability to deliver effective guest service, including:

- Delivering effective and efficient service for guests
- Meeting and exceeding guest expectations
- Handling telephone calls

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to deliver effective guest service. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

101200776 Provide housekeeping services

Overview: The aim of this module to develop the knowledge, skills and understanding needed to provide housekeeping services

<p>A10 Maintain housekeeping supplies</p>	<p>P1 Receive and check housekeeping supplies P2 Store and issue housekeeping supplies</p>	<p>K1 Know how to present yourself positively to external and internal delivery staff K2 Know how to receive deliveries of housekeeping supplies and check that they are not damaged and are within their use-by-date K3 Understand the importance of ensuring that deliveries match orders and delivery notes K4 Know how to complete delivery documents accurately K5 Know how to handle and move housekeeping supplies to storage areas safely and without damage or loss K6 Know how to keep receiving areas clean, tidy, hygienic and secure</p>
<p>A11 Provide a linen service</p>	<p>P1 Receive and check clean linen P2 Store and issue clean linen</p>	<p>K1 Convey a positive image of your organisation to external and internal customers K2 Check deliveries of linen supplies to ensure that they match orders and delivery notes K3 Complete delivery documentation accurately K4 Report any discrepancies with deliveries to the appropriate member of staff K5 Move clean linen safely to the storage area K6 Check linen meets presentation requirements and report any discrepancies to the appropriate member of staff K7 Keep receiving areas clean, tidy, hygienic and secure K8 Store linen supplies under the correct conditions K9 Follow stock rotation procedures K10 Issue the correct type and quantity of linen to</p>

			<p>staff</p> <p>K11 Convey a positive image of your organisation to internal customers</p> <p>K12 Keep accurate and complete records of items received, stored and issued</p> <p>K13 Report signs of missing stock immediately</p> <p>K14 Keep storage areas clean, dry and secure</p> <p>K15 Report signs of pest infestation immediately</p>
A12	Collect linen and make beds	<p>P1 Collect clean linen and bed coverings</p> <p>P2 Strip and make beds</p>	<p>K1 Know the safe lifting and handling techniques and why you should always use them</p> <p>K2 Understand the organisation's standards for linen and bed coverings</p> <p>K3 Understand why you should keep soiled linen separate from clean linen</p> <p>K4 Understand why you must keep your linen and linen store secure</p> <p>K5 Understand why it is important to check linen to make sure it is clean and up to standard</p> <p>K6 Know the types of problems that may happen when you are choosing and collecting linen from the linen store and how to deal with these</p> <p>K7 Know the correct way to deal with soiled linen</p> <p>K8 Know the right way to sort different fabrics</p> <p>K9 Understand the organisation's procedures for making and re-sheeting beds</p> <p>K10 Know why it is important to use the right sized linen</p> <p>K11 Understand the types of problems or unexpected situations – including customer incidents – that may happen when stripping and making beds and how to deal with these</p> <p>K12 Know how to spot and what procedures to use, if encountering bedbugs or other infestations</p>
A13	Carry out periodic room servicing and deep cleaning	<p>P1 Carry out periodic room servicing</p> <p>P2 Carry out periodic deep cleaning</p>	<p>K1 Know the organisation's schedule for periodic room servicing and deep cleaning and why timescales are important</p> <p>K2 Understand why it is important to follow this</p>

			<p>schedule</p> <p>K3 Understand why the work area needs to be inspected on completion</p> <p>K4 Know the organisation's quality standards for the appearance and cleanliness of rooms</p> <p>K5 Know the areas and items that may need specialist maintenance, and how to report these</p> <p>K6 Know how to identify items that need replacing and obtain the correct items</p> <p>K7 Know the correct procedures for dealing with items you have replaced</p> <p>K8 Know the preparations that you need to carry out for periodic deep cleaning, and why these are important</p> <p>K9 Know the equipment and materials that you need for periodic deep cleaning, and how to obtain them</p> <p>K10 Understand how to use the equipment and materials efficiently and safely</p> <p>K11 Understand health and safety requirements for high dusting</p>
A14	Clean and service other housekeeping areas	<p>P1 Clean and service toilet and bathroom areas</p> <p>P2 Clean and service furnished areas</p>	<p>K1 Know what to do if customers are present when you are cleaning rooms</p> <p>K2 Understand why it is important to prepare the area and yourself before cleaning and disposing of waste</p> <p>K3 Know the types of items in bathrooms and bedrooms that may need maintenance and repair</p> <p>K4 Understand why it is important to report items needing repair and who to report them to</p> <p>K5 Know the types of records you may need to keep in relation to cleaning</p> <p>K6 Understand why the work area needs to be inspected on completion</p> <p>K7 Know the organisation's standards for cleaning toilet and bathroom areas</p> <p>K8 Understand why hazard signs are sometimes</p>

		<p>needed in preparing the work area</p> <p>K9 Know what materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one</p> <p>K10 Understand the types of unexpected situations that may happen when you are cleaning bathrooms and toilets and how to deal with these</p> <p>K11 Know the organisation's standards for cleaning in furnished areas</p> <p>K12 Know the safe lifting and carrying techniques and why you should always use these</p> <p>K13 Know what materials and equipment are used for cleaning different furnished areas and how to choose the correct one</p> <p>K14 Understand why certain areas need to be kept secure from unauthorised access</p> <p>K15 Understand the types of unexpected situations that may happen when you are cleaning furnished areas and how to deal with these</p>
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Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their ability to provide housekeeping services, including:

- Maintaining housekeeping supplies
- Providing a linen service
- Collecting linen and making beds
- Carrying out periodic room servicing and deep cleaning
- Cleaning and servicing other housekeeping areas

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to provide housekeeping services. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard B 101200777 Provide food and beverage services

Overview: The aim of this module to develop the knowledge, skills and understanding needed to provide food and beverage services

B1	Prepare and clear equipment, materials and service area for food and beverages service	P1	Understand a range of food and beverage settings and cover lay-ups	K1	Know the range of food and beverage settings
		P2	Prepare and clear equipment and materials for food and beverages service in different settings	K2	Know the cover layups for different settings and styles
		P3	Prepare and clear service area for food and beverages service in different settings	K3	Know the equipment and materials needed for service area
		P4	Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service	K4	Understand the importance of preparation of service areas
				K5	Understand safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service
				K6	Understand the need for an adequate stock of food service equipment and materials in the service area
				K7	Know the reasons why service equipment should be turned on before service and off afterwards
				K8	Know the sources of information on health and safety and food information
				K9	Understand the importance of checking linen and table items before service
				K10	Understand the importance of checking heating/air conditioning/ventilation and lighting before use when preparing guest dining areas for table service
				K11	Understand the importance of the cleanliness of the service area after service
				K12	Know how to ensure that food items and equipment are returned and/or stored appropriately following service
				K13	Know how to dispose of broken glass and crockery safely

		<p>K14 Understand the importance of checking table and other linen for cleanliness following service period and returning used linen to housekeeping in line with organisational requirements</p> <p>K15 Know the types of unexpected situations that may occur when preparing and clearing dining and service areas and equipment</p> <p>K16 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
B2	<p>Prepare and clear guest area for food, beverages and takeaway services</p> <p>P1 Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use</p> <p>P2 Check that there are sufficient stocks of service items ready for service</p> <p>P3 Switch on appropriate service equipment in time to reach the recommended operating temperature</p> <p>P4 Display promotional materials ready for guest use</p> <p>P5 Check that refuse and waste food containers are clean and ready for use</p> <p>P6 Display food immediately before service, in line with operational procedures</p> <p>P7 Assemble for cleaning or store any reusable service items and equipment from the food service</p> <p>P8 Where appropriate, store condiments and accompaniments for future use in line with food hygiene legislation</p> <p>P9 Dispose of rubbish, used disposables and waste food following recommended procedures</p> <p>P10 Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use</p>	<p>K1 Understand the importance of checking and cleaning furniture, including chairs and tables</p> <p>K2 Understand the importance of following safe and hygienic working practices when preparing and clearing food and beverage service areas</p> <p>K3 Understand the importance of checking for damage in all work areas and service equipment</p> <p>K4 Know how to check stocks of service items ready for service</p> <p>K5 Understand the importance of maintaining presentation standards in the display of food</p> <p>K6 Understand the importance of displaying hot and cold food safely</p> <p>K7 Understand the importance of checking expiry dates on appropriate food and drink items</p> <p>K8 Understand the need to check all promotional material before use</p> <p>K9 Understand the importance of having the correct serving equipment available for service</p> <p>K10 Know the clearing techniques and equipment</p> <p>K11 Understand the need to turn certain electrical and gas equipment on and off before and after service</p> <p>K12 Know how to handle and dispose of waste correctly</p> <p>K13 Understand the need for all perishable food and</p>

			<p>drink items to be returned to the and storage area immediately after service</p> <p>K14 Understand the importance of cleanliness of all service equipment and areas after service</p> <p>K15 Know the types of unexpected situations that may occur when preparing and clearing areas</p> <p>K16 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
B3	Greet guests and take orders	<p>P1 Greet guests, identify their requirements and check any booking records as appropriate to the service operation</p> <p>P2 Provide guests with assistance on arrival</p> <p>P3 Make sure guests have access to the correct menu</p> <p>P4 Give accurate information on individual dishes according to guests' requirements</p> <p>P5 Take the opportunity to maximise the order using appropriate sales techniques</p> <p>P6 Identify, record and deal with their order promptly</p>	<p>K1 Know the different types of guest</p> <p>K2 Know how to identify guests with or without a reservation and following appropriate procedures</p> <p>K3 Know how to greet guests</p> <p>K4 Know the types of assistance that guests may need on arrival</p> <p>K5 Understand the importance of checking menus before use</p> <p>K6 Understand the range of dishes served</p> <p>K7 Understand the importance of having knowledge of and giving accurate information to guests</p> <p>K8 Know how to recognise opportunities and sales techniques for maximizing the order</p> <p>K9 Know how to assist guests to make a choice where appropriate</p> <p>K10 Know how to take guests' orders</p> <p>K11 Know the types of unexpected situations that may occur when greeting guests and dealing with their orders</p> <p>K12 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
B4	Use appropriate methods and equipment to serve food, accompaniments, hot and cold beverages to guests	<p>P1 Use appropriate methods and equipment to serve food and accompaniments to guests in different settings</p> <p>P2 Prepare and serve drinks to guests in different</p>	<p>K1 Know the range of food and beverage settings</p> <p>K2 Know the methods of food service, food service equipment and materials</p> <p>K3 Know the menu items, food ingredients and</p>

	settings	
P3	Maintain the food and beverage service throughout the shift	K4
P4	Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests	K5
P5	Store food and equipment safely in line with organisational requirements	K6
P6	Dispose of waste in line with organisational requirements	K7
P7	Deal with unexpected situations in line with organisational guidelines	K8
		K9
		K10
		K11
		K12
		K13
		K14
		K15
		K16
		K17
		K18
		K19

			<p>linen, table items and accompaniments</p> <p>K20 Know the types of unexpected situations that may occur when serving food and beverages at table</p> <p>K21 Know how to assist guests as they leave</p> <p>K22 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
B5	Secure payment from guests for food and beverages using appropriate method	<p>P1 Maintain clean and orderly checkout areas</p> <p>P2 Count float money at the beginning of shifts to ensure that amounts are correct and that there is adequate change</p> <p>P3 Prepare all the necessary items for making checks before the shifts starts and restock materials if required</p> <p>P4 Keep guest check ready at all times by posting food items as soon as possible</p> <p>P5 Re-check postings before handing over the check to the guest</p> <p>P6 Present the check to the guest according to the organisation's procedures</p> <p>P7 Receive payment by appropriate method and validate it if necessary</p> <p>P8 Carry out transactions without delay and give relevant confirmation to the guest</p> <p>P9 Give correct change for cash transactions</p> <p>P10 Make the payment point contents available for authorised collection when asked to</p> <p>P11 Look out for and report suspicious items or lost property</p>	<p>K1 Understand the organisation's security procedures for cash and other types of payments</p> <p>K2 Know how to set up the payment point</p> <p>K3 Know the stocks of documentation and materials needed to set up and maintain the payment point</p> <p>K4 Understand the procedure for changing the till / debit / credit machine roll</p> <p>K5 Know the methods of payment</p> <p>K6 Understand the correct procedures for handling payments</p> <p>K7 Know the procedures for dealing with hand-held payment devices</p> <p>K8 Know the procedure to follow when a payment has been declined</p> <p>K9 Understand handling errors in payments</p> <p>K10 Understand the importance of telling the guest about any delays</p> <p>K11 Know the types of problems that might happen with the payment point and dealing with these problems</p> <p>K12 Know the types of problems that may happen when taking payments and dealing with these problems</p> <p>K13 Know the procedures for closing the payment point</p> <p>K14 Understand the importance of reporting suspicious items and lost property</p>

