

## Contribute to the control of resources

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### Overview

This standard is about ensuring that you and staff you are responsible for, use resources effectively and efficiently, without undue waste. This standard is for hospitality team leaders, first line managers or supervisors.

Resource management is an important part of any organisation. Prioritising work requirements and ensuring the right level of supplies and equipment are in place to meet objectives can play a key role in helping minimise costs and provide the required level of service. Food waste in particular is a real challenge across the UK generally with estimates of £9.5 billion lost each year.

It's important to take personal responsibility for controlling resources. This standard will help. It covers key areas including obtaining supplies, checking equipment, monitoring the use of resources and keeping records.

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

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**Performance criteria**

You must be able to:

1. Identify the resources available to you
2. Identify the resources you need for your work and follow the correct procedures for obtaining them
3. Deal with any problems in obtaining resources, following agreed procedures and keeping relevant people informed
4. Check the quality, quantity and suitability of resources before you need to use them
5. Ensure equipment and materials are correctly stored and maintained
6. Encourage your colleagues to make efficient use of resources and to minimise waste
7. Monitor the use of resources in your area of responsibility
8. Ensure that resources are used effectively, efficiently and in line with organisational and legal requirements
9. Identify ways of making better use of resources and action or pass on the information according to your organisational requirements
10. Keep your records about resources up-to-date, accurate and in the specified place

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## Knowledge and understanding

You need to know and understand:

1. The equipment, colleagues and supplies that are used in your area of responsibility
2. How to check the resources that are currently available to you and make sure they are suitable for the work you have to carry out
3. The importance of working within agreed spending limits
4. Procedures that need to be followed if you need to go beyond agreed spending limits
5. A basic awareness of the cost of the resources you use and the organisation's financial targets
6. A basic awareness of the impact that using some resources can have on the environment
7. Your organisation's policies for ordering, using resources, controlling waste and recycling
8. The health and safety requirements for the resources that you are responsible for
9. How to ensure that the resources that you are responsible for are stored and handled correctly, safely and securely as appropriate
10. Who the organisation's regular suppliers are
11. Who is responsible for ordering supplies
12. What the normal consumption levels are
13. How to work out what resources you will need for your work
14. How to collect information on resources that are available to you
15. The correct procedures to follow to obtain required resources
16. How to store resources correctly
17. The appropriate lifting methods / techniques for moving resources
18. Why it is important to get management approval when you need to go beyond your agreed spending limits and how to do so
19. What records on the use of resources are required by your organisation
20. The advantages of using computerised stock control systems
21. How to count, check and monitor the use of resources and why this is important
22. The importance of keeping waste to a minimum and how to do so
23. How to encourage efficient use of resources for the benefit of your organisation and the wider environment
24. How to motivate others to use resources efficiently
25. How to present recommendations to decision makers

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## Behaviours

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

1. You make best use of available resources and proactively seek new sources of support when necessary
2. You prioritise objectives and plan work to make the best use of time and resources
3. You recognise changes in circumstances promptly and adjust plans and activities accordingly
4. You take personal responsibility for making things happen

## Links to other NOS

This standard is a sector specific standard linked to all other standards in the Hospitality Supervision & Leadership suite of standards and has particular links with HSL28



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