

Unit D9DT 04 (HS8)

Supervise a function

This Unit has the following elements:

Element 1 (HS8.1)

Supervise the preparation of a function

Element 2 (HS8.2)

Supervise the running of a function

Element 3 (HS8.3)

Supervise operations when a function has finished

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:** _____

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Unit Summary

Functions — such as banquets, corporate entertainment, receptions or conferences — are an important part of the hospitality industry. Each is a special project in its own right, and the organisation providing the service is very much in the public eye. The reputation of the business can grow when things go well or be seriously affected if things go badly.

If you are supervising a function you need to be clear about customer requirements. You will need thorough planning, and ‘unflappable’ organisation, especially when problems occur. You will also need a sound knowledge of relevant legislation and regulations if the function is to be successful and ‘word-of-mouth’ publicity is going to be positive.

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

- ◆ gathering information about the function, customer requirements and your responsibilities
- ◆ briefing staff about the function and their responsibilities
- ◆ liaising with colleagues, staff and customers throughout the function
- ◆ observing arrangements and making sure that these meet legal requirements and your organisation’s standards
- ◆ dealing with problems, such as supply and staffing problems that may disrupt the function
- ◆ clearing up after the function
- ◆ debriefing staff after the function
- ◆ getting feedback from others who have been involved
- ◆ completing all the necessary records

What some of the words in this Unit mean	
Customer care policy	your organisation’s policy on how customers should be looked after
Customer requirements	these may include: who to liaise with, start and finish times, times for the serving of food and drinks, menus, wine lists, timing of speeches and presentations etc
Customers	these may be individual customers or organisations that have booked the function
Function	these may include: dances, receptions, dinners, conferences or smaller meetings
Legislation	all areas of law and regulations that are relevant to running a function; these include health and safety, hygiene and possibly licensing laws
Other people involved	these could be the function organiser, the client, customer or other suppliers
Potent allergens	ingredients — nuts, shellfish or other ingredients — that can cause potentially dangerous allergic reactions

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Element 1 (HS8.1)

Supervise the preparation of a function

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	Obtain all the necessary information about the function , customer requirements and your responsibilities	
2	Make sure that the equipment and materials needed for the function are on site in good time and are available to the staff who will need to use them	
3	Inspect the function venue to make sure that it has been prepared as agreed	
4	Familiarise yourself with all the necessary health and safety and other legal requirements and communicate these clearly to customers	
5	Keep relevant people informed of progress and, where necessary, confirm the details that you and they need	
6	Brief your staff about their responsibilities at every stage of the function	

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>Supervising the preparation of the following types of function, at least one required from the following:</i>						
single functions						
different functions happening at the same time						
outdoor functions						
<i>Informing the following types of relevant people of progress, at least two required from the following:</i>						
your staff						
your manager						
customers						
other organisations						
internal departments						

Unit D9DT 04 (HS8)**Supervise a function****Element 1 (HS8.1)****Supervise the preparation of a function**

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

Unit D9DT 04 (HS8)

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Element 2 (HS8.2)

Supervise the running of a function

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	Monitor the function and make sure that it is running to plan	
2	Liaise with relevant people throughout the function to make sure that the arrangements meet customer requirements	
3	Deal with any problems that may disrupt the function	
4	Make sure the function complies with relevant legislation and your organisation's standards	
5	Record all relevant information in a suitable format and make this information available to the relevant people	

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>Supervising the running of the following types of function, at least one required from the following:</i>						
single functions						
different functions happening at the same time						
outdoor functions						
<i>Liaising with and making information available to the following types of relevant people, at least two required from the following:</i>						
your staff						
your manager						
your customers						
other organisations						
internal departments						
<i>Dealing with the following problems, at least one required from the following:</i>						
supply problems						
power failures						
equipment problems						
staffing problems						
customer problems						

Unit D9DT 04 (HS8)

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Element 2 (HS8.2)

Supervise the running of a function

Candidate name:		Assessor initials/date
No	Activity	
1		
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6		

Unit D9DT 04 (HS8)

Supervise a function

Element 3 (HS8.3)

Supervise operations when a function has finished

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	Monitor your staff's work during the clearing operations	
2	Inspect equipment and facilities after use	
3	Make sure that the venue is cleared to allow an efficient turnaround	
4	Make sure that resources are returned to their correct locations	
5	Ensure the venue is in the agreed condition following the function	
6	Collect feedback from staff and other people involved	
7	Record all relevant information in a suitable format and make these records available to the relevant people	

What you must cover (minimum requirement for observation/products of work in italic and bold)	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>Supervising operations for the following types of function, at least one required from the following:</i>						
single						
different functions happening at the same time						
outdoor functions						
<i>Making sure that resources are returned to the following locations, at least one required from the following:</i>						
internal departments						
other organisations						
<i>Making information available to the following types of relevant people, at least two required from the following:</i>						
your staff						
your manager						
your customers						
other organisations						
internal departments						

Unit D9DT 04 (HS8)**Supervise a function****Element 3 (HS8.3)****Supervise operations when a function has finished**

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

What you must know for the Unit	
For the whole Unit	
K1	What your organisation's customer care policy is
K2	What potent allergens and allergic reactions are their potential risks
K3	What measures need to be taken to prevent reactions to potent allergens
K4	Record keeping procedures for functions
Element 1 (HS8.1) Supervise the preparation of a function	
K5	How to obtain the information you need about the function and customers' specific requirements
K6	The types of specific requirements your customers may have, for example, for food, drinks, marketing or table planning
K7	The food and beverages that are available for the function
K8	Who is responsible for organising deliveries
K9	What equipment is available for the function
K10	What the seating capacity of the venue is
K11	Who decides how tasks are allocated to staff and how this should be done
K12	Who is responsible for briefing staff about their responsibilities for the function
K13	How information about the function and their responsibilities in relation to it should be provided to staff
K14	The health and safety and other legal requirements that affect the function and those that need to be communicated to customers
K15	How information about the function should be communicated to customers
K16	Why it is important to communicate with the organiser of the function and how you should do this
K17	Why it is important to anticipate problems
Element 2 (HS8.2) Supervise the running of a function	
K18	How to inspect the venue to ensure preparations are in order
K19	How to monitor the function at appropriate times to make sure things are going as planned
K20	Who you should liaise with during the function and why
K21	The types of problems that may occur during functions and how you should deal with these
Element 3 (HS8.3) Supervise operations when a function has finished	
K22	What techniques are used to clear venues effectively
K23	The types of problems that may occur when a function has finished, how to identify and report these
K24	How to carry out an inspection of equipment used during functions
K25	Who is responsible for storing equipment and reporting loss or damage
K26	What legal requirements cover the clearing of the venue

Unit D9DT 04 (HS8)**Supervise a function**

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____

Date: _____