			K15 Understand the importance of compliance with relevant regulations and standards (see Introduction)
B6	Maintain food safety for operational work area when storing, holding and serving food	<p>P1 Keep own self clean and hygienic</p> <p>P2 Keep the food outlet working area clean and hygienic</p> <p>P3 Store food safely</p> <p>P4 Hold and serve food safely</p>	<p>K1 Understand the importance of ensuring that personal presentation and hygiene meet organisational requirements</p> <p>K2 Understand the importance of making sure food outlet surfaces and equipment are clean and in good condition</p> <p>K3 Understand the importance of using only clean and suitable cloths and equipment for wiping and cleaning between tasks</p> <p>K4 Know how to remove from use any food outlet equipment that is damaged or has loose parts</p> <p>K5 Know how to identify, take appropriate action and report to the Captain any damage to food outlet surfaces, walls, floors, ceilings, furniture and fittings, or signs of pests</p> <p>K6 Know how to dispose of food outlet waste material</p> <p>K7 Know how to protect food from hazards</p> <p>K8 Understand the importance of checking that food is safe for service</p> <p>K9 Know how to prepare food for storage and putting it in the correct food outlet storage area as quickly as necessary</p> <p>K10 Understand the importance of storing food so that cross contamination is prevented</p> <p>K11 Understand the importance of the cleanliness and suitable of food outlet storage areas and the need to maintain them at the correct temperature for different types of food</p> <p>K12 Know the stock rotation procedures for food outlet storage areas</p> <p>K13 Understand the importance of safely disposing of food that is beyond its 'use-by date'</p> <p>K14 Know how to keep necessary records up-to-date</p>
			<p>K15 Understand the organisation's procedures for items that may cause allergic reactions</p> <p>K16 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their ability to provide food and beverage services, including:

- Preparing and clearing equipment, materials and service area for food and beverages service
- Preparing and clearing guest area for food, beverages and takeaway services
- Greeting guests and taking orders
- Using appropriate methods and equipment to serve food, accompaniments, hot and cold beverages to guests
- Securing payment from guests for food and beverages using appropriate method
- Maintaining food safety for food outlet when storing, holding and serving food

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to provide food and beverage services. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard C 101200778 Provide front office services

Overview: The aim of this module to develop the knowledge, skills and understanding needed to provide front office services

<p>C1 Deal with booking enquiries</p>	<p>P1 Deal with booking enquiries following organisational procedures according to the type of enquiry</p> <p>P2 Reply to the booking enquiry with accurate information</p> <p>P3 Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate</p> <p>P4 Invite your customers to make a booking where possible and take and record their details correctly</p> <p>P5 Allow for customer needs and requirements and follow organisation procedures accordingly</p>	<p>K1 Understand the importance of dealing with customers politely and helpfully at all times</p> <p>K2 Know why it is important to give accurate spoken and written information to customers</p> <p>K3 Know the types of unexpected situations and problems that may occur with bookings, and how to deal with these correctly</p> <p>K4 Know the basic legal requirements relating to goods and services for sale when receiving, confirming, amending and cancelling booking enquiries</p> <p>K5 Understand your organisation's booking procedures and systems including third party systems</p> <p>K6 Understand the importance of intelligent and appropriate up-selling, room / product rates, added value, rate negotiation limits and yield management and how these apply to your work role</p> <p>K7 Know why it is important to obtain and record booking details accurately</p> <p>K8 Know why it is important to take the opportunity to sell products and services</p> <p>K9 Understand why confirmations and deposits may be required from customers</p>
<p>C2 Confirm, cancel and amend bookings</p>	<p>P1 Deal with any confirmations, cancellations and amendments according to organisational procedures and requirements</p> <p>P2 Collect up to date information on rates, deals and third-party rules where applicable</p> <p>P3 Identify, check and follow up unconfirmed bookings in the booking system</p>	<p>K1 Know how to cancel and amend bookings</p> <p>K2 Understand your organisation's and third party systems cancellation policies and procedures</p> <p>K3 Understand what over booking is, how to deal with this and why it happens</p> <p>K4 Understand why it is essential to follow up</p>

	P4	Maintain records of all bookings in line with your organisation's procedures		unconfirmed bookings
C3	Deal with the arrival of customers	<p>P1 Correctly identify customer requirements</p> <p>P2 Retrieve any customer booking details from the booking system and check them with the customer</p> <p>P3 Offer alternatives for any services that are not available as requested</p> <p>P4 Complete the registration document correctly</p> <p>P5 Give accurate information which meets customer needs</p> <p>P6 Promote the services and facilities of your organisation when appropriate</p> <p>P7 Pass on customer details to the relevant departments in line with organisation's procedures</p>	<p>K1 Understand the organisation's standards for customer care and why these are important</p> <p>K2 Know the organisation's booking procedures, and why it is important to follow these correctly</p> <p>K3 Know the organisation's checking in procedures, and why it is important to follow these correctly</p> <p>K4 Understand basic legal requirements relating to accommodation, goods and services for sale</p> <p>K5 Know the types of unexpected situations and problems that may occur when customers arrive, and how to deal with these</p> <p>K6 Understand why registration documentation must be correctly completed by the customer</p> <p>K7 Know the specific requirements for registering overseas visitors</p> <p>K8 Know the organisation's procedure for allocation of rooms</p> <p>K9 Understand why it is important to give accurate information to customers</p> <p>K10 Understand why it is important to correctly identify customer requirements</p> <p>K11 Know what registration information must be obtained, in order to comply with legislation</p> <p>K12 Understand why all correspondence relating to the booking should be available</p>	
C4	Prepare and maintain customer accounts	<p>P1 Enter charges regularly and accurately against customer accounts in the account system</p> <p>P2 Record any account adjustments accurately against customer accounts</p> <p>P3 File and store account documents correctly at all times</p> <p>P4 Complete customer accounts for the customer</p> <p>P5 Make sure customer accounts cannot be accessed by unauthorised people</p>	<p>K1 Know the organisation's standards for customer care, and why it is important to follow these</p> <p>K2 Know the basic legal requirements relating to preparing and maintaining customer accounts</p> <p>K3 Know the organisation's procedures for customer accounts, and why it is important to follow these</p> <p>K4 Understand why customer accounts must be updated regularly with charges and adjustments</p>	

			<p>K5 Understand why it is important to give accurate verbal and written information to customers</p> <p>K6 Understand why customer accounts must be secured from unauthorised access</p> <p>K7 Know the types of unexpected situations and problems that may occur with customer accounts, and how to deal with these correctly</p>
C5	Process front office payments	<p>P1 Ensure that customers are aware of the cost breakdown of chosen services and the final total amount to be paid</p> <p>P2 Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached</p> <p>P3 Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits</p> <p>P4 Ensure that change given for cash payments is accurate</p> <p>P5 Maintain the security of cash and other payments</p> <p>P6 Use correct procedures to maintain confidentiality of customers' purchases and payment information</p> <p>P7 Issue receipts and store payments so that all internal payment records are completed accurately</p> <p>P8 Follow the organisation's procedures for issuing receipts and storing payments</p> <p>P9 Provide customers with legible and accurate receipts</p> <p>P10 Ensure that all payments are stored securely and protected</p>	<p>K1 Know the organisation's procedures for</p> <ul style="list-style-type: none"> • receiving, handling and receipting payments • storing payments • dealing with payment discrepancies <p>K2 Understand the difference between charge, credit, debit and currency cards</p> <p>K3 Understand types of fraudulent card transactions</p> <p>K4 Know the payment methods acceptable to your organisation, including chip & pin procedures</p> <p>K5 Know how to handle customers when dealing with payment discrepancies</p> <p>K6 Know how to confirm receipt of payments and giving change to your customer</p> <p>K7 Understand the importance of following procedures when receiving and receipting payments from customers</p> <p>K8 Understand the potential consequences of incorrect calculations and payments</p> <p>K9 Know your own authority levels for handling non-cash payments and dealing with payment discrepancies</p> <p>K10 Know who to contact if you need information, advice or payment authorisation</p> <p>K11 Know how to complete payment related documentation required by your organisation</p> <p>K12 Know the procedures to follow in emergency situations relating to payments</p>
C6	Deal with the departure of customers	P1 Prepare documents and other necessary items	K1 Understand the organisation's standards for

	<p>before the customer departs</p> <p>P2 Present the account to the customer for confirmation</p> <p>P3 Check customer account details and request payment as required</p> <p>P4 Complete documentation and deal with it using the correct account or booking system</p> <p>P5 Complete all other procedures for customer departures</p> <p>P6 Record customer comments, complaints and suggestions and feed them back to the appropriate person or department</p> <p>P7 Promote establishment services and facilities as appropriate</p>	<p>customer care, and why it is important to follow these</p> <p>K2 Know the basic legal requirements relating to preparing and maintaining customer accounts</p> <p>K3 Know the organisation's procedures for customer accounts, and why it is important to follow these</p> <p>K4 Know the basic legal requirements relating to accommodation, goods and services for sale</p> <p>K5 Understand safe and hygienic working practices when dealing with the departure of customers</p> <p>K6 Know the organisation's procedures for customer departures</p> <p>K7 Understand why complaints, comments and suggestions should be recorded and fed back to the appropriate person/department</p> <p>K8 Understand why details of any extra charges should be available to the customer</p> <p>K9 Know the types of unexpected situations and problems that may occur with customer departures and how to deal with these correctly</p> <p>K10 Understand opportunities to promote the organisation when the customer is leaving</p>
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Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their ability to provide front office services, including:

- Dealing with booking enquiries
- Confirming, canceling and amending bookings
- Dealing with the arrival of customers
- Preparing and maintaining customer accounts
- Processing front office payments
- Dealing with the departure of customers

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their knowledge and understanding needed to provide front office services. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard D 101200832 Ensure Health, Hygiene and Safety of other individuals at Work

Overview:

This unit involves the skills and knowledge required for an individual to not only look after his own but also Health, hygiene and safety of others at work around him.

<p>CU-1. Identify what can harm people in your workplace</p>	<p>P1. Check manufacturers' instructions or data sheets for chemicals and equipment</p> <p>P2. Look back at your accident and ill-health records</p> <p>P3. Identify any potential risk to other's Health, hygiene and safety.</p> <p>P4. Deal with resolvable problems according to prescribed procedures</p> <p>P5. Report un resolvable problems to immediate supervisor</p>
<p>CU2. Identifying who might be harmed</p>	<p>P1: Check for workers with special needs</p> <p>P2: Check for people who might not be in the workplace all the time, such as visitors, contractors and maintenance workers</p> <p>P3: Take members of the public into account if they could be hurt by your activities</p> <p>P4: Consider how your work affects others</p>

<p>CU3. Ensure health, hygiene and safety of individuals at work</p>	<p>P5: Ask your workers if there is anyone you may have missed</p> <p>P1: Comply the duties regarding Health, hygiene and safety</p> <p>P2: Support individuals at work to make sure that risks to their Health, hygiene and safety are managed</p>
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Skills and Knowledge:

The student must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standards. This includes the knowledge of:

- K1:** Job description of individuals at work
- K2:** Analyzing accident records
- K3:** Analyzing ill health records
- K4:** Local laws and regulations on Health, hygiene and safety
- K5:** Standard operating procedures for Health, hygiene and safety
- K6:** The operations and activities typically undertaken in the workplace
- K7:** Possible health, hygiene and safety issues
- K8:** The types of Health, hygiene and safety control measures appropriate to the workplace
- K9:** The principles, content and format of workplace Health, hygiene and safety documentation

Critical Evidence (s) required:

The candidate needs to produce following critical evidence (s) to be competent in this competency standard:

- Explain responsibilities for Health, hygiene and safety
- Explain possible potential risks to other's Health, hygiene and safety.
- Explain methods to Deal with resolvable problems
- Prepare report of un resolvable problems

- Support individuals at work

Tools & Equipment Required:

1. Local laws and regulations on Health, hygiene and safety
2. Standard operating procedures for Health, hygiene and safety
3. Formats of reports

Competency Standard E 101200779 Co-ordinate the operation of the work area

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

E1	Ensure professional operational work standards are maintained throughout the work area and on completion of shift	P1	Ensure that associates maintain personal hygiene and wear appropriate uniform throughout shift	K1	Understand the principles of professional standards
		P2	Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift	K2	Know the benefits of working effectively as part of a hospitality team and communicating efficiently with each other throughout shift
		P3	Ensure that associates know and understand how to respond to hazards, accidents and emergencies	K3	Know how to support and develop safe work methods
		P4	Ensure waste is properly managed	K4	Know the types of hazards to be found in work areas
				K5	Understand the importance of ensuring that associates know and understand methods to deal with hazards correctly
				K6	Understand risks from faulty equipment
				K7	Understand the effects and implications of accidents
				K8	Understand the importance of ensuring that associates understand the importance of

