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## Hospitality

### Level 3 Unit 9: Hospitality services

#### Sample scheme of work

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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 assignment.

<b>Total GLH</b>	60
<b>Delivery model</b>	Based on teaching two hours per week.
<b>Aim</b>	<p>To understand how services are managed in the hospitality industry in the various functional or operational areas. Learners will be able to:</p> <ul style="list-style-type: none"> <li>• understand how functional or operational areas in hospitality establishments are managed</li> <li>• interpret the main pieces of legislation affecting the hospitality industry</li> <li>• carry out risk assessments and create a safe working environment</li> <li>• evaluate the effectiveness of inter-dependent services within hospitality establishments.</li> </ul>
<b>Notes</b>	<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, including research plans and the analysis and evaluation of information	Give the class a specific subject to research (eg hygiene) and show the various ways in which information can be collected, sourced, selected and stored.	LO1a		*	2	
2	Research the range of roles and the responsibilities of the functional or operational areas in hospitality establishments	Learners should focus their research on the functional areas of hospitality establishments, eg housekeeping.	LO1a		*	2	Links to Unit 6, LO2a: summarise the roles and responsibilities involved in a successful hospitality business.
3	Research the range of roles and the responsibilities of the functional or operational areas in hospitality establishments	Learners should focus their research on the operational areas of hospitality establishments, eg reception.	LO1a		*	2	Links to Unit 3, LO1b: identify roles and responsibilities of a range of hospitality teams and team members.
4	Industry visit	Arrange a visit to an establishment with inter-departmental links, eg hotel, caravan park, hospital	LO1a		*	2	
5	Review of industry visit	Discuss the visit and how functional or operational areas are managed to ensure they work collaboratively.	LO1b		*	2	
6	Industry speaker	Arrange for a guest speaker to talk to learners. The focus should be on bringing together the first five weeks of learners' research and knowledge.	LO1b		*	2	
7	Explain the principles behind and the content of the main pieces of legislation affecting the hospitality industry	Set research homework for half term, to include: health and safety, food safety, licensing and fire regulations.	LO2a		*	2	

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
8	Half-term						
9	Explain the impact of legislation on the different sub-industries of the hospitality industry	Divide learners into small groups and allocate each group a sub-industry. Each group should describe the effects of different legislation on that particular sub-industry. Sub-industries include hotels, restaurants, pubs bars and nightclubs, contract food service providers, hospitality services, membership clubs and events.	LO2b		*	2	Links to Unit 1, LO2a: summarise the legal responsibilities of the hospitality industry.
10	Talk from a local environmental officer	Arrange a talk with a local environmental officer. Learners should prepare questions in advance.	LO2b		*	2	
11	Produce an employee guide to a hospitality establishment	First part of the assignment. The following must be provided: webpage, booklet, leaflet or poster display.	LO1/2		* ICT	2	
12	Summarise the principles of risk assessments in a range of hospitality functional areas	Learners should put together a summary of risk assessment principles for administration, eg sales and marketing and reception.	LO3a		*	2	
13	Summarise the principles of risk assessments in a range of hospitality functional areas	Learners should put together a summary of risk assessment principles for a restaurant, eg moving equipment	LO3a		*	2	
14	Summarise the principles of risk assessments in a range of hospitality functional areas	Learners should put together a summary of risk assessment principles for room division, eg maintenance	LO3a		*	2	

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
15	Talk from a health and safety officer	Arrange a talk with a health and safety officer. Learners should prepare questions in advance.	LO3a		*	2	
16	Identify improvements to create a safe and healthy working environment for themselves, colleagues and customers	Devise a hazard-spotting activity and ask learners to suggest ways the hazards could be eliminated.	LO3b	EP4 TW1	*	2	
17	Holidays						
18							
19	Carry out risk assessments in a range of hospitality functional areas and activities	Ask learners to carry out risk assessments in a hotel reception, restaurant kitchen and nightclub dancefloor.	LO3c		*	2	
20	Produce a safety guide to new employees	Learners must include risk assessment and safety procedures in their guide. Learners could refer to health and safety checklists, eg temperature controls in food storage or licences for extension of hours.	LO3c		* ICT	2	
21	Communicate the risk assessment findings to different audiences	Learners should present their risk assessment findings to a range of audiences in the weeks till half-term, eg other learners, potential recruits to the diploma, parents and carers, employers, industry contacts.	LO3c	RL6	*	2	
22	Communicate the risk assessment findings to different audiences		LO3c	RL6	*	2	

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
23	Communicate the risk assessment findings to different audiences		LO3c	RL6	*	2	
24	Communicate the risk assessment findings to different audiences		LO3c	RL6	*	2	
25	Half-term						
26	Industry visit	Arrange a visit to a hospitality establishment. The focus should be on risk assessments.	LO3c		*	2	
27	Evaluate how functional or operational areas work collaboratively together to provide effective customer service	Discuss standards and communication.	LO4a	IE4	*	2	Links to Unit 2, LO4a: demonstrate effective use of customer service.
28	Evaluate how functional or operational areas work collaboratively together to provide effective customer service	Discuss the handling of complaints.	LO4a	IE4	*	2	Links to Unit 2, LO4a. Links to Unit 3, LO2b: explain how conflict within hospitality teams can be resolved.
29	Evaluate how functional or operational areas work collaboratively together to provide effective customer service	Focus on co-operation between kitchen and restaurant, housekeeping and reception, reception and sales, catering and other service points.	LO4a	IE4	*	2	Links to Unit 2, LO4a.
30	Evaluate how functional or operational areas work	Focus on co-operation between managers and teams.	LO4a	IE4	*	2	Links to Unit 2, LO4a. Links to Unit 3, LO4a: lead

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
	collaboratively together to provide effective customer service						teams by taking responsibility and showing confidence whilst leading a hospitality team.
31	Evaluate how functional or operational areas work collaboratively to provide effective customer service	Focus on co-operation between team leaders and team members.	LO4a	IE4	*	2	Links to Unit 2, LO4a.
32	Holidays						
33							
34	Presentations from students	Promote the value of inter-dependence and customer service of hospitality establishments using a presentation.	LO4a	IE4	* ICT	2	
35	Presentations from students	Promote the value of inter-dependence and customer service of hospitality establishments using a presentