

Support the use of technological equipment in hospitality services

Overview

This standard is about using and supporting staff in their use of new technology within a hospitality context. This standard 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

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

- Supervise the use of technological equipment in hospitality services

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Performance criteria

You must be able to:

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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Knowledge and understanding

You need to know and understand:

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 organisation
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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Behaviours

The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor

1. You constantly seek to improve performance
2. You find practical ways to overcome barriers
3. You present information clearly, concisely, accurately and in ways that promote understanding
4. You make time available to support others
5. You take personal responsibility for making things happen
6. You focus personal attention on specific details that are critical to achieving successful results

Links to other NOS

This standard is a sector specific standard and has particular links with the following standards in the Hospitality Supervision & Leadership suite of standards:

- HSL1-5
- HSL7
- HSL10-17
- HSL19
- HSL24
- HSL26
- HSL28
- HSL30

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