		<p>warning other people about hazards</p> <p>K9 Understand the importance of ensuring that associates know the location of first aid equipment and the name of the first-aider in the workplace</p> <p>K10 Know how to respond to accidents in accordance with organisational requirements</p> <p>K11 Know the types of emergencies that may happen in work areas</p> <p>K12 Understand the importance of ensuring that associates understand how to deal with different types of emergency</p> <p>K13 Understand the importance of following fire safety laws</p> <p>K14 Know the possible causes of fire in the workplace</p> <p>K15 Understand the importance of minimising the risk of fire</p> <p>K16 Know how to manage fire situations</p> <p>K17 Know how to manage the evacuation of the building</p> <p>K18 Understand the importance of maintaining records of and reporting all usual/non-routine incidents to the appropriate person</p> <p>K19 Understand principles of waste management</p> <p>K20 Know how to supervise clearance of waste areas</p> <p>K21 Understand the importance of managing waste</p> <p>K22 Know how to keep work areas secure</p> <p>K23 Know how to deal with problems and unexpected situations in an appropriate manner</p> <p>K24 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
E2	<p>Manage the work area's requisition requirements, work area and equipment</p> <p>P1 Check current stock of requisition requirements available in different departments</p> <p>P2 Prepare requisition sheet to obtain appropriate</p>	<p>K1 Understand the importance of operational knowledge and understanding of current and future requirements of business</p>

		<p>amounts of requisition requirements from store</p> <p>P3 Use stock control systems to manage levels and usage of stock</p> <p>P4 Establish and maintain the condition of work areas and equipment</p> <p>P5 Ensure that equipment is being used correctly and efficiently by associates</p> <p>P6 Ensure that specific items of equipment are maintained, calibrated or replaced as required</p> <p>P7 Take corrective action where required to improve the safety of work areas</p>	<p>K2 Know how to assess the level of current stock held by different departments</p> <p>K3 Know how to prepare requisition sheet to obtain appropriate amounts of requisition requirements from store</p> <p>K4 Know how to check that deliveries from store meet the type, quality and quantity requirements</p> <p>K5 Understand the importance of ensuring that associates understand the benefits of different systems for managing stock</p> <p>K6 Understand the importance of ensuring that associates operate appropriate stock management system according to organisation procedures</p> <p>K7 Understand the importance of maintaining equipment</p> <p>K8 Understand the importance of appropriate staff training activities to promote efficient usage of equipment and awareness of maintenance requirements</p> <p>K9 Understand the importance of maintenance, calibration or replacement requirements for specific items of equipment</p> <p>K10 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
E3	Support the work area's head of department	<p>P1 Discuss and agree on methods and formats of communication with the Head of department</p> <p>P2 Agree with the Head of department daily and medium-term areas for delegated responsibilities</p> <p>P3 Support the Head of department in undertaking training and inspections</p> <p>P4 Ensure that requirements of the work area are signed off by Head of department</p>	<p>K1 Know the methods and formats for communication with the Head of department</p> <p>K2 Understand the importance of agreeing on methods and formats of communication with the Head of department</p> <p>K3 Know the areas for responsibilities delegated by Head of department on a daily and medium-term basis</p> <p>K4 Understand the importance of agreeing with the Head of department daily and medium-term areas for delegated responsibilities</p> <p>K5 Know how to support the Head of department in</p>

		undertaking training and inspections K6 Understand the importance of ensuring that every-day requirements are signed off by Head of department
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Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their higher-level ability to co-ordinate the operation of the work area, including:

- Ensuring professional work standards are maintained throughout the work area and on completion of shift
- Managing the work area's requisition requirements, work area and equipment
- Supporting the work area's head of department

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their higher-level knowledge and understanding needed to co-ordinate the operation of the work area. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard F 101200780 Supervise operations in the work area

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

<p>F1 Supervise preparation of the work area for operations</p>	<p>P1 Supervise preparation of the work area P2 Ensure preparations are carried out in good time to allow the scheduled service to be provided P3 Ensure that professional work standards are maintained throughout the shift P4 Deal with problems that may affect the standard of service P5 Maintain and monitor the cleaning programme</p>	<p>K1 Understand the importance of understanding and directing the skills, knowledge and resources of associates to carry out their responsibilities K2 Understand purpose of cleaning programme K3 Know the functions of the cleaning programme K4 Know how to manage the cleaning programme K5 Know the appropriate checklists to ensure that the cleaning programme has been completed correctly and according to organisational standards K6 Understand the importance of maintaining work areas K7 Understand the importance of providing feedback on the effectiveness of preparation procedures in own area of responsibility K8 Understand problems that may affect the standard of service K9 Know how to check that there are no hazards present that would affect preparation of the work area K10 Understand implications of hazards K11 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
<p>F2 Supervise the operation of the work area</p>	<p>P1 Co-ordinate the operation of the work area P2 Monitor service to ensure that guest needs are being met at all times P3 Identify and resolve any problems with service</p>	<p>K1 Coordinating with service associates to ensure services to guests are provided according the standards and procedures K2 Understand the importance of understanding the range of services provided</p>

	<p>P4 Manage the service log on a daily basis</p>	<p>K3 Understand the importance of assisting guests with the delivery of services</p> <p>K4 Know how to monitor and address conduct and communications with guests</p> <p>K5 Know how to identify and resolve problems with service</p> <p>K6 Understand the importance of logging any problems or issues with service according to organisational standards</p> <p>K7 Ensuring and supervising staff when presenting checks to guests according to organisational standards</p> <p>K8 Making sure that all received payments by cash, check, credit cards, vouchers, or automatic debits are properly processed</p> <p>K9 Ensuring all work area log books are filled in daily according to organisational requirements</p> <p>K10 Understand the importance of managing records for lost property and suspicious items</p> <p>K11 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>
<p>F3 Manage communications between the work area and other departments</p>	<p>P1 Agree with other department heads the most appropriate written, verbal and social media methods of communicating different types of information</p> <p>P2 Ensure that agreed methods of communication are used clearly, coherently and promptly to provide information about work area service to other departments</p> <p>P3 Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended</p> <p>P4 Ensure that other departments have the opportunity to ask questions and check their understanding</p> <p>P5 Present a positive image of own self and work area</p>	<p>K1 Understand the purpose and benefits of making sure that communication delivers the 'message' in which it is intended to be received</p> <p>K2 Know the methods of communication that are available</p> <p>K3 Know the different departments which might need to communicate and their needs</p> <p>K4 Understand the importance of non-verbal communication</p> <p>K5 Understand the purpose and benefits of giving other departments the opportunity to ask questions</p> <p>K6 Understand the purpose and value of presenting a positive image of own self and work area</p> <p>K7 Understand the purpose and benefits for other</p>

			<p>departments to have a friendly and purposeful way of communicating with them</p> <p>K8 Know the types of problems that may occur with contacts, including conflict and aggression, finding ways to deal with these</p>
F4	Ensure health and safety practices are followed by work area operatives	<p>P1 Ensure that all associates are aware of and follow health and safety requirements in line with organisational requirements</p> <p>P2 Ensure that associates follow safe working practices at all times</p> <p>P3 Ensure that associates identify any hazards or potential hazards and deal with these correctly</p> <p>P4 Ensure that associates report any accidents or near accidents quickly and accurately to the proper person</p> <p>P5 Ensure that associates practice emergency and security procedures correctly</p> <p>P6 Complete records as required to demonstrate that section team follows health and safety requirements</p>	<p>K1 Understand the importance of working in a healthy, safe and hygienic way</p> <p>K2 Know the key elements of a safety policy</p> <p>K3 Understand safety and hygiene practices</p> <p>K4 Understand the importance of ensuring that associates know and understand methods to deal with emergencies</p> <p>K5 Understand the importance of ensuring that associates following emergency procedures</p> <p>K6 Know how to complete records as required to demonstrate that section team follows health and safety requirements</p> <p>K7 Know how to advise associates of the sources of information about health, hygiene and safety</p> <p>K8 Understand the importance of compliance with relevant regulations and standards (see Introduction)</p>

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their higher-level ability to supervise operations in the work area, including:

- Supervising preparation of the work area for operations
- Supervising the operation of the work area
- Managing communications between the work area and other departments
- Ensuring health and safety practices are followed by work area operatives

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their higher-level knowledge and understanding needed to supervise operations in the work area. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard G 101200781 Supervise hospitality events

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

G1	Understand the importance of planning hospitality events	P1	Explain the health and safety and legislative requirements relevant to hospitality events	K1	Know the different types of events
		P2	Explain the importance of assessing the impact that the event is likely to have on others	K2	Know how to carry out a risk assessment of the premises
		P3	Identify the information required to plan different types of events	K3	Understand the importance of managing hazards
		P4	Explain how to deal with additional requirements for different client groups	K4	Understand the importance of assessing the impact that the event is likely to have on others
		P5	Explain the importance of obtaining reliable sources of information	K5	Know the information required to plan different types of events
		P6	Explain the importance of briefing staff prior to the event and after the event	K6	Know how to deal with additional requirements for different client groups
		P7	Explain how to ensure the products and services available support a variety of events	K7	Understand the importance of obtaining reliable sources of information
		P8	Explain how to ensure appropriate management of contractors likely to be employed for events	K8	Understand the importance of briefing staff: prior to the event
		P9	Explain how to carry out a risk assessment of the premises	K9	Understand the importance of debriefing staff after the event
				K10	Understand the importance of ensuring the products and services available support a variety of events
				K11	Understand the importance of ensuring appropriate management of contractors
G2	Understand how to supervise events	P1	Explain how to monitor the event	K1	Know how to monitor the event
		P2	Explain how to carry out an inspection of equipment used during events	K2	Know how to carry out an inspection of equipment to be used during events
		P3	Explain how information about the event should be communicated to guests and staff	K3	Understand the importance of communicating with the organiser of the event
		P4	Explain the importance of communicating with the organiser of the event	K4	Know the legislative requirements relevant to the venue where the event is being held
		P5	Explain the legislative requirements relevant to	K5	Know how to deal with problems that may arise:

		the clearing of the venue where the event is being held		during an event
		P6 Explain how to deal with problems that may arise during and after an event		
G3	Plan and supervise an event	P1 Ensure equipment and materials needed for the event are available to the staff that will need to use them	K1	Understand the importance of ensuring availability of equipment and materials needed for the event
		P2 Inspect the event venue to ensure that it has been prepared as agreed	K2	Know how to inspect the event venue to ensure that it has been prepared as agreed
		P3 Communicate the legal requirements of the event to guests and staff	K3	Understand the importance of communicating the legal requirements of the event
		P4 Liaise with relevant people before, during and after the event	K4	Know how to liaise with relevant people before, during and after the event
		P5 Monitor the event to ensure that it is running to plan	K5	Know how to monitor the event to ensure that it is running to plan
		P6 Record relevant information about the event	K6	Know how to record relevant information about the event

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their higher-level ability to supervise hospitality events, including:

- Understanding the importance of planning hospitality events
- Understanding how to supervise events
- Planning and supervising an event

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their higher-level knowledge and understanding needed to supervise hospitality events. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard H 101200782 Identify and pursue new business opportunities in the hospitality sector

Overview: 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

H1	Identify business opportunities in the hospitality sector	P1	Look for, and recognise, business opportunities in the hospitality sector	K1	Understand the scope of the hospitality sector in Pakistan
		P2	Create hospitality business opportunities where they do not obviously exist	K2	Know the size and importance of the hospitality industry in Pakistan
		P3	Quickly identify potential hospitality business developments and how they will affect the new business	K3	Understand the factors affecting the hospitality industry
		P4	Identify the additional benefits of potential hospitality business opportunities	K4	Understand how to identify new business opportunities
				K5	Understand the challenges and opportunities in the new business environment
				K6	Understand the implications of any new venture for the new business's direction, image and profitability
				K7	Understand the importance of creativity and innovation when recognising new opportunities for the new business
				K8	Know how to take advantage of opportunities presented
				K9	Understand the importance of taking into account the lessons learned from previous business successes or failures
				K10	Understand the importance of identifying and weighing up the risks linked to different courses of action
				K11	Know how to collect and use evidence to support decisions
				K12	Know how to calculate own costs to deliver the deal
				K13	Understand the effect of own behaviour on

