Unit PPLHSL25 (HK6V 04) Support the use of Technological Equipment in

 Hospitality Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about using and supporting staff in their use of new technology within a hospitality context. This unit is for hospitality team leaders, first line managers or supervisors. Examples of the types of technology that this standard covers include:* complex cooking equipment
* complex drinks making equipment
* technical equipment involved in maintaining supplies
* reservation and booking systems and other computer applications
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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Ensure that staff in your area of responsibility are competent in the operation of technology that they have to use.2 Monitor the use of the technology to ensure it is being used safely and efficiently, to the benefit of customers and the organisation and in line with the organisation's and manufacturer's guidelines.3 Deal promptly and effectively with problems within your control, and seek help and guidance from the relevant people if you have problems that you cannot resolve.4 Check that maintenance activities are carried out according to manufacturer's instructions, health and safety guidelines and organisational procedures.5 Ensure accurate completion of any required records.6 Identify and report any ways in which use of the technology could be improved. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| 1 | The type of technology that exists to support work activities in your field of work. |  |
| 2 | The possible benefits and disadvantages of introducing new technologies in organisations. |  |
| 3 | Ways in which the disadvantages of introducing new technologies can be overcome or minimised. |  |
| 4 | Sources of information and best practice in relation to various types of technology used in the industry. |  |
| 5 | Organisational procedures and contingency arrangements in the event of the failure of the technology in your area of responsibility. |  |
| 6 | How to deal with customers in the event of disruption due to equipment failure. |  |
| 7 | How to manage change during the introduction of new technology. |  |
| 8 | How to ensure that you and your staff are competent in the operation of the technology that they use. |  |
| 9 | How to identify and address training needs in connection with the use of technologies. |  |
| 10 | Operational procedures that staff should follow in their use of technology in your area of responsibility. |  |
| 11 | Health and safety requirements and precautions in relation to the use of technology in your area of responsibility. |  |
| 12 | Maintenance procedures for the technology you are working with. |  |
| 13 | How to monitor the use of new technologies in the workplace and ensure they are being used correctly. |  |
| 14 | How to ensure the technology in your area of responsibility is being used efficiently and that it is being used to the benefit of customers and the organization. |  |
| 15 | How to use the new technology in your area in a way which minimises any negative effects on the environment. |  |
| 16 | The typical range of problems that might occur with the technology in your area of responsibility and how to deal with these. |  |
| 17 | How to empower staff members to deal with technological problems that are clearly within their control and expertise. |  |
| 18 | Recording systems for the use and maintenance of technological equipment in your area of responsibility and why it is important that these are accurately maintained. |  |

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# Supplementary evidence

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| --- | --- |
| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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