

Unit D9CV 04 (HS3)

Contribute to the control of resources

This Unit has the following elements:

Element 1 (HS3.1)

Obtain the resources you need

Element 2 (HS3.2)

Help to make the best use of resources

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit D9CV 04 (HS3)

Contribute to the control of resources

Unit Summary

Having the right resources — equipment, supplies and colleagues — is vital if you are going to provide hospitality services to the standard the customer expects.

Controlling these resources — making sure that you see them effectively and efficiently, without undue waste — could make the difference between the success and failure of the business.

You will have an important responsibility for having the resources you need to meet (or exceed) your customers' expectations. You must also make the best use of these resources consistently, on a day-to-day basis.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ planning what equipment, supplies and colleagues you need for a particular task
- ◆ checking that equipment, supplies and colleagues are available when and where you need them
- ◆ obtaining supplies, by placing orders, making requisitions or drawing on available stock
- ◆ dealing with supply problems
- ◆ checking equipment and supplies to make sure they are suitable before you use them
- ◆ making sure you have enough trained/qualified colleagues to do the required work
- ◆ keeping a close eye on how resources are being used in your area of responsibility
- ◆ encouraging colleagues to make efficient use of resources
- ◆ keeping records up-to-date

What some of the words in this Unit mean	
Effectively	making the best use of your resources to achieve your work objectives
Efficient use of resources	getting the most from the resources available to you and minimising waste
Health and safety legislation	these would include, the Health and Safety at Work Act, Control of Substances Hazardous to Health regulations and other laws that apply to your area of work
Monitor	keeping a close eye on how resources are being used
Normal activities	the activities in your organisation that you are responsible for on a day-to-day basis
Quality of resources	making sure that resources meet the standards of your organisation and the customer
Resources	the equipment, supplies and colleagues you need in your area of responsibility
Suppliers	these could be external suppliers or departments in your own organisation; if the resource is colleagues, suppliers could be outside agencies, job centres or other departments in your organisation
Supplies	these include power, food, drinks, cutlery, tableware, stationery, linen, cleaning agents and other important supplies for your area of work

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Element 1 (HS3.1)

Obtain the resources you need

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Identify the resources available to you	
2	Identify the resources you need for your work	
3	Follow the correct procedures for obtaining the resources you need	
4	Get the agreement of your manager if you need to go beyond agreed spending limits	
5	Deal with any problems in obtaining resources , following agreed procedures, and keeping relevant people in your organisation informed	
6	Check the quality, quantity and suitability of resources before you need to use them	
7	Make sure equipment and materials are correctly stored and maintained	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Obtaining the following resources, at least two required from the following:</i>						
staff						
equipment						
supplies						
<i>Obtaining resources for the following types of work, at least two required from the following:</i>						
day-to-day activities						
special events						
urgent pieces of work						
<i>Dealing with the following problems, at least one required from the following:</i>						
the required quantity not available						
the required quality not available						

Unit D9CV 04 (HS3)**Contribute to the control of resources****Element 1 (HS3.1)****Obtain the resources you need**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9CV 04 (HS3)

Contribute to the control of resources

Element 2 (HS3.2)

Help to make the best use of resources

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Encourage your colleagues to make efficient use of resources	
2	Monitor the use of resources within your area of responsibility	
3	Make sure that resources are used effectively and efficiently	
4	Make sure resources are used in line with organisational and legal requirements	
5	Suggest to your manager ways in which you could make better use of resources	
6	Keep your records about resources up-to-date and accurate	
7	Make sure your records about resources are available when you need them	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Helping to contact the following types of resources, at least two required from the following:</i>						
staff						
equipment						
supplies						
<i>Monitoring in the following ways, at least two required from the following:</i>						
by direct observation						
by talking to colleagues						
by checking records						

Unit D9CV 04 (HS3)**Contribute to the control of resources****Element 2 (HS3.2)****Help to make the best use of resources**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

What you must know for the Unit	
For the whole Unit	
K1	The equipment, colleagues and supplies that are used in your area of responsibility
K2	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
K3	The importance of working within agreed spending limits
K4	A basic awareness of the cost of the resources you use and the organisation's financial targets
K5	A basic awareness of the impact that using some resources can have on the environment
K6	Your organisation's policies for ordering and using resources and controlling waste
K7	The health and safety requirements for the resources that you are responsible for
Element 1 (HS3.1) Obtain the resources you need	
K8	Who the organisation's regular supplies are
K9	Who is responsible for ordering supplies
K10	What the normal consumption levels are
K11	How to work out what resources you will need for your work
K12	How to collect information on resources that are available to you
K13	The correct procedures to follow to obtain required resources
K14	Why it is important to get management approval when you need to go beyond your agreed spending limits and how to do so
Element 2 (HS3.2) Help to make the best use of resources	
K15	What records on the use of resources are required by your organisation
K16	The advantages of using computerised stock control systems
K17	How to monitor the use of resources
K18	The importance of keeping waste to a minimum and how to do so
K19	How to encourage efficient use of resources for the benefit of your organisation and the wider environment
K20	How to motivate others to use resources efficiently
K21	How to present recommendations to decision makers

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____