			<p>other people or organisations</p> <p>K14 Understand the importance of listening to what the other person is really saying</p> <p>K15 Understand the importance of building rapport, empathy and long-lasting relationships</p> <p>K16 Understand the effect of behaving ethically on guests' use of the new business in the future</p> <p>K17 Know how to comply with relevant regulations and standards</p>
H2	Develop the structure of the new hospitality business	<p>P1 Check what laws and other regulations will affect the new hospitality business</p> <p>P2 Work out what money needed to start the new hospitality business and keep it running</p> <p>P3 Identify own contribution to running the new hospitality business</p> <p>P4 Determine the staff needed for the new hospitality business</p> <p>P5 Sourcing suppliers for the new hospitality business</p> <p>P6 Decide how to use quality standards in the new hospitality business</p> <p>P7 Decide on the new hospitality business's policy for looking after guests</p> <p>P8 Investigate suitable premises for the new hospitality business</p> <p>P9 Decide how you will get equipment, tools and materials</p> <p>P10 Identifying other sources of support</p>	<p>K1 Understand the business laws and regulations governing new hospitality businesses</p> <p>K2 Know how to secure finance</p> <p>K3 Understand the importance of finding and securing the services of a good accountant</p> <p>K4 Understand the importance of own contribution to the structure of a new hospitality business</p> <p>K5 Understand the importance of staffing for the new business</p> <p>K6 Understand the importance of suppliers</p> <p>K7 Know the quality standards, including inspections by Pakistan Tourism Board and similar organisations</p> <p>K8 Understand the importance of a guest service policy</p> <p>K9 Know how to find suitable premises</p> <p>K10 Know how to source tools, equipment, materials and consumables</p> <p>K11 Understand the importance of sources of support</p>
H3	Communicate the new hospitality business's services to guests	<p>P1 Know the competition from other hospitality businesses and be able to explain to guests the advantages of own offer</p> <p>P2 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>P3 Tell potential guests how the new hospitality business is aiming to meet their needs and</p>	<p>K1 Understand the importance of the vision of the new business</p> <p>K2 Know the methods of communication that are available to tell potential guests about the new business</p> <p>K3 Know how to improve the experience new guests have when dealing with the new business</p>

		<p>about new developments</p> <p>P4 Check that the marketing strategy is based on an accurate understanding of potential guest's needs and preferences</p>	<p>K4 Understand the importance of regularly reminding guests of the benefits of dealing with the new business</p>
H4	Negotiate arrangements for the new hospitality business	<p>P1 Clearly explain the features of the arrangements that need to be made and benefits to the other person or organisation</p> <p>P2 Think whether there is anything to negotiate on other than price</p> <p>P3 Negotiate arrangements calmly and effectively</p> <p>P4 Behave ethically throughout negotiations</p> <p>P5 Sign off arrangements so they are clear to all parties</p>	<p>K1 Understand the importance of arrangements that need to be made, including with staff, with suppliers, with guests</p> <p>K2 Understand the importance of negotiations other than on price</p> <p>K3 Understand the importance of the advantages of negotiating on things other than profitability</p> <p>K4 Understand the importance of not getting emotional or personal about a deal</p> <p>K5 Know how to recalculate and present an offer in a different way to meet developments whilst making a deal</p> <p>K6 Know how to close a deal, including making assumptions beyond the deal, creating a sense of urgency, using competition as a lever, being prepared not to close</p> <p>K7 Understand the importance of recording the outcome of the deal so it is clear to all parties and legally sound</p>

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their higher-level ability to identify and pursue new business opportunities in the hospitality sector, including:

- Identifying business opportunities in the hospitality sector
- Developing the structure of the new hospitality business
- Communicating the new hospitality business's services to guests
- Negotiating arrangements for the new hospitality business

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their higher-level knowledge and understanding needed to identify and pursue new business opportunities in the hospitality sector. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

102200846 Apply Work Health and Safety Practices (WHS)

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

CU1. Competency Units	CU2. Performance Criteria
<p>CU1. Implement safe work practices at work place</p>	<p>P1. Implement relevant rules and procedures of WHS at work place.</p> <p>P2. Comply with duty of care requirements</p> <p>P3. Use personal protective equipment according to safe work practices</p> <p>P4. Contribute to WHS consultative activities</p> <p>P5. Raise WHS issues with relevant personnel</p>
<p>CU2. Participate in hazard assessment activities a work place</p>	<p>P1. Identify hazards or WHS issues in the workplace to relevant personnel</p> <p>P2. Assess and control risks according to own level of responsibility, in line with workplace procedures</p> <p>P3. Report hazards or WHS issues in the workplace to relevant personnel</p> <p>P4. Document risk control actions as required</p>

CU3. Follow emergency procedures at workplace	<p>P1. Report emergencies or incidents promptly to relevant personnel</p> <p>P2. Deal with emergencies in line with own level of responsibility</p> <p>P3. Implement evacuation procedures as required</p>
CU4. Participate in OHS consultative processes	<p>P1. Contribute to workplace meetings, inspections or other consultative activities</p> <p>P2. Raise OHS (Occupational Health and Safety) issues with designated persons in accordance with organizational procedures</p> <p>P3. Take actions to eliminate workplace hazards or to reduce risks</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Outline the WHS rights and responsibilities that apply to own role
- K2:** Explain the term duty of care
- K3:** Describe typical health and safety roles in the workplace
- K4:** List and describe common safety signs and symbols
- K5:** Explain procedures for reporting hazards, risks, incidents and accidents
- K6:** Identify and describe common hazards and major causes of accidents relevant to the workplace
- K7:** Explain what the term risk control means

K8: List and describe potential emergency situations and how to respond to them

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Demonstrate evidences of the Health and safety Processes to avoid any incident.

041700840 Identify and Implement Workplace Policy and Procedures

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

CU3. Competency Units	CU4. Performance Criteria
<p>CU1. Identify workplace policy & procedures</p>	<p>P1. Identify the workplace policy & procedures</p> <p>P2. Apply appropriate strategies that can be used to measure whether your workplace health and safety obligations are being met.</p> <p>P3. Assure the policies are realistic, resources and personnel to implement</p> <p>P4. Implement the policy & procedures that reflects the organizations commitments</p> <p>P5. Ensure the appropriate methods of implementation, outcomes and performance indicators</p>
<p>CU2. Implement workplace policy & procedures</p>	<p>P1. Apply and assign responsibility for recording systems to track continuous improvements in policy & procedures</p> <p>P2. Implement strategies for continuous improvement in effective and efficient information</p>

CU3. Communicate workplace policy & procedures	P1. Communicate procedures to help implement workplace policy P2. Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities
CU4. Review the implementation of workplace policy & procedures	P1. Identify the trends that may require remedial actions P2. Record the trends that may require remedial actions. P3. Ensure policy and procedures as required are made for continuous improvement of performance

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Legislation, regulations and codes of practice applicable to the organization
- K2:** internal and external sources of information and organizational policy & procedures
- K3:** Typical barriers to implementing policies and procedures in an organization.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Identify evidences of the ability to implement work place policy and procedures. briefly identify work place procedures to avoid incident.

001100852 Communicate at Workplace

Overview: 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

Competency Units	Performance Criteria
CU1. Communicate within the organization	P1. Communicate within a department P2. Communicate with other departments. P3. Use various media to communicate effectively P4. Communicate orally and written
CU2. Communicate outside the organization	P1. Deal with vendors P2. Deal with clients/customers P3. Interact with other organisations P4. Use various media to communicate effectively P5. Work with people of different cultures / backgrounds
CU3. Communicate effectively in workgroup	P1. Assess the issues to provide relevant suggestion to group members P2. Resolve the issues/ problems /conflicts within the group P3. Arrange group working sessions to increase the level of participation in the group processes

	<p>P4. Communicate messages to group members clearly to ensure interpretation is valid</p> <p>P5. Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices</p> <p>P6. Act upon constructive feedback</p>
<p>CU4. Communicate in writing</p>	<p>P1. Identify relevant procedures for written information</p> <p>P2. Use strategies to ensure correct communication in writing .i.e.</p> <ul style="list-style-type: none"> • correct composition • clarity • comprehensiveness • accuracy • appropriateness <p>CU5.</p> <p>P3. Draft assigned written information for approval, ensuring it is written within designated timeframes</p> <p>P4. Ensure written information meets required standards of style, format and detail</p> <p>P5. Seek assistance / feedback to aid communication skills development</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Importance of intra and inter organizational communication
- K2:** Basics of business communication
- K3:** Defining Modes of communication
- K4:** Effective communication in workgroup
- K5:** Communicating through writing
- K6:** The importance of teamwork

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

In your current position, what types of written communication do you use most often? (List them all).

061100858 Perform Computer Application Skills

Overview: This unit describes the skills and knowledge required to use spreadsheet applications, prepare in page documents, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

• Competency Units	• Performance Criteria
CU1. Prepare In-page documents as per required information	P1. Set keyboard preferences according to information requirements P2. Layout Page according to information requirements P3. Toggle between Languages P4. Identify the usage of tool bar P5. Insert Columns as per requirement P6. Print the document
CU2. Prepare Spreadsheets as per required information	<ul style="list-style-type: none"> • P1. Create workbook according to information requirements P2. Insert sheet according to information requirements

	<p>P3. Enter basic formulae / functions using cell referencing when required</p> <p>P4. Correct formulas when error messages occur</p> <p>P5. Use a range of common tools during spreadsheet development</p> <p>P6. Edit columns and rows within the spreadsheet Filter data</p> <p>P7. Save the spreadsheet to a folder on a storage device</p> <p>P8. Format spreadsheet using formatting features as required</p> <p>P9. Incorporate object and chart in spreadsheet</p> <p>P10. Print spreadsheet</p>
<p>CU3. Use MS Office as per required information</p>	<p>P1. Use Microsoft Word for documentation</p> <p>P2. Use Microsoft Excel for documentation</p> <p>P3. Use Microsoft PowerPoint for presentation</p> <p>P4. Perform OneNote</p> <p>P5. Perform Outlook for emails</p> <p>P6. Perform Publisher applications</p>
<p>CU4. Perform computer graphics in basic applications</p>	<p>P1. Perform graphic fundamentals in basic applications</p> <p>P2. Draw Points and lines to make images</p> <p>P3. Draw Dots in space to make images</p> <p>P4. Draw lightning blot Shapes to make images</p> <p>P5. Enlarge circles and rectangles to block in forms</p> <ul style="list-style-type: none"> •

<p>CU5. Create account for communications</p> <ul style="list-style-type: none"> • 	<p>Email for</p> <p>P1. Make email account for communications</p> <p>P2. . Compose text of an email message according to organizational guidelines as required</p> <p>P3. Create an automatic signature for the user</p> <p>P4. Attach files to email message where required</p> <p>P5. Send email message</p> <p>P6. Reply to / forward a received message using available features</p> <p>P7. Save an attachment to the relevant folder</p> <p>P8. Save email message using available settings</p> <p>P9. 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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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology related to reading help files and prompts
- K2:** Explain the effect of formatting and appearance on the readability and usability of spreadsheets
- K3:** Outline log-in procedures relating to accessing a personal computer (PC)

K4: Describe the purpose, use and function of spreadsheet applications.

K5: Understand **MS Word** to create documents, flyers, publications

K6: Understand **MS PowerPoint** to create presentations

K7: Understand **MS Excel** to store, organize, and manipulate data

K8: Understand **OneNote** to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more

K9: Understand of Publisher to create extensive publications, posters, flyers, menus

K10: Understand **Outlook** to manage email and calendars, to do lists, and contacts

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create spreadsheets
- Customize basic settings
- Format spreadsheets
- Apply basic formulas
- Insert objects and charts in spreadsheets
- Save and print spreadsheets.

