

## Supervise functions

---

### Overview

This standard is about supervising a function such as a banquet, corporate entertainment event, reception or conference and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager.

The success or failure of a key event centres on getting the right information about your guests' requirements. In advance of the event it's about prioritising what needs to be done and making sure team members are fully briefed and able to deliver. At the event itself it's about monitoring every aspect of the event to make sure everything runs to plan and any potential disruptions can be identified in advance and quickly dealt with.

At the end of the day, you could be responsible for a major event in someone's personal or working life. An exciting challenge!

This standard covers the preparation, running and closing of the event. As such it includes activities such as briefing, monitoring, clearing up and debriefing staff beyond the close of the function.

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

- Supervise functions

## Supervise functions

---

### Performance criteria

You must be able to:

1. Gather all necessary information about the function, customer requirements, budgets, constraints and your responsibilities
2. Prioritise objectives and plan ahead to ensure that the right procedures are in place and requirements are met
3. Identify any risks and develop contingency plans to deal with any that arise
4. Allocate staff responsibilities and brief them on duties, relevant procedures and any information they need to deliver the function, promoting an atmosphere of professionalism and mutual support
5. Ensure staff have the skills, knowledge and resources they need to carry out their responsibilities and encourage staff to ask questions if there is information that they do not understand
6. Inspect the function venue to make sure that it has been prepared in line with requirements and to the standard agreed; make sure that the equipment and materials needed for the function are on site in good time and are available to the staff that will need to use them
7. Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes goodwill and understanding
8. Ensure the function and all associated activities comply with legal requirements, industry regulations, professional codes and organisational policies
9. Inform your staff and customers about any changes to the service that may affect them
10. Monitor the function to make sure that it is running to plan and take effective action to manage problems when they occur, finding practical ways to overcome barriers and minimise their impact on the customers
11. Communicate the necessary legal and other information clearly to customers, and liaise with the relevant people throughout the function to make sure that the arrangements will meet customer requirements
12. Monitor and review procedures to ensure the service meets the needs of customers
13. Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements
14. Give feedback to staff to help them improve their performance where appropriate
15. Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures

## Supervise functions

---

### Knowledge and understanding

You need to know and understand:

#### **1. How to plan effective functions**

- 1.1. What your organisation's customer care policy is
- 1.2. How and why it is important to assess the impact that the function is likely to have on others (customers, residents, local business) and action that can be taken to minimise disturbance
- 1.3. The variety of information required to plan different types of functions
- 1.4. How to deal with special requirements for different client groups including: children, older people and people with disabilities
- 1.5. The types of specific requirements your customers may have, including, for food, drinks, marketing or venue layout
- 1.6. Sources of reliable information and how to ensure the effective, efficient and safe organisation of appropriate products and services to support a variety of functions
- 1.7. Food safety measures that need to be employed for different types of functions, arrangements and environments
- 1.8. Factors that can be used to adjust the atmosphere for functions
- 1.9. The health and safety and other legal requirements that affect the function and those that need to be communicated to customers
- 1.10. What legal requirements cover the clearing of the venue

#### **2. How to work out what resources are needed to operate effective functions**

- 2.1. How to ensure appropriate appointment and how to manage the types of contractors likely to be employed in your area of responsibility
- 2.2. How to ensure that staff and contractors have the required skills knowledge and resources to carry out their responsibilities
- 2.3. Factors that need to be considered in arranging food and beverages for the function
- 2.4. How to manage the available resources for events

#### **3. How to operate effective functions**

- 3.1. How to ensure effective management of staff for the event including:
  - 3.1.1 allocation of responsibilities
  - 3.1.2 briefing
  - 3.1.3 supervision
- 3.2. How to inspect the venue to ensure preparations are in order
- 3.3. Why it is important to anticipate problems, the types of problems that may occur during functions and how you should deal with these

## Supervise functions

---

3.4. How to carry out a risk assessment of the premises and what to do with the information

3.5. The types of records that should be maintained for functions and your organisation's procedures in relation to this

3.6. How information about the function should be communicated to customers

3.7. Why it is important to communicate with the organiser of the function and how you should do this

3.8. Who is responsible for storing equipment and reporting loss or damage

### **4. How to monitor functions**

4.1. How to monitor the function and who you should liaise with during the function to make sure things are going as planned

4.2. How to carry out an inspection of equipment used during functions

4.3. The types of problems that may occur when a function has finished and how to identify and report these

4.4. How to respond to requests or complaints

### **5. How to gather and act on feedback**

5.1. Why feedback from customers and staff is essential in developing function services

5.2. What the organisational procedures are for recording and reporting feedback and how you should develop and present recommendations for improvements

5.3. How feedback can contribute to the management of your organisation and improve function services further

5.4. How to give feedback to team members

Supervise functions

---

**Scope/range**

Effective methods to gather, store and retrieve information include cost-effective, time effective and ethical means.

Information includes from customers and staff.

## Supervise functions

---

### Behaviours

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

1. You prioritise objectives and plan work to make the best use of time and resources
2. You accurately calculate risks and make provision so that unexpected events do not impede the achievement of objectives
3. You take personal responsibility for making things happen, anticipating and solving problems quickly to ensure stakeholder satisfaction
4. You display a good understanding of how different factors in the work context relate to each other
5. You identify the implications or consequences of a situation
6. You work to develop an atmosphere of professionalism and mutual support

### 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:

1. HSL1-6
2. HSL11
3. HSL19
4. HSL27
5. HSL28

## Supervise functions

<b>Developed by</b>	People 1st
<b>Version Number</b>	2
<b>Date Approved</b>	February 2016
<b>Indicative Review Date</b>	March 2021
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	People 1st
<b>Original URN</b>	PPL HSL8
<b>Relevant Occupations</b>	Supervisor; Team Leader; Food and Beverage Supervisor; Events Co-ordinators and Supervisors
<b>Suite</b>	Hospitality Supervision and Leadership
<b>Keywords</b>	Supervise, functions