

HOSPITALITY

Unit 4: Effective people management skills for the hospitality industry



Hospitality

Level 3 Unit 4: Effective people management skills for the hospitality industry

Sample scheme of work

This is an example of a possible scheme of work. You can use it as it is, adjust it or extract content to create a scheme of work to suit your delivery needs. It can also be adjusted by adding theory workshops to support learners who have/need additional learning time.

This unit is assessed through a centre set and marked assessment.

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|-----------------------|---|
| Total GLH | 30 |
| Delivery model | Based on teaching 2 hours per week. |
| Aim | <p>To introduce learners to the important skills required to be a supervisor or team leader in the hospitality industry. Learners will be able to:</p> <ul style="list-style-type: none"> • describe what attracts people to work in the hospitality industry • analyse different management styles for a variety of situations • demonstrate practical management skills in a variety of situations • describe legal responsibilities relating to recruitment and management of staff. |
| Notes | <p>Under FS (functional skills):</p> <p>* indicates opportunities for assessment in English of speaking and listening and/or written communication</p> |

| Week | Topic | Activities, assignments, assessments, resources | LO and AC | PLTS | FS | GLH | Other comments |
|------|--|--|-----------|------|----------|-----|----------------|
| 1 | Introduction to topic, review and development of research skills | Outline the assignment brief and the evidence required. Research plans and the analysis and evaluation of information should be included. | LO1a | IE2 | * | 2 | |
| 2 | Research the range of roles and the responsibilities of managers in the hospitality industry | Working in small groups, ask learners to produce a research plan. Check the plans prior to the end of the session. The research should be completed before the next session. | LO1a | IE2 | * ICT | 2 | |
| 3 | Identify problems for managers to resolve | Ask learners to refer to past experiences and promote class discussion. | LO1b | IE1 | * | 2 | |
| 4 | Explain how managers develop, organise and motivate teams | Use a case study to show the ways in which a dysfunctional team can be turned around. | LO2a | | * | 2 | |
| 5 | Explain how managers direct and guide individuals and teams to work towards common goals | Ask learners to discuss their prior experiences of work experience, part-time work, etc. | LO2b | TW1 | * | 2 | |
| 6 | Explain how managers support and develop individual team members | Learners should now devise questions relating to people management skills in preparation for the visit of the industry speaker. | LO2c | | * | 2 | |
| 7 | Industry speaker to discuss people management skills | | LO2 | IE3 | * | 2 | |
| 8 | Half-term | | | | | | |

| Week | Topic | Activities, assignments, assessments, resources | LO and AC | PLTS | FS | GLH | Other comments |
|------|--|--|--------------|------|----------|-----|---|
| 9 | Explain the different methods of recruitment used and summarise the main legal responsibilities relating to recruitment and management of staff | Divide the learners into small groups and ask them to discuss industry recruitment methods. Ask the groups to research the legal responsibilities of the industry in order to discuss with an HR manager in week 10. | LO3a LO3b | | * ICT | 2 | |
| 10 | Industry speaker from the Human Resources team | Learners should prepare questions in advance. | LO3 | IE3 | * | 2 | |
| 11 | Perform as an active team member making contributions to discussions to influence others and reach workable solutions | Ask learners to design a recruitment guide for the hospitality business. | LO4a | EP5 | * | 2 | Links to Unit 8, LO5a: produce production plans and brief to deploy the team, with details of practical steps required. |
| 12 | Lead a team in a hospitality environment, communicating direction and guidance to team members, taking responsibility and showing flexibility when priorities change | All learners should be allocated one training restaurant session to supervise during December. Discuss with learners how to give personal development feedback and advice to staff. | LO4b | SM1 | * | 2 | Links to Unit 8, LO5b: demonstrate supervisory skills during the preparation of and service of food and beverages. |
| 13 | Industry visit | Arrange a visit to a hospitality establishment. | LO4 | IE3 | * | 2 | |
| 14 | Evaluate the performance of individuals and teams in hospitality establishments, reviewing progress and achievement | Ask the learners to discuss any issues that arose from the industry visit. Ask them about their plans for their own opportunities in the training restaurant. | LO4c | RL3 | * | 2 | Links to Unit 8, LO5c: evaluate team effectiveness and make recommendations for improvements to team. |

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|------|--|--|-----------|------|----|-----|------------------------|
| 15 | Evaluate different management styles and their effects on staff, providing constructive feedback to others | Working in small groups and based on their knowledge of each other, learners should assign a management style to each person, noting why that appears to be appropriate for each individual. They should then discuss the effects of each management style and evaluate how it affects the team. | LO4d | TW6 | * | 2 | Links to Unit 8, LO5c. |
| 16 | Discuss the evaluations of each team member on their performance and style from week 12 | Ask learners to present a self-evaluation of their own role as team leader. | LO4d | TW6 | * | 2 | |
| 17 | Holidays | | | | | | |
| 18 | | | | | | | |