041300867 Manage Personal Finances

Overview: 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

Competency Units	Performance Criteria
CU1. Develop a personal budget	<p>P1. Calculate current living expenses using available information to prepare a personal budget.</p> <p>P2. Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.</p> <p>P3. Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.</p> <p>P4. Find reasons for a deficit budget and ways to reduce expenditure identified.</p> <p>P5. Identify ways to increase income</p>
CU2. Develop long term personal budget	<p>P1. Analyze income and expenditure and set long term personal financial goals.</p> <p>P2. Develop a long-term budget based on the outcomes of short-term budgeting.</p> <p>P3. Identify obstacles that might affect the business</p>

	P4. Formulate a regular savings plan based on budget
CU3. Identify ways to maximize future finances	<p>P1. Determine sources to maximize personal income,</p> <p>P2. Get further education or training to maintain or improve future income.</p> <p>P3. Identify the need for debt to finance living and other expenses,</p> <p>P4. Determine the appropriate levels of debt and repayment.</p> <p>P5. Consolidate existing debt, where possible, to minimize interest costs and fees.</p> <p>P6. Seek professional money management services.</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the abilities to plan and organize to keep records and monitor a personal budget
- K2:** Describe abilities to set and review goals
- K3:** Explain basic financial management and record keeping to enable development and management of a personal budget
- K4:** Describe benefits of financial goal setting and personal budgeting to enable effective management of personal finances
- K5:** Outline numeracy skills to compare income and expenditure

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Demonstrates competency to provide evidence of the ability to manage personal finances. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Competency Standard I 101200784 Monitor the duties and activities of a team

Overview: The aim of this module to develop the advanced knowledge, skills and understanding needed to monitor the duties and activities of a team

11	Observe and check that professional standards are maintained throughout operations and on and completion of shift	<p>P1 Monitor the use of personal hygiene and wear appropriate uniform throughout shift by associates</p> <p>P2 Monitor the extent to which associates maintain a safe, hygienic and secure working environment</p> <p>P3 Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift</p> <p>P4 Ensure that associates attend briefing and be aware of daily requirements and other issues</p> <p>P5 Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section</p>	<p>K1 Understand the importance of principles of professional standards</p> <p>K2 Understand the benefits of working effectively as part of a hospitality team and communicating efficiently with each other throughout shift</p> <p>K3 Know the features of a good briefing</p> <p>K4 Know how to check that all equipment is in good working order</p> <p>K5 Know the key elements of a safety policy</p> <p>K6 Know how to manage problems and unexpected situations</p> <p>K7 Understand the importance of responding to accidents in accordance with organisational requirements</p> <p>K8 Know how to deal with problems and unexpected situations in an appropriate manner</p> <p>P6 Understand the importance of compliance with relevant regulations and standards</p>
12	Check that operatives are present and manage absence issues for operational areas	<p>P1 Check the service requirements for the day</p> <p>P2 Check that the number of associates at work match both the rota and service requirements</p> <p>P3 Adjust the duty rota according to requirements</p> <p>P4 Tackle the absent associates with appropriate methods</p> <p>P5 Take appropriate steps to motivate staff to</p>	<p>K1 Understand the importance of operational knowledge and understanding of work area</p> <p>K2 Know how to check the service requirements for the day</p> <p>K3 Understand the importance of checking that the number of associates at work match both the rota and production requirements</p> <p>K4 Know how to adjust the duty rota according to</p>

		avoid absenteeism	P6	requirements Understand the importance of taking appropriate steps for motivation of staff to avoid absenteeism
I3	Support the head of department	<p>P1 Discuss and agree on methods and formats of communication with the Head of department</p> <p>P2 Agree with the Head of department daily and medium-term areas for delegated responsibilities</p> <p>P3 Support the Head of department in managing work area activities and responsibilities</p> <p>P4 Ensure that every-day work area requirements of section are signed off by Head of department</p>	<p>K1 Know the methods and formats for communication with the Head of department</p> <p>K2 Understand the importance of agreeing on methods and formats of communication with the Head of department</p> <p>K3 Know the areas for responsibilities delegated by Head of department on a daily and medium-term basis</p> <p>K4 Understand the importance of agreeing with the Head of department daily and medium-term areas for delegated responsibilities</p> <p>K5 Know how to support the Head of department in managing work area activities and responsibilities</p> <p>P5 Understand the importance of ensuring that every-day work area requirements of section are signed off by Head of department</p>	
I4	Supervise operatives in work areas	<p>P1 Ensure that associates are punctual and efficient in carrying out their duties</p> <p>P2 Communicate instructions and other information clearly to associates</p> <p>P3 Motivate associates in a timely and efficient manner to complete all their duties</p> <p>P4 Ensure that all staff are performing at the optimum level when carrying out work area duties</p> <p>P5 Create a friendly, professional environment which inspires teamwork within work area</p> <p>P6 Monitor the extent to which quality service is provided</p>	<p>K1 Understand the importance of encouraging punctuality and efficiency</p> <p>K2 Know the methods of communication with associates</p> <p>K3 Know how to motivate staff effectively</p> <p>K4 Understand the importance of ensuring that all associates are performing at optimum levels</p> <p>K5 Understand the importance of ensuring that associates are producing the highest quality of service</p> <p>K6 Know how to create a friendly, professional environment which inspires teamwork</p> <p>P7 Understand the importance of compliance with relevant regulations and standards</p>	

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their advanced ability to monitor the duties and activities of a team, including:

- Observing and checking that professional standards are maintained throughout operations and on and completion of shift
- Checking that operatives are present and manage absence issues for operational areas
- Supporting the head of department
- Supervising operatives in work areas

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to monitor the duties and activities of a team. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard J 101200785 Manage employee workplace health and safety

Overview: The aim of this module to develop the advanced knowledge, skills and understanding needed to manage employee workplace health and safety

J1	Ensure that all associates follow organizational requirements for health and safety	<p>P1 Assess the risks in work environments</p> <p>P2 Check the extent to which all associates are aware of and follow health and safety requirements in line with organisational requirements</p> <p>P3 Ensure that associates follow safe working practices at all times</p> <p>P4 Monitor the extent to which associates identify any hazards or potential hazards and deal with these correctly</p> <p>P5 Monitor the reports made by associates on any accidents or near accidents</p> <p>P6 Monitor the way that associates practise emergency and security procedures correctly</p> <p>P7 Ensure that appropriate records are completed as required to demonstrate that section team follows health and safety requirements</p>	<p>K1 Understand the importance of effective implementation of HACCP (Hazard Analysis and Critical Control Points) standards</p> <p>K2 Understand the importance of first aid, fire-fighting training and anti-allergic medicine</p> <p>K3 Know the features and benefits of a risk assessment</p> <p>K4 Understand the importance of working in a healthy, safe and hygienic way</p> <p>K5 Know the key elements of a safety policy</p> <p>K6 Understand the importance of safety and hygiene practices</p> <p>K7 Know how to observe and check that associates know and understand methods to deal with emergencies</p> <p>K8 Know how to observe and check that associates know and understand how to follow emergency procedures</p> <p>K9 Understand the importance of completing records as required to demonstrate that associates follows health and safety requirements</p> <p>K10 Know how to advise associates of the sources of information about health</p> <p>K11 Understand the importance of compliance with relevant regulations and standards</p>
J2	Monitor efficient and effective use of equipment	<p>P1 Ensure that all equipment is working correctly in work areas</p> <p>P2 Arrange for appropriate maintenance for all</p>	<p>K1 Understand the importance of maintaining equipment</p> <p>K2 Know the procedures for maintenance,</p>

		<p>equipment available in work areas on a regular basis</p> <p>P3 Ensure that appropriate equipment is properly calibrated according to operating instructions in work areas</p> <p>P4 Check that associates are using equipment correctly, efficiently and effectively in work areas</p> <p>P5 Take corrective action where required to improve the safety of work areas</p>	<p>calibration or replacement requirements for specific items of equipment</p> <p>K3 Know how to observe and check the use of equipment by associates</p> <p>K4 Understand and respond to risks from faulty equipment</p> <p>K5 Understand the importance of compliance with relevant regulations and standards</p>
J3	Maintain and monitor the cleaning programme	<p>P1 Ensure that all associates understand their role in undertaking cleaning duties</p> <p>P2 Monitor the number of associates to undertake the cleaning programme effectively</p> <p>P3 Observe and check that associates have the cleaning tools and materials they need to undertake cleaning duties for their area of work</p> <p>P4 Check that there are no hazards present that would affect the cleaning programme</p> <p>P5 Observe and check that associates are using cleaning tools and materials safely, effectively and efficiently</p> <p>P6 Monitor appropriate checklists to ensure that the cleaning programme has been completed correctly and according to organisational standards</p>	<p>K1 Know the purpose and functions of the cleaning programme</p> <p>K2 Understand the importance of managing the cleaning programme</p> <p>K3 Know how to prepare and implement cleaning schedules</p> <p>K4 Know how to assess and plan rotas to include servicing the cleaning programme</p> <p>K5 Understand the range of tools and cleaning materials needed to support the cleaning programme within a work area</p> <p>K6 Know how to develop appropriate checklists to ensure that the cleaning programme has been completed correctly</p> <p>K7 Understand HACPP and other guidelines for the safe use of cleaning tools and materials</p> <p>K8 Understand problems with cleaning, equipment or products</p> <p>K9 Understand the importance of compliance with relevant regulations and standards</p>
J4	Manage risk in the workplace	<p>P1 Conduct a formal risk assessment</p> <p>P2 Assess level of risk associated with hazards</p> <p>P3 Document hazards and risks in a formal workplace risk assessment</p> <p>P4 Identify and formally document workplace control measures</p> <p>P5 Implement control measures that reduce risks</p>	<p>K1 Understand operations and activities which might impact on the safety of:</p> <ul style="list-style-type: none"> • Associates • Guests • Contractors and other visitors <p>K2 Know the current health and safety at work regulations, guidance and codes</p>

	<p>P6 Ensure that safety policies, plans, procedures and systems information are circulated to appropriate colleagues</p>	<p>K3 Understand how to locate and select information, relevant to the area of responsibility and authority, concerning:</p> <ul style="list-style-type: none"> • Hazards • Risks • Regulatory changes • Incidents and accidents • Organisation safety and industry good practice • Operations and activities <p>K4 Know how to conduct a formal safety risk assessment</p> <p>K5 Know the types of control measures appropriate to different work areas and their respective benefits/constraints</p> <p>K6 Understand how to assess the risk mitigation effect of control measures</p> <p>K7 Understand the principles, content and format of safety documentation for different work areas</p> <p>K8 Know where and how to locate appropriate information in relation to organisational health and safety key performance indicators</p>
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Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their advanced ability to manage employee workplace health and safety, including:

- Ensuring that all associates follow organizational requirements for health and safety
- Monitoring efficient and effective use of equipment
- Maintaining and monitoring the cleaning programme
- Managing risk in the workplace

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to manage employee workplace health and safety. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard K 101200786 Manage comments and complaints relating to operations

Overview: The aim of this module to develop the advanced knowledge, skills and understanding needed to manage comments and complaints relating to operations

<p>K1 Manage comments relating to operations</p>	<p>P1 Develop good relationship with associates and work teams to get regular verbal feedback</p> <p>P2 Ask guests for feedback during food service</p> <p>P3 Ensure that written guest feedback is collected and discussed with work teams</p> <p>P4 Ensure that feedback is gathered from different channels and recorded for further improvement in system</p> <p>P5 Monitor work teams to ensure improvement based on feedback from various sources</p>	<p>K1 Understand the importance of comments on the range of products and services provided by the organisation</p> <p>K2 Know the channels of feedback</p> <p>K3 Understand the range of sources of feedback</p> <p>K4 Know how to recognise and respond to comments</p> <p>K5 Know the sources of information and advice for responding to positive comments within the organisation</p> <p>P6 Understand organisational procedures for gathering information and responding to comments</p>
<p>K2 Manage complaints relating to operations</p>	<p>P1 Gather sufficient information to enable assessment of the nature and severity of the complaint</p> <p>P2 Respond to the person making the complaint if the complaint cannot be resolved within required timescales</p> <p>P3 Report any complaints that are outside own authority to deal with to the appropriate person</p> <p>P4 Make appropriate notes and a record of the complaint and the actions taken</p> <p>P5 Identify any changes to the organisation's procedures which are necessary to avoid future similar complaints</p> <p>P6 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes</p>	<p>K1 Understand the importance of managing complaints relating to the range of products and services provided by the organisation</p> <p>K2 Understand types of work area complaints</p> <p>K3 Know how to recognise the level of seriousness of a complaint</p> <p>K4 Understand the importance of seeking further information where necessary</p> <p>K5 Understand the importance of complaints involving service recovery methods</p> <p>K6 Know the sources of information and advice for responding to complaints within the organisation</p> <p>K7 Understand the importance of difficult/sensitive situations/issues</p> <p>K8 Know the limits of own authority and the action required if a complaint is beyond own authority</p>

		to handle K9 Understand the importance of ethical standards P7 Understand the importance of organisational procedures for gathering information and responding to complaints
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Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their advanced ability to manage comments and complaints relating to operations, including:

- Managing comments relating to operations
- Managing complaints relating to operations

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to manage comments and complaints relating to operations. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

Competency Standard L 101200787 Support the professional development of the operations team

Overview: The aim of this module to develop the advanced knowledge, skills and understanding needed to support the professional development of the operations team

