

**GG28 24 SVQ 4 Hospitality Management Skills SCQF level 8 - Structure**

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| To achieve the qualification candidates are required to complete 10 units in total. This comprises:   * All four mandatory Units * At least two Units from Group 1 * The remaining four Units can come from either Group 1 or Group 2 |

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| **Mandatory Units** | | | | |
| **SQA Ref** | **SSC Ref** | **Title** | **SCQF Level** | **SCQF Points** |
| H2Y7 04 | 4GEN8 | Manage the Performance of Teams and Individuals | 8 | 6 |
| H2Y8 04 | 4GEN9 | Contribute to the Strategic Goals of the Organisation’s Leadership Team | 8 | 6 |
| H2Y9 04 | 4GEN17 | Comply with Legislative Requirements in Hospitality | 8 | 6 |
| DR67 04 | 4GEN20 | Manage Your Own Resources and Professional Development | 7 | 8 |

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| **Group 1: Optional Units – Minimum 2 – Maximum 6 Units Required** | | | | |
| **SQA Ref** | **SSC Ref** | **Title** | **SCQF Level** | **SCQF Points** |
| H2YA 04 | 4GEN2 | Manage Purchasing Costs in Hospitality | 8 | 9 |
| H2YB 04 | 4GEN3 | Manage Payroll Costs for Your Team | 8 | 8 |
| H2YC 04 | 4GEN4 | Manage Rotas for Your Hospitality Team | 8 | 6 |
| H2YD 04 | 4GEN5 | Obtain, Analyse and Implement Customer Feedback | 8 | 8 |
| H2YE 04 | 4GEN6 | Lead, Manage and Follow Up the Meeting Process | 7 | 3 |
| H2YF 04 | 4GEN7 | Recruit and Select Hospitality Staff | 8 | 8 |
| H2YG 04 | 4GEN10 | Devise and Implement Training and Development Plans for Your Hospitality Teams | 8 | 7 |
| H2YH 04 | 4GEN11 | Manage the Use of the Organisation's Systems to Meet Operational Needs | 8 | 11 |
| H2YJ 04 | 4GEN12 | Determine Market Opportunities and Plan the  Future Provision of Services | 9 | 11 |
| H2YK 04 | 4GEN13 | Maximise Sales and Profit | 9 | 10 |
| H2YM 04 | 4GEN14 | Manage Operational Aspects of Refurbishment Programmes | 8 | 9 |
| H2YN 04 | 4GEN15 | Initiate and Manage Supplier Contracts | 8 | 7 |
| H2YP 04 | 4GEN16 | Manage a Function | 8 | 8 |
| FM5F 04 | 4GEN18 | Manage Physical Resources | 8 | 9 |
| **Group 1 (continued)** | | | | |
| FM4X 04 | 4GEN19 | Implement Change | 8 | 11 |
| FM58 04 | 4GEN21 | Initiate and Follow Grievance Procedure | 6 | 6 |
| FM57 04 | 4GEN22 | Initiate and Follow Disciplinary Procedure | 6 | 6 |
| DR5T 04 | 4GEN23 | Manage Finance for Your Area of Responsibility | 8 | 14 |
| FE3P 04 | 4GEN24 | Handle Referred Customer Complaints | 8 | 10 |
| FE2W 04 | 4GEN25 | Use Customer Service as a Competitive Tool | 7 | 8 |
| FE2X 04 | 4GEN26 | Organise the Promotion of Additional Services or Products to Customers | 6 | 7 |
| FE3L 04 | 4GEN27 | Review the Quality of Customer Service | 8 | 8 |
| F2H3 04 | HSL28 | Manage the Environmental Impact of Your Work | 8 | 4 |

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| **Group 2: Optional Units – Up to 4 Units may be selected from this group** | | | | |
| **SQA Ref** | **SSC Ref** | **Title** | **SCQF Level** | **SCQF Points** |
| H2YR 04 | 4KM31 | Participate in the design, Implementation and Monitoring of a Kitchen Food Safety Management System | 8 | 7 |
| H2YS 04 | 4KM32 | Develop and Evolve Dishes and Recipes Showing Innovation and Creativity | 8 | 11 |
| H2YT 04 | 4KM33 | Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets | 8 | 10 |
| H2YV 04 | 4KM34 | Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards | 7 | 7 |
| H2YW 04 | 4KM35 | Manage a Team to Prepare, Cook and Present Food to Organisational Standards | 8 | 12 |
| H2YX 04 | 4KM36 | Keep up to Date with Current Industry and Food Trends | 8 | 10 |
| H2YY 04 | 4KM37 | Plan and Design Operational Areas | 8 | 5 |
| H300 04 | 4FOH41 | Manage Customer Profiles and Recognition | 8 | 11 |
| H301 04 | 4FOH42 | Ensure Statutory Fire and Other Security  Procedures Are In Place and Followed (Team  and Whole Establishment) | 8 | 9 |
| H302 04 | 4FOH43 | Manage Arrivals and Departures to Deliver and Maximise Revenue Potential | 8 | 9 |
| H303 04 | 4FOH44 | Manage Accurate and Appropriate Billing and  Payment Processes | 8 | 10 |
| H304 04 | 4FOH45 | Manage Front of House and Guest Relation  Services | 8 | 10 |
| H305 04 | 4FOH46 | Manage Reservations Systems | 7 | 7 |
| H307 04 | 4HK51 | Implement and Manage Housekeeping Procedures | 8 | 8 |
| H309 04 | 4HK52 | Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures | 8 | 4 |
| H30A 04 | 4HK53 | Manage Room Availability to Maximise Revenue Potential | 8 | 5 |
| H30B 04 | 4HK54 | Liaise with Others to Manage Maintenance and Repair Work | 8 | 6 |

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| **Group 2 (continued)** | | | | |
| H30C 04 | 4HK55 | Manage Additional Services Throughout the  Establishment | 8 | 4 |
| H30D 04 | 4HK56 | Manage Linen Service to Deliver a High Quality Provision | 8 | 4 |
| H30E 04 | 4HK57 | Manage the Supply of Uniforms and Housekeeping of Staff Areas | 8 | 4 |
| H30F 04 | 4FB61 | Ensure Food and Beverages are Served to  Organisational Standards | 8 | 7 |
| H30G 04 | 4FB62 | Manage the Organisation of the Food and Beverage Service Area | 8 | 6 |
| H30H 04 | 4FB63 | Develop Beverage Lists to Complement the Menu | 8 | 6 |
| H30J 04 | 4FB64 | Participate in the Production and Presentation of the Menu | 8 | 6 |
| H30K 04 | 4FB65 | Manage Cellar Operations | 8 | 7 |
| H30L 04 | 4FB66 | Develop a Team to Provide Enhanced Levels of Food and Beverage Service | 8 | 7 |