

Unit PPLHSL8 (HK7E 04) Supervise Functions

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about supervising a function such as a banquet, corporate entertainment event, reception or conference and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria – What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Gather all necessary information about the function, customer requirements, budgets, constraints and your responsibilities.  2 Prioritise objectives and plan ahead to ensure that the right procedures are in place and requirements are met.  3 Identify any risks and develop contingency plans to deal with any that arise.  4 Allocate staff responsibilities and brief them on duties, relevant procedures and any information they need to deliver the function, promoting an atmosphere of professionalism and mutual support.  5 Ensure staff have the skills, knowledge and resources they need to carry out their responsibilities and encourage staff to ask questions if there is information that they do not understand.  6 Inspect the function venue to make sure that it has been prepared in line with requirements and to the standard agreed; make sure that the equipment and materials needed for the function are on site in good time and are available to the staff that will need to use them.  7 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes goodwill and understanding.  8 Ensure the function and all associated activities comply with legal requirements, industry regulations, professional codes and organisational policies.  9 Inform your staff and customers about any changes to the service that may affect them.  10 Monitor the function to make sure that it is running to plan and take effective action to manage problems when they occur, finding practical ways to overcome barriers and minimise their impact on the customers.  11 Communicate the necessary legal and other information clearly to customers, and liaise with the relevant people throughout the function to make sure that the arrangements will meet customer requirements.  12 Monitor and review procedures to ensure the service meets the needs of customers.  13 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.  14 Give feedback to staff to help them improve their performance where appropriate.  15 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures. |
| **Scope/Range - What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:  a from both customers and staff  b cost effectively  c time efficiently  d ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | | **Scope/Range** | | | |
| **What you must do** | | | | | | | | | | | | | | | **What you must cover:** | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **a** | **b** | **c** | **d** |
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| **Knowledge and understanding** | | | **Evidence reference**  **and date** |
| **What you must know and understand** | | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | | |
| 1 | **How to plan effective functions** | |  |
| 1.1 | What your organisation's customer care policy is. |  |
| 1.2 | How and why it is important to assess the impact that the function is likely to have on others (customers, residents, local business) and action that can be taken to minimise disturbance. |  |
| 1.3 | The variety of information required to plan different types of functions. |  |
| 1.4 | How to deal with special requirements for different client groups including: children, older people and people with disabilities. |  |
| 1.5 | The types of specific requirements your customers may have, including, for food, drinks, marketing or venue layout. |  |
| 1.6 | Sources of reliable information and how to ensure the effective, efficient and safe organisation of appropriate products and services to support a variety of functions. |  |
| 1.7 | Food safety measures that need to be employed for different types of functions, arrangements and environments. |  |
| 1.8 | Factors that can be used to adjust the atmosphere for functions. |  |
| 1.9 | The health and safety and other legal requirements that affect the function and those that need to be communicated to customers. |  |
| 1.10 | What legal requirements cover the clearing of the venue. |  |
| 2 | **How to work out what resources are needed to operate effective functions** | |  |
| 2.1 | How to ensure appropriate appointment and how to manage the types of contractors likely to be employed in your area of responsibility. |  |
| 2.2 | How to ensure that staff and contractors have the required skills knowledge and resources to carry out their responsibilities. |  |
| 2.3 | Factors that need to be considered in arranging food and beverages for the function. |  |
| 2.4 | How to manage the available resources for events. |  |

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| 3 | **How to operate effective functions** | | |  |
| 3.1 | How to ensure effective management of staff for the event including: | |  |
| 3.1.1 | allocation of responsibilities |  |
| 3.1.2 | briefing |  |
| 3.1.3 | supervision |  |
| 3.2 | How to inspect the venue to ensure preparations are in order | |  |
| 3.3 | Why it is important to anticipate problems, the types of problems that may occur during functions and how you should deal with these | |  |
| 3.4 | How to carry out a risk assessment of the premises and what to do with the information. | |  |
| 3.5 | The types of records that should be maintained for functions and your organisation's procedures in relation to this. | |  |
| 3.6 | How information about the function should be communicated to customers. | |  |
| 3.7 | Why it is important to communicate with the organiser of the function and how you should do this. | |  |
| 3.8 | Who is responsible for storing equipment and reporting loss or damage. | |  |
| 4 | **How to monitor functions** | | |  |
| 4.1 | How to monitor the function and who you should liaise with during the function to make sure things are going as planned. | |  |
| 4.2 | How to carry out an inspection of equipment used during functions. | |  |
| 4.3 | The types of problems that may occur when a function has finished and how to identify and report these. | |  |
| 4.4 | How to respond to requests or complaints. | |  |

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| 5 | **How to gather and act on feedback** | |  |
| 5.1 | Why feedback from customers and staff is essential in developing function services. |  |
| 5.2 | What the organisational procedures are for recording and reporting feedback and how you should develop and present recommendations for improvements. |  |
| 5.3 | How feedback can contribute to the management of your organisation and improve function services further. |  |
| 5.4 | How to give feedback to team members. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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