L1	Contribute to the development of teams and individuals	P1	Contribute to the identification of development needs for individuals and teams accurately	K1	Know how to identify development needs for individuals and teams accurately
		P2	Ensure that the development needs identified are consistent with team objectives and organisational values	K2	Understand the importance of using sufficient, reliable and valid information
		P3	Ensure that contributions to the planning process reflect the identified development needs of all those associates under own responsibility	K3	Know how to present development needs to associates in a way which is likely to influence their decision-making positively
		P4	Agree ideas with individual team members	K4	Understand the importance of team development to the continuing effectiveness of the organisation
		P5	Contribute to development activities to support team objectives and plans	K5	Know how to collect and validate relevant information needed to identify development needs
		P6	Take into account the work activities, learning abilities and personal circumstances of individual team members	K6	Know the team objectives and organisational values
		P7	Encourage and use feedback from those taking part in the activities to improve own future contributions to development activities	K7	Know how to analyse different decisions whether development needs are consistent with organisational objectives and values
		P8	Contribute to the assessment of associates against development objectives	K8	Know how to assess associates against development objectives using clear, agreed criteria and sufficient, valid and reliable information
		P9	Provide information about assessments to authorised people only, in the required format and to agreed deadlines	P10	Understand the importance of taking account of the work activities of associates, their learning abilities and personal circumstances when agreeing ideas with individual team members
		L2	Contribute to the provision of required operational associates	P1	Use methods to assess and select associates that meet organisational requirements
P2	Provide information that is complete, accurate and supports the fair assessment of associates			K2	Know how to communicate effectively with the range of associates involved
P3	Make suggestions for the selection of			K3	Understand the importance of confidentiality

		<p>associates that are based on objective assessments of the information against agreed selection criteria</p> <p>P4 Make suggestions for selection that are clear and accurate</p> <p>P5 Make suggestions available only to authorised people</p> <p>P6 Handle communications with associates in a manner and at a level and pace appropriate to their needs</p> <p>P7 Make sure records of own contribution to the selection process are complete, accurate, clear and meet organisational requirements</p>	<p>during selection processes</p> <p>K4 Understand the importance of keeping accurate, complete and clear records of own contributions to the selection process</p> <p>K5 Know the range of methods which may be used for the assessment and selection of staff</p> <p>K6 Understand possible contributions to the assessment and selection of staff</p> <p>P8 Know how to make fair and objective assessments against criteria during the selection process</p>
L3	Lead the work of teams and individual associates to achieve objectives	<p>P1 Plan the work of teams and individuals</p> <p>P2 Involve the team and individuals when planning their work</p> <p>P3 Present work plans in a way that gains the support and commitment of those involved</p> <p>P4 Assess the work of teams and individuals</p> <p>P5 Provide both positive and negative feedback to teams and individuals on their work</p> <p>P6 Review the work of the team and individuals on a regular basis</p> <p>P7 Provide support for continuous improvement for teams and individuals</p>	<p>K1 Understand the importance of effective communication when explaining work plans and allocations</p> <p>K2 Understand the importance of the associate being clear about the purpose of the work to be done</p> <p>K3 Understand the importance of regularly reviewing work, using own observations, job descriptions and evaluations, training schedules and reviews</p> <p>K4 Know how to assess the on-going work of teams and individuals</p> <p>K5 Understand the importance of providing clear and accurate feedback to team members on their performance</p> <p>K6 Know how to provide team members with the opportunity to contribute to the planning and organisation of their work</p> <p>K7 The importance of providing opportunities to team members to assess their own work, including ways to encourage and enable this involvement, identifying for the associates the benefits of doing this</p> <p>K8 Know how to motivate team members and gain their commitment by providing feedback</p> <p>K9 Understand the importance of good</p>

			<p>communication skills when providing feedback on work and performance</p> <p>K10 Know how to provide positive feedback to individual associates and the team</p> <p>K11 Understand importance of providing constructive suggestions on how performance can be improved</p> <p>K12 Know how to give those involved the opportunity to provide suggestions on ways to improve their work</p> <p>P8 Understand the importance of planning work activities and the associate's role and responsibilities in relation to this</p>
L4	Manage own self in an operational environment	<p>P1 Develop objectives for own work role which are compatible with the vision, objectives and values of the organisation</p> <p>P2 Agree, with line manager, objectives for own work role and ways to evaluate progress and achievement</p> <p>P3 Prioritise objectives and manage own time in order to achieve them and delegate objectives and responsibilities</p> <p>P4 Use technology effectively to help achieve own objectives</p> <p>P5 Identify and eliminate distractions and activities that do not support the achievement of own objectives</p> <p>P6 Monitor changes to the organisation's objectives, processes, systems and structures and how these impact on own role</p> <p>P7 Identify and respond quickly and positively to new opportunities and urgent situations when they arise, revising own objectives and priorities as necessary</p> <p>P8 Get regular feedback on own performance from those who are able to provide objective, specific and valid feedback</p> <p>P9 Monitor progress towards own objectives and evaluate, with line manager, the extent to which</p>	<p>K1 Understand the importance of the organisation's structure, systems, business processes and organisational objectives</p> <p>K2 Know how to gather valid information, in order to plan own development effectively and set appropriate benchmarks by which to measure progress</p> <p>K3 Know how to analyse own work role and relating to other roles in the organisation</p> <p>K4 Know how to monitor changes, trends and developments</p> <p>K5 Understand the impact of different factors on own role</p> <p>K6 Understand the importance of managing own resources</p> <p>K7 Know how to identify the requirements of own work role and others</p> <p>K8 Understand the importance of setting work objectives which are SMART</p> <p>K9 Know how to measure the progress against work objectives</p> <p>K10 Understand the importance of getting and making effective use of feedback on own performance</p> <p>K11 Know how to update work objectives in the light</p>

		<p>objectives have been achieved</p> <p>P10 Agree, with line manager, any changes to own objectives in the light of own performance, feedback received or changes in organisational priorities</p>	<p>of own performance</p> <p>K12 Know how to record the use of own time and identifying possible improvements</p> <p>K13 Understand the importance of working with individuals within own area of work</p> <p>P11 Understand the agreed requirements of own work role</p>
L5	Contribute to the identification and implementation of sales development activities	<p>P1 Support the management team in establishing clear sales development activities for the organisation</p> <p>P2 Assist in preparing a sales plan that identifies and prioritises sales development activities that are consistent with the vision of the organisation</p> <p>P3 Ensure that the plan is flexible and open to change</p> <p>P4 Discuss and agree who should be responsible for implementing sales development activities and then allocate resources effectively</p> <p>P5 Agree with senior colleagues measures for monitoring and evaluating performance against sales development activities</p> <p>P6 Gain the commitment of associates for the implementation of sales development activities</p> <p>P7 Bring together the needs and expectations of associates with what is required of them to implement sales development activities</p>	<p>K1 Understand the importance of developing and implementing sales development activities</p> <p>K2 Understand the importance of creativity and innovation in sales development activities</p> <p>K3 Know how to develop sales objectives which are SMART</p> <p>K4 Know how to delegate responsibility and allocating resources to support implementation of sales development activities</p> <p>K5 Know how to develop measures and methods for monitoring and evaluating performance against the implementation of sales development activities</p> <p>K6 Understand the market in which the organisation works</p> <p>K7 Understand the needs and expectations of actual and potential guests</p> <p>K8 Understand actual and potential competitors and partners</p> <p>K9 Understand new and available opportunities for sales development activities</p> <p>K10 Understand the needs and expectations of colleagues and other key stakeholders</p> <p>P8 Know the sources of information that can aid monitoring and evaluation for sales development activities</p>
L6	Prepare, deliver and evaluate training sessions for operational associates and teams	<p>P1 Prepare appropriate training plans and materials</p> <p>P2 Produce specific aims and objectives for the session</p>	<p>K1 Know the purpose of and necessary outcomes from training sessions</p> <p>K2 Understand different ways to deliver the session</p> <p>K3 Understand appropriate use of technology-</p>

	P3	Identify the resources needed to deliver the session	based delivery and e-learning
	P4	Select appropriate methods to delivery training	K4 Know the ways of delivering the session which meet the aims and objectives of the session
	P5	Ensure all learning materials are available	K5 Know how to prepare an appropriate plan for the training session
	P6	Deliver training to individuals or groups	K6 Know how to select and use an appropriate range of methods and resources to support delivery of the training session
	P7	Use a range of appropriate techniques and activities throughout the session, including technology-based learning	K7 Know how to manage the training process, including following the plan
	P8	Carry out assessments at appropriate points to ensure that learning has taken place	K8 Know how to review the effectiveness of the training session
	P9	Evaluate the effectiveness of training for associates and teams	K9 Know how to determine the strengths and weaknesses of the training session
			P10 Know how to make recommendations for improving the training session

Critical evidence(s) required for Competency Standard:

The learner must present evidence of practical observations showing their advanced ability to support the professional development of the operations team, including:

- Contributing to the development of teams and individuals
- Contributing to the provision of required operational associates
- Leading the work of teams and individual associates to achieve objectives
- Managing own self in an operational environment
- Contributing to the identification and implementation of sales development activities
- Preparing, delivering and evaluating training sessions for operational associates and teams

They must also complete a knowledge assessment test (written or oral) together with a portfolio of evidence that shows their advanced knowledge and understanding needed to support the professional development of the operations team. Further guidance is provided in the *Assessment Evidence Guide* for this Competency Standard.

102200848 Contribute to Work Related Health and Safety (WHS) Initiatives

Overview: This unit describes the skills and knowledge required to manage the identification, review, development, implementation and evaluation of effective participation and consultation processes as an integral part of managing work health and safety (WHS).

<ul style="list-style-type: none"> Competency Units 	<ul style="list-style-type: none"> Performance Criteria
<p>CU1. Contribute to initiate work-related health and safety measures</p> <ul style="list-style-type: none"> 	<p>P1. compile database on work-related health and safety</p> <p>P2. Identify measures that address legal obligations.</p> <p>P3. Consult with individuals/ parties to formulate measures and initiatives</p> <p>P4. Consult with individuals/parties to identify factors impacting on work-related health and safety</p> <p>P5. Participate in consultative meetings.</p>
<p>CU2. Contribute to establish work-related health and safety measures</p>	<p>P1. Assist in planning of work-related health and safety measures</p> <p>P2. Contribute to the development of work-related health and safety measures</p> <p>P3. Identify to implement work-related health and safety measures i.e.</p> <ul style="list-style-type: none"> resourcing requirements,

	<ul style="list-style-type: none"> • timelines • responsibilities <p>P4. Assist to implement work-related health and safety measures and initiatives i.e.</p> <ul style="list-style-type: none"> • scheduling • liaison • administering resources • communication
CU3. Contribute to ensure legal requirements of WHS measures	<p>P1. Identify WHS legal requirements</p> <p>P2. Apply knowledge of all aspects of WHS measures to</p> <ul style="list-style-type: none"> • Consultation • workplace policies • participation processes <p>P3. Ensure, WHS measures are in accordance with legal requirements</p>
CU4. Contribute to review WHS measures	<p>P1. Develop effective practices to review work-related health and safety measures</p> <p>P2. Assist individuals and parties related to WHS measures in following activities</p> <ul style="list-style-type: none"> • preparing reports • communicating review • evaluating outcomes

<p>CU5. Evaluate the organization's WHS system</p>	<p>P1. Assess ongoing compliance with OHS (Occupational Health and safety)</p> <p>P2. Take feedback from concerned persons regarding WHS measures.</p> <p>P3. Assess the overall effectiveness of WHS management practices</p> <p>P4. Assist the development process of WHS measures in following ways</p> <ul style="list-style-type: none"> • Suggest amendments • Document amendments • Implement amendments <p>P5. Take feedback from concerned persons regarding WHS measures.</p> <p>P6. Communicate improvements in WHS Measures</p>
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the application of relevant mandatory health monitoring, including biological monitoring, to help secure work health and safety
- K2:** Explain the difference between work-related health and safety measures and initiatives designed to meet specific legislative requirements and obligations, and those designed to support non-statutory health promotion programs, and give examples of each

- K3:** List factors that impact on work-related health and safety and their potential effects
- K4:** Identify internal and external sources of WHS information and data, and how to access them
- K5:** Outline organizational WHS and other relevant policies, procedures, processes and systems, including human resources
- K6:** Summarize relevant WHS legislation, other legislation (such as privacy and workers compensation) and common law rights and duties specific to work-related health and safety measures and initiatives
- K7:** Describe work-related health and safety measures and initiatives that either address specific legislative requirements and obligations, or support non-statutory health prevention programs, including:
 - The factors impacting on worker health and safety that they address
 - Effectiveness
 - Costs and benefits
 - Criteria for decisions regarding their implementation in a specific workplace
 - How they should be implemented.

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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to contribute work-related health and safety measures and initiatives. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

041700841 Comply with Workplace Policy and Procedures

Overview: This unit describes the skills and knowledge required to 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.

