

Core Skills Signposting

SVQ4 in Hospitality Management

The following document identifies where the competencies described within each of the units, may also provide evidence towards relevant Core Skills. Where there is a relationship between the standard and the Core Skills, the SCQF Level for the Core Skill is indicated.

The approach for the signposting has been one where a judgement has been made as to whether a candidate may realistically be able to gather evidence towards either part or all of the relevant Core Skill. For example, in regards to Communication, most of the units have some level of coverage, however this is in terms of presenting an opportunity for communicating when reporting problems to the management team or a line manager etc.

SVQ4 in Hospitality Management

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
4GEN2	Manage purchasing costs in hospitality	SCQF 6	SCQF 6	SCQF 6		
4GEN3	Manage payroll costs for your team	SCQF 6	SCQF 6			
4GEN4	Manage rotas for your hospitality team	SCQF 6	SCQF 5		SCQF 5	
4GEN5	Obtain, analyse and implement customer feedback	SCQF 6			SCQF 6	SCQF 5
4GEN6	Lead, manage and follow up the meeting process	SCQF 6			SCQF 6	
4GEN7	Recruit and select hospitality staff	SCQF 6			SCQF 6	
4GEN8	Manage the performance of teams and individuals	SCQF 6	SCQF 5		SCQF 6	SCQF 6
4GEN9	Contribute to the strategic goals of the organisation's leadership team	SCQF 6		SCQF 5	SCQF 6	SCQF 6
4GEN10	Devise and implement training and development plans for your hospitality team	SCQF 6			SCQF 6	SCQF 6
4GEN11	Manage the use of the organisation's systems to meet operational needs	SCQF 6		SCQF 6		
4GEN12	Determine market opportunities and plan the future provision of services	SCQF 6	SCQF 5	SCQF 6		
4GEN13	Maximise sales and profit	SCQF 6	SCQF 6		SCQF 5	
4GEN14	Manage operational aspects of refurbishment programmes	SCQF 6		SCQF 5	SCQF 6	SCQF 5
4GEN15	Initiate and manage supplier contracts	SCQF 6	SCQF 6	SCQF 5	SCQF 6	SCQF 5
4GEN16	Manage a function	SCQF 5			SCQF 6	SCQF 5
4GEN17	Comply with legislative requirements in hospitality	SCQF 6		SCQF 6	SCQF 6	SCQF 6

Kitchen Management

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
4KM31	Participate in the design, implementation and monitoring of a kitchen food safety management system	SCQF 6			SCQF 5	SCQF 6
4KM32	Develop and evolve dishes and recipes showing innovation and creativity	SCQF 6	SCQF 5	SCQF 6		
4KM33	Develop and deliver a menu which meets organisational standards and financial targets	SCQF 6	SCQF 5	SCQF 6		SCQF 5
4KM34	Manage the presentation and portion size of dishes in accordance with organisational standards	SCQF 5			SCQF 5	
4KM35	Manage a team to prepare, cook and present food to organisational standards	SCQF 6			SCQF 6	SCQF 5
4KM36	Keep up to date with current industry and food trends	SCQF 6		SCQF 6		
4KM37	Plan and design operational areas	SCQF 6		SCQF 5		SCQF 5

Food and Beverage Service

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
4FB61	Ensure food and beverages are served to organisational standards	SCQF 6				SCQF 5
4FB62	Manage the organisation of the food and beverage service area	SCQF 5			SCQF 5	
4FB63	Develop beverage lists to complement the menu	SCQF 6	SCQF 5	SCQF 6		
4FB64	Participate in the production and presentation of the menu	SCQF 6				
4FB65	Manage cellar operations	SCQF 5	SCQF 5		SCQF 6	
4FB66	Develop a team to provide enhanced levels of food and beverage service	SCQF 6			SCQF 6	SCQF 5

Accommodation Management

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
4HK51	Implement and manage housekeeping procedures	SCQF 6			SCQF 6	SCQF 5
4HK52	Manage guest security and privacy in accordance with legislative and organisational procedures	SCQF 6		SCQF 6	SCQF 6	SCQF 5
4HK53	Manage room availability to maximise revenue potential	SCQF 6	SCQF 5		SCQF 5	SCQF 5
4HK54	Liaise with others to manage maintenance and repair work	SCQF 5	SCQF 5			SCQF 5
4HK55	Manage additional services throughout the establishment	SCQF 6	SCQF 5	SCQF 5	SCQF 6	SCQF 5
4HK56	Manage linen service to deliver a high-quality provision	SCQF 6				
4HK57	Manage the supply of uniforms and housekeeping of staff areas	SCQF 5				

Front of House/Reception Management

Ref no	Title	Communication	Numeracy	Information and Communication Technology	Working with Others	Problem Solving
4FOH41	Manage customer profiles and recognition	SCQF 6	SCQF 6	SCQF 6		
4FOH42	Ensure statutory fire and other security procedures are in place and followed (team and whole establishment)	SCQF 6				SCQF 6
4FOH43	Manage arrivals and departures to deliver and maximise revenue potential	SCQF 6			SCQF 5	SCQF 5
4FOH44	Manage accurate and appropriate billing and payment processes	SCQF 6	SCQF 6	SCQF 6	SCQF 5	SCQF 5
4FOH45	Manage front of house and guest relation services	SCQF 6			SCQF 6	SCQF 5
4FOH46	Manage reservations systems	SCQF 6	SCQF 6	SCQF 6		SCQF 5