

## National Unit Specification: general information

<b>UNIT</b>	Hospitality Administration (Intermediate 2)
<b>NUMBER</b>	D294 11
<b>COURSE</b>	Hospitality - Reception and Accommodation Operations (Intermediate 2)

### SUMMARY

On successful completion of this unit, the candidate should demonstrate competence in the application of information technology to administrative tasks related to the hospitality industry.

### OUTCOMES

- 1 Prepare standard business correspondence using a word processing package.
- 2 Identify procedures used to support stock control.
- 3 Use a spreadsheet to operate a petty cash system.
- 4 Use a spreadsheet to produce a simple cashier's summary sheet.

### RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained:

- a course or units in Hospitality at Intermediate 1
- a course or units in Hospitality at Intermediate 2
- other appropriate hospitality units, or
- equivalent industrial experience

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### Administrative Information

<b>Superclass:</b>	AY
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## **National Unit Specification: general information (cont)**

**UNIT** Hospitality Administration (Intermediate 2)

### **CREDIT VALUE**

1 credit at Intermediate 2.

### **CORE SKILLS**

Core skills for this qualification remain subject to confirmation and details will be available at a later date.

Additional information about core skills is published in the *Catalogue of Core Skills in National Qualifications* (SQA, 2001).

## **National Unit Specification: statement of standards**

### **UNIT Hospitality Administration (Intermediate 2)**

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

#### **OUTCOME 1**

Prepare standard business correspondence using a word processing package.

##### **Performance criteria**

- (a) Standard business letters are accurately prepared.
- (b) Standard business letters are adapted as appropriate.
- (c) Written internal communication is accurately produced.

##### **Evidence requirements**

###### ***Performance criteria (a) and (c)***

Evidence should be provided that the candidate can prepare a standard business letter and a piece of written internal communication using a suitable word processing package.

###### ***Performance criterion (b)***

Evidence should be provided of the candidate's ability to accurately alter the standard business letter on one occasion.

#### **OUTCOME 2**

Identify procedures used to support stock control.

##### **Performance criteria**

- (a) Procedures for ordering and receiving of goods are correctly identified.
- (b) Procedures for the storage and issuing of stock items are accurately defined.
- (c) Data-based documentation to support stock control system is accurately completed.

##### **Evidence requirements**

Evidence that the candidate can identify procedures used to order, receive, store and issue stock items. Candidates should provide evidence that they can operate a database package for the recording of stock items.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality Administration (Intermediate 2)**

#### **OUTCOME 3**

Use a spreadsheet to operate a petty cash system.

##### **Performance criteria**

- (a) The system for operating petty cash is correctly explained.
- (b) Petty cash vouchers are accurately completed.
- (c) Petty cash transactions are correctly recorded in the petty cash book.
- (d) The petty cash book is accurately balanced.

##### **Evidence requirements**

Evidence should be provided of the candidate's ability to operate the petty cash system to include the completion of petty cash vouchers, the recording and balancing of petty cash transactions, using a spreadsheet.

#### **OUTCOME 4**

Use a spreadsheet to produce a simple cashier's summary sheet.

##### **Performance criteria**

- (a) Methods of payment used to settle guest accounts are clearly identified.
- (b) Procedures adopted when accepting payment are correctly followed.
- (c) Cashier's summary sheet is accurately completed.

##### **Evidence requirements**

Evidence should be provided that the candidates can identify various methods of payment used to settle guest accounts and follow procedures for accepting payment. Candidates should use a spreadsheet to accurately complete a cashier's summary. For further information refer to support notes.

## **National Unit Specification: support notes**

### **UNIT Hospitality Administration (Intermediate 2)**

This part of the unit specification is offered as guidance. The support notes are not mandatory.

While the time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

The unit is designed for candidates with little or no experience of the procedures involved in hospitality administration.

The unit provides the candidate with the skills and knowledge necessary to prepare standard business correspondence, operate stock control and petty cash systems and produce a cashier's summary sheet. The unit provides candidates with the opportunity to use a word processing package, database and spreadsheet.

#### **GUIDANCE ON CONTENT AND CONTEXT FOR THIS UNIT**

Candidates should be able to prepare standard business correspondence in the form of a letter and a piece of written internal communication.

The procedures and documentation used when dealing with a stock control system are identified and completed.

The procedures and documentation used when dealing with petty cash are explained and completed. A simple cashier's summary sheet is produced using details from payment transactions.

Theoretical aspects of the unit should be undertaken prior to practical activities. These may be undertaken through class discussions, videos, resource materials, textbooks, question and answer sessions and other appropriate teaching methods. Practical aspects of the unit should incorporate a range of appropriate resources, including computer packages, which would allow the achievement of all outcomes.

#### ***Outcome 1***

Candidates should be able to use a word processing package in the production of documentation required. Text produced should have appropriate margins, tabs, fonts and other format characters. Candidates should be able to lay out correctly a standard business letter, for example, brochure request letter; mailing letter; welcome letter; confirmation letter; reply to general enquiry etc., and alter the letter as required for example, by inserting names and addresses or adding/deleting other information.

Written internal communications, eg memorandum, special request lists, housekeeping reports, banqueting information sheets should be prepared in line with the other business correspondence stated above.

Candidates should make effective use of the word processing package.

## **National Unit Specification: support notes (cont)**

### **UNIT Hospitality Administration (Intermediate 2)**

#### ***Outcome 2***

Candidates should be aware of the various procedures which can be used to order stock items from suppliers, eg by phone, purchase requisition through sales representative and nominated suppliers etc. Procedures in relation to the use of order numbers, authorisation on purchases and purchasing within authorised limits should be briefly outlined. Procedures employed in the receiving of goods into stock should be clearly outlined, for example, delivery note checked with goods received; discrepancies noted; damaged goods returned; delivery note adjusted and goods received book and bin cards completed.

The importance of correct storage of stock items should be highlighted using a storage system suitable for the stock items concerned.

The candidates should be aware of the different systems used to issue stock, for example, requisition, set amount; topping up; clean for dirty. The system should be appropriate to the stock items issued.

Documentation should be computer generated, ie a database should be used to prepare bin cards and suppliers' record cards.

#### ***Outcome 3***

Candidates should be aware of the use of the petty cash system in business and the procedures used to record petty cash transactions. Candidates should be able to complete petty cash vouchers, use a spreadsheet accurately to record petty cash transactions under suitable headings, eg postage, sundry expenses, newspapers, stationery, travel expenses etc., and accurately balance the petty cash book for a specified period of time (daily, weekly, monthly).

#### ***Outcome 4***

Candidates should be able to identify and correctly handle the principal methods of payment used to settle guests' accounts, ie cash, credit cards and cheques. Using a spreadsheet package, the candidate should enter all payment transaction details into the cashier's summary sheet correctly and then balance the summary sheet.

### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

An essential component of this unit is the introduction in the use of information technology for vocational purposes.

Extensive lecturer support should be available to support this development - for instance, in the setting of margins, etc.

For further advice on learning and teaching approaches, refer to course specification.

## **National Unit Specification: support notes (cont)**

**UNIT** Hospitality Administration (Intermediate 2)

### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

#### ***Outcomes 1-4***

Examples of instruments of assessment which could be used are:

- oral/short written questions
- diagrammatical illustrations
- multiple-choice questions
- practical exercises.

#### ***Practical assessments***

These should allow the candidate to use word processing, database and spreadsheet packages in relation to the production of relevant documentation. This may be based on practical activities undertaken as part of classroom work.

### **SPECIAL NEEDS**

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements* (SQA, 2001).