• Competency Units	• Performance Criteria
CU1. Manage work timeframes	<p>P1. Complete work tasks within deadlines in according to order of priority</p> <p>P2. Supervisors are informed of any delays in work times or projects</p>
CU2. Manage to convene meeting	<p>P1. Develop agenda in line with meeting purpose</p> <p>P2. Select participants and notify them accordingly</p> <p>P3. Carryout meeting arrangements according to the time</p> <p>P4. Record the minutes of the meeting</p>

<p>CU3. Decision making at workplace</p>	<p>P1. Identify the problem, challenge or opportunity</p> <p>P2. Generate an array of possible solutions or responses</p> <p>P3. Evaluate the costs and benefits associated with each option</p> <p>P4. Assess the impact of the decision and modify the course of action as needed</p>
<p>CU4. Set and meet own work priorities at instant</p>	<p>P1. Take initiative to prioritize and facilitate competing demands to achieve organizational goals and objectives</p> <p>P2. Use technology efficiently and effectively to manage work priorities and commitments</p> <p>P3. Maintain appropriate work-life balance</p>
<p>CU5. Develop and maintain professional competence</p>	<p>P1. Assess personal knowledge and skills against competency</p> <p>P2. Participate in networks to enhance personal knowledge, skills and work relationships</p> <p>P3. Seek feedback from employees, clients and colleagues to develop and improve competence</p> <ul style="list-style-type: none"> •
<p>CU6. Follow and implement work safety requirements</p>	<p>P1. Identify and report emergency incidents</p> <p>P2. Practice organizational policy and procedures for responding to emergency incidents</p> <p>P3. Identify and implement workplace procedures and work instructions for controlling risks</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1: Healthy work life balance

K2: Meeting terminologies, structures and arrangements

K3: Relevant organizational procedures and policies regarding meetings, chairing and minutes.

K4: Barriers to implement policies and procedures in an organization and possible strategies to address them.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to understand workplace policy and procedures. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments

001100853 Perform Advanced Communication

Overview: This unit describes the performance outcomes, skills and knowledge required to develop communication skills used professionally. It covers plan and organise work and conduct trainings at workplace, along with demonstrating professional skills independently

• Competency Units	• Performance Criteria
CU1. Demonstrate professional skills	P1. Use different modes of communication to communicate <ul style="list-style-type: none">• Speaking• Reading• Writing• Listening• Presentation• visual representation etc P2. Develop CV Skills according requirements P3. Upgrade professional skills by attending trainings, webinars, conferences etc.

	<p>P4. Perform Continuous professional development as required at workplace</p> <p>P5. Develop interview skills</p>
CU2. Plan and Organize work	<p>P1. Identify task requirements.</p> <p>P2. Plan steps to complete tasks.</p> <p>P3. Review planning and organizing process.</p> <p>P4. Organize work.</p>
CU3. Provide trainings at workplace	<p>P1. Assess the need for training</p> <p>P2. Prepare trainees for the learning experience</p> <p>P3. Present training session</p> <p>P4. Support trainees in managing their own learning</p> <p>P5. Facilitate group learning</p> <p>P6. Provide opportunity for practice</p> <p>P7. Provide feedback on progress on trainees</p> <p>P8. Review delivery experience</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explaining the training skills
- K2:** Identification of the professional skills
- K3:** Describing the advanced language skills
- K4:** Understanding of the assessment and trainees feedback methods
- K5:** Direct and indirect communication methods
- K6:** Explaining the need of the training type at the work place

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Job sheet
- Office emails and coordination reports
- Feedback proforma

061100858 Develop Advance Computer Application Skills

Overview: This unit provides an overview of Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards, i.e. Data Entry, Power Point Presentation and managing data base and graphics for Design

It applies to individuals employed in a range of work environments who need to be able to present a set range of data in a simple and direct forms

Competency Units	Performance Criteria
<p>CU1. Manage Information System to complete a task</p>	<p>P1. Perform Data Entry in MS office</p> <p>P2. Manage File/folder in MS office</p> <p>P3. Perform Scanning of document</p> <p>P4. Maintain Office Record in drives</p> <p>P5. Perform Printing of document</p> <p>P6. Search required Files/Folders</p> <p>P7. Convert Files in required format.</p> <p>P8. Manage sizes of Files/Folders</p> <ul style="list-style-type: none"> • Compress • Zip /unzip
<p>CU2. Prepare Presentation using computers</p>	<p>P1. Prepare presentation as per requirements, i.e.</p> <ul style="list-style-type: none"> • Open blank presentation and add text / graphics • Create a simple design for a presentation

- Apply existing styles within a presentation
- Use presentation template and slides to create a presentation
- Use various tools to improve the look of the presentation
- Save presentation to the appropriate storage device and folder with required name

P2. Customize basic settings to meet user requirements

P3. Format presentation as require

- Develop organizational charts
- Add objects and manipulate to meet presentation purposes
- Modify slide layout, including text and colours, to meet presentation requirements
- Save presentation in another format
- Save to storage device and close presentation

P4. Add slide show effect into presentation as required to enhance the presentation

- Incorporate pre-set Animation
- Apply Multimedia effects
- Record Narration
- Apply hyperlink
- Apply video
- Rehearse Timings

	<ul style="list-style-type: none"> • Test presentation for overall effect <p>P5. Print the presentation</p> <ul style="list-style-type: none"> • Select appropriate print format for presentation • Select preferred slide orientation • Add notes and slide numbers • Preview slides and run spell check before presentation • Print selected slides and submit presentation to appropriate person for feedback <p>P6. Practice verbal presentation</p> <p>P7. Practice presentation through AV Aids</p>
<p>CU3. Use Microsoft Access to manage database</p>	<p>P1. Collect the data using a standard data base package.</p> <p>P2. Start access to manage database.</p> <ul style="list-style-type: none"> • identify problem statement of Data • Develop a table with fields /attributes according to database usage/ user requirements • Create a primary key and establish an index for each table • Modify table layout and field attributes as required • Create a relationship between the two tables • Add data in a table according to information requirements • Add records as required • delete records as required

- Save database to storage area
- close down database to storage area
- Apply criteria in the following Query
- SQL view of Query
- Wildcards of query
- Query Criteria

P3. Customize basic settings:

- Adjust page layout to meet user requirements
- Open and view different toolbars
- Format font as appropriate for the purpose of the database entries
- Create reports
- Design reports to present data in a logical sequence
- Modify reports to include or exclude additional requirements
- Distribute reports to appropriate person in a suitable format

P4. Create forms

- Use a wizard to create a simple form
- Open existing database and modify records through a simple form
- Rearrange objects within the form to accommodate information requirements

CU4. Develop graphics for Design	<p>P1. Develop graphic design concepts based on a thorough understanding of the communication need</p> <p>P2. Use design techniques confidently to produce designs</p> <p>P3. Integrate design tools skillfully to produce designs</p> <p>P4. Evaluate the success of completed designs to meet objectives</p> <p>P5. evaluate feedback from client / peers</p>
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology to read help files and prompts
- K2:** Outline the different types of formal and informal presentations
- K3:** Explain Power point presentation
- K4:** Segregation of Data
- K5:** Define the relation among data
- K6:** Define criteria in the query
- K7:** Creates and modify reports and forms.
- K8:** Outline basic database design principles
- K9:** Current graphic design software

K10: Discuss features of current and emerging technologies used in graphic design practice and the options they present for effective graphic design solution

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Design and develop a simple database using a standard database package
- Create, format and prepare presentations for distribution and display
- Customize basic settings
- Add slide show effects.
- Generate employment report from given data by using Microsoft Access.

041300869 Manage Human Resource Services

Overview: This unit describes the skills and knowledge required to plan, manage and evaluate delivery of human resource services, integrating business ethics. It applies to individuals with responsibility for coordinating a range of human resource services across an organization. They may have staff reporting to them.

Competency Units	• Performance Criteria
CU1. Determine strategies for delivery of human resource services	<ul style="list-style-type: none"> P1. Analyze business strategy and operational plans to determine human resource requirements P2. Review external business environment that likely impact on organization's human resource requirements P3. Consult line and senior managers to identify human resource needs in their areas P4. Review organization's requirements for diversity in the workforce P5. Deliver human resource services that comply with business goals P6. Develop strategic action plan for delivery of human resource services P7. Develop roles and responsibilities of human resource team P8. Develop quality assurance policy
CU2. Manage the delivery	<ul style="list-style-type: none"> P1. Communicate human resource strategies and services to

<p>of human resource services</p> <ul style="list-style-type: none"> • 	<p>internal and external stakeholders</p> <p>P2. Develop and negotiate service agreements between</p> <ul style="list-style-type: none"> • The human resource team, • Service providers • Client groups <p>P3. Document service specifications, performance standards and timeframes</p> <p>P4. Document /communicate service</p> <ul style="list-style-type: none"> • Specifications, • Performance standards • Timeframes <p>P5. Monitor Quality assurance processes</p> <p>P6. Ensure that services are delivered by appropriate providers, according to service agreements and operational plans</p> <p>P7. Identify underperformance of human resource team or service providers</p>
<p>CU3. Evaluate human resource service delivery</p>	<p>P1. Establish Management information system for human resource services</p> <p>P2. Conduct survey to determine level of satisfaction</p> <p>P3. Analyze feedback of survey</p> <p>P4. Recommend changes to service delivery</p> <p>P5. Support agreed change processes across the organization</p>

<p>CU4. Manage integration of business ethics in human resource practices</p>	<p>P1. Ensure ethics in personal behavior</p> <p>P2. Ensure code of conduct is observed across the organization,</p> <p>P3. Observe confidentiality requirements in dealing with all human resource information</p> <p>P4. Deal promptly with unethical behavior</p> <p>P5. Ensure all persons responsible for human resource functions understand requirements regarding their ethical behavior</p>
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Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Identify the key provisions of legal and compliance requirements that apply to managing human resources
- K2:** Summarize the organization’s code of conduct
- K3:** Explain human resource strategies and planning processes and their relationship to business and operational plans
- K4:** Describe performance and contract management
- K5:** Explain how feedback is used to modify the delivery of human resources.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to manage human resource services. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Performance requirements

This competency is to be assessed using standard and authorized work practices, safety requirements and environmental constraints.

Demonstrated evidence is required of the ability to:

- Plan and manage human resource delivery within legislative, organizational and business ethics frameworks
- Communicate effectively with a range of senior personnel
- Identify and arrange training support where appropriate
- Calculate human resource return on investment within the organization.

041300860 Develop Entrepreneurial Skills

Overview: This Competency Standard identifies the competencies required to develop entrepreneurial skills, in accordance with the organization's approved guidelines and procedures. You will be expected to develop a business plan, collect information regarding funding sources, develop a marketing plan and develop basic business communication skills. Your underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<p>CU1. Develop a business plan</p> <ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • P1. Conduct a market survey to collect following information <ul style="list-style-type: none"> • Customer /demand • Tools, equipment, machinery and furniture with rates • Raw material • Supplier • Credit / funding sources • Marketing strategy • Market trends • Overall expenses • Profit margin • P2. Select the best option in terms of cost, service, quality, sales, profit margin, overall expenses • P3. Compile the information collected through the market survey, in the business plan format •
<p>CU2. Collect information regarding funding sources</p>	<ul style="list-style-type: none"> P1. Identify the available funding sources based on their terms and conditions, maximum loan limit, payback time, interest rate P2. Choose the best available option according to investment requirement P3. Prepare documents according to the loan agreement requirement P4. Include the information of funding sources in the business

	plan
CU3. Develop a marketing plan	<p>P1. Make a marketing plan for the business including product, price, placement, promotion, people, packaging and positioning</p> <p>P2. Include the information of marketing plan in the business plan</p>
CU4. Develop basic business communication skills	<p>P1. Communicate with internal customers e.g.: labor, partners and external customers e.g.: suppliers, customers etc., using effective communication skills</p> <p>P2. Use different modes of communication to communicate internally and externally e.g.: presentation, speaking, writing, listening, visual representation, reading etc.</p> <p>P3. Use specific business terms used in the market</p> <ul style="list-style-type: none"> •

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the 7ps of marketing including product, price, placement, promotion, people, packaging and positioning
- K2:** Describe 7Cs of business communication

K3: Define different modes of communication and their application in the industry

K4: Enlist specific business terms used in the industry

K5: Enlist the available funding sources

K6: Explain how to get loan to start a new business

K7: Explain market survey and its tools e.g: questionnaire, interview, observation etc

K8: Describe the market trends for specific product offering

K9: State the main elements of business plan

K10: Explain how to fill the business plan format

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop Entrepreneurial Skills.

Performance requirements

- Conduct market survey and formulate business plans in terms of feasibility, investment potential, risk, and completeness.
- Demonstrate the use of both verbal and non-verbal business communication.

Effectively present business ideas and profile

Complete list of tools and equipment

Sr#	Description	Quantity
	General Hospitality Expert	
1.	Case studies and other examples of health, safety and security incidents	Class set
2.	Cleaning and storage equipment and facilities	Class set
3.	Cleaning equipment, including small equipment (cloths, dusters, mops, brushes, buckets, hand-held cleaning spray), large equipment (dishwashers, jet washers, wet and dry vacuum cleaners)	3 x class sets
4.	Cleaning materials, including sanitizer, detergents, disinfectants, vinegar, lemon, degreaser	3 x class sets
5.	Contact details for colleagues, supervisors	20
6.	Copies of hotel brochures, menu, drinks list, function planner, room service menus, other promotional materials	3 x class sets
7.	Copies of menu, drinks list, function planner, brochures and price lists, other promotional materials	3 x class sets
8.	Different types of emergency notices	Class set
9.	Equipment and materials for washing hands, including antibacterial soap, suitable wash basin, hand towels, hand dryers	3 x class sets
10.	Equipment checklists	20
11.	Equipment for contacting security, including telephones and other electronic devices	Class set
12.	Guest services resources, handouts, articles, journals	3 x class sets
13.	Hazard analysis and critical control points (HACCP) standards	3 x class sets
14.	Manufacturers' guidelines for using equipment	3 x class sets
15.	Memo forms	20
16.	Menus, drinks lists, brochures, prices (including room rates), other promotional materials (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and loyalty cards, additional promotional information)	3 x class sets
17.	Notepads for recording messages	20
18.	Operating manuals and specifications for tools and equipment	Class set
19.	Organisation's aims and objectives statement	3 x class sets
20.	Organisation's guest service policy	3 x class sets
21.	Organisational guidelines for personal hygiene	3 x class sets
22.	Organisational guidelines for responding to and reporting accidents	3 x class sets
23.	Organisational policy and procedures for disposing of waste	3 x class sets

24.	Organisational procedures for dealing with emergencies and problems, including accidents, fire, evacuations	3 x class sets
25.	Organisational procedures for dealing with problems	3 x class sets
26.	Pens	20
27.	Record of guest needs, likes and dislikes	3 x class sets
28.	Record of guest reservations	3 x class sets
29.	Reservations book	3 x class sets
30.	Standard Operating Procedures for different work area and operations	3 x class sets
31.	Telephone equipment	Class set
32.	Computers and IT equipment	20
33.	Tools and equipment for disposing of waste, including waste disposal units, recycling bins	3 x class sets
34.	Uniform according to job requirements, (appropriate to the organisation)	20
35.	Work area log	3 x class sets
	Hospitality Expert – Housekeeping	
	Standard operating procedures for food outlet	
36.	Organisation’s aims and objectives statement	1 class set
37.	Organisation’s guest service policy	1 book
	Housekeeping materials and equipment	
38.	Supplies, including bedsheets, pillow cases, towels, cleaning agents, equipment and supplies, paper towels	Class set
39.	Work procedures, checklists, work schedules, duty rota, maintenance schedules; records	20
40.	Cleaning equipment, including small equipment (cloths, dusters, mops, brushes, buckets, hand-held cleaning spray),	3 x class sets
41.	Cleaning materials, including sanitizer, detergents, disinfectants, vinegar, lemon, degreaser	3 x class sets
42.	Uniforms, (appropriate to the organisation), for example aprons, housecoats, tabards, stout footwear	20
	Hospitality Expert – Food service	
	Standard operating procedures for food outlet	
43.	Organisation’s aims and objectives statement	1 class set
44.	Organisation’s guest service policy	1 book
45.	Examples of menus, recipes, drinks lists, function planner, other promotional materials from different organisations (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and	20

	loyalty cards, additional promotional information)	
46.	Food outlet log books	1 class set
47.	Food outlet logs for recording accidents and incidents	1 completed class copy as example 20 blank copies
48.	Organisational procedures for dealing with problems	1 completed class copy as example 20 blank copies
49.	Organisational procedures for dealing with emergencies	20 copies
50.	Organisational guidelines for responding to and reporting accidents	20 copies
51.	Organisational policy and procedures for disposing of waste	20 copies
52.	Examples of support materials as required, including recipes, promotional materials, from different organisations	1 class set
53.	Guest services resources, handouts, articles, journals	1 class set
54.	Record of guest reservations	20 copies
55.	Record of guest needs, likes and dislikes	1 completed class copy as example 20 blank copies
56.	Computers, accessories, software	1 completed class copy as example 20 blank copies
57.	Contact details for colleagues, supervisor	2
	Food and drink service equipment and utensils	
58.	Crockery, cutlery, glassware and napkins, service cutlery for food and beverage service practical classes	40 sets
59.	Tableware (table coverings, cruet sets, table decorations, menu holders, ashtrays)	20 sets
60.	Service dishes/flats, plate rings, sauce boats, soup tureens, service cloths	20 sets (minimum)

61.	Service equipment and utensils for serving food at the counter	20 sets
62.	Holders for order pads	20 sets
63.	Equipment for drinks, including hot drinks machines, coffee and espresso machines, still sets, filter machines, urns, blenders, steamers, cream whippers, kettles and boilers, cafetières, vacuum flasks	5 sets
64.	Hot plates/plate warmers (stocked as required for service)	5
65.	Refrigerated unit	1
66.	Hot/cold beverage service containers	2
67.	Trays/trolleys	10
68.	Sideboards/side tables/service station	5
69.	Counter service materials, including posters, black/white board, menus board, promotional materials showing special offers	1 set
70.	Waiters' pantry	2 installations
71.	Counter service, including display unit, heated unit, refrigerated unit, beverage equipment	1 installation
	Hospitality Expert – Front Office	
72.	Office supplies, including desk, chairs, pens, IT equipment and software	1 installation
73.	Brochures and price lists	20 sets
74.	Front office stationery, including booking and amendment forms, arrivals and departure lists, house lists, accounting stationery, invoices	Class set
75.	Telephone system	1 installation
76.	Room keys or cards	Class set
77.	Standard operating procedures for front office, including handling problems and managing payments	20 sets
78.	Work area logs	20 sets
79.	Complaints Log	3 sets
80.	Uniforms (appropriate to the organisation)	20 sets
	Equipment for cash and payment handling	
81.	Bill/Check folders	20 sets
82.	Cash till (mechanical/electronic)	1
83.	Cash float and mechanism for keeping cash secure	5 sets
84.	Calculators	20
	Fire, first aid and safety equipment	
85.	Food safety guidelines	1 example copy

86.	Equipment and materials for washing hands, including antibacterial soap, suitable wash basin, hand towels, hand dryers	5 sets
87.	HACCP standards	1 example copy
88.	Illustrative range of emergency notices	1 set
89.	Fire equipment properly maintained and in good working order, including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs	1 set
90.	First aid equipment properly stocked: Food safety plasters, in a variety of different sizes and shapes; small, medium and large sterile gauze dressings; sterile eye dressings; triangular bandages; crêpe rolled bandages; safety pins; disposable sterile gloves; scissors; alcohol-free cleansing wipes; tape; distilled water, for cleaning wounds and as an eye bath	1 set
91.	Food outlet logs for recording accidents and incidents	1 example copy
92.	Tools and equipment for disposing of waste, including waste disposal units, recycling bins, garbage drums on wheels (foot operated) with garbage bags included	2 sets
Hospitality Expert – Level 3		
93.	Brochures and price lists	20 sets
94.	Communication systems, including electronic (by telephone) and manual (written format)	Class sets
95.	Complaints Log	3 x class sets
96.	Cost reports	20 sets
97.	Daily event sheets	20 sets
98.	Details of event organiser, date and time of event, costs, numbers of people attending	20 sets
99.	Duty roster	20 sets
100.	Emergency notices	Class set
101.	Equipment checklists	20 sets
102.	Equipment for contacting security, including telephones and other electronic devices	20 sets
103.	Event booking form	Class set
104.	Examples of feedback	20 sets
105.	Examples of records of continuing professional development activities	20 sets
106.	Examples of records of how to keep abreast of developments in learning and development	20 sets
107.	Examples of records of work on keeping up-to-date on the requirements of job role	20 sets
108.	Examples of self-evaluations	20 sets
109.	Examples of team objectives	20 sets

110.	Existing requisitions records and pads for developing new requisitions from stores	20 sets
111.	HACCP standards	3 x class set
112.	Hotel brochures and price lists	20 sets
113.	Job descriptions for relevant roles	20 sets
114.	Lighter	20 sets
115.	Work area Log books	3 x class set
116.	Maintenance schedules for work area equipment	3 x class set
117.	Markers and pens	20
118.	Menus and beverages lists	3 x class set
119.	Notebook	20
120.	Noticeboard	Class set
121.	Organisational chart	20 sets
122.	Organisational mission and vision statements	20 sets
123.	Organisational policy on managing waste	20 sets
124.	Pens	20
125.	Preparation checklists	20 sets
126.	Record of allocated duties and tasks	20 sets
127.	Record of expected bookings and room reservations	20 sets
128.	Regular and à-la-carte menu	3 x class set
129.	Examples of requisitions forms	20 sets
130.	Reservations book or system	3 x class set
131.	Risk assessment forms	20 sets
132.	Standard Operating Procedures (to cover all work areas and functions)	3 x class set
133.	Support material as required, including recipes, promotional materials	3 x class set
134.	Template for personal development plan	20 sets
135.	Template for personal work plan	20 sets
136.	Uniforms (appropriate to the organisation)	20 sets
137.	Weekly consumption reports	20 sets
138.	Writing and order pads	20 sets
	Hospitality Expert – Level 4	
139.	A-la-carte and other menus	3 x class sets

140.	Examples of staff Appraisals	20 sets
141.	Brochures and price lists	20 sets
142.	Business objectives	20 sets
143.	Checklists for monitoring the cleaning programme	20 sets
144.	Communication devices (including telephone and mobile)	Class set
145.	Computer, software, accessories	5 x class sets
146.	Copies of staffing rotas	20 sets
147.	Daily event sheets	20 sets
148.	Daily events plan	20 sets
149.	Duty rota	20 sets
150.	Emergency notices	20 sets
151.	Equipment for contacting security	Class set
152.	Example sales plans	20 sets
153.	Examples of control measures	20 sets
154.	Examples of organisational health and safety key performance indicators	20 sets
155.	Examples of risk assessments in hospitality	20 sets
156.	Examples of safety documentation for different work areas	20 sets
157.	Guest service policy	3 x class set
158.	HACCP standards	20 sets
159.	Instruction manuals for specialist cleaning equipment	3 x class set
160.	Job description and evaluations	20 sets
161.	Work area log books	3 x class sets
162.	Maintenance schedules for work area equipment	3 x class sets
163.	Markers and pens	20
164.	Notebook	20
165.	Noticeboard	Class set
166.	Organisational guest feedback system	Class set
167.	Organizational health and safety policy	3 x class set
168.	Preventive maintenance program	3 x class set
169.	Procedures for carrying out the cleaning programme	20 sets
170.	Record of allocated duties and tasks	20 sets

171.	Record of bookings and functions	20 sets
172.	Regular and à-la-carte menu	3 x class set
173.	Report templates	20 sets
174.	Risk assessment template	20 sets
175.	Safety equipment	Class set
176.	Staff rotas	20 sets
177.	Standard Operating Procedures for all work areas and functions	3 x class set
178.	Standard training formats for preparing, delivering and evaluating training	20 sets
179.	Training manual for associates on all sections	3 x class set
180.	Training records	Class set
181.	Training resources, including flip charts, markers, projectors, screens, handouts, notes, case studies, problems, exercises, textbooks, videos, audio materials, computer assisted learning materials, internet, experimental materials, work place facilities, training rooms, support materials support staff	Class set
182.	Training schedules and reviews	20 sets
183.	Uniforms (appropriate to the organisation)	20 sets
184.	Weekly, fortnightly, monthly, quarterly and annual cleaning schedule	20 sets
185.	Work area equipment and operating instructions	Class set
	Specific materials for Module 10	
186.	Directories of existing businesses	5 copies
187.	Examples of business plans	1 completed class copy as example 20 blank copies
188.	Examples of financial plans	1 completed class copy as example 20 blank copies
189.	Advertising materials for potential business premises	1 class set
190.	Copies of job advertisements for hospitality jobs	1 class set
191.	Information on sources of finance	1 class set
192.	Business planner templates	1 completed

		class copy as example 20 blank copies
193.	Start-up-costs estimator	1 completed class copy as example 20 blank copies
194.	Details of potential competitors, including brochures, websites and promotional materials	1 class set
195.	Case studies of examples of communication methods and how they are used to promote a business	1 class set
196.	Guest research tools, including questionnaires and surveys	1 completed class copy as example 20 blank copies
197.	Case studies of arrangements agreed between business owners and other people or organisations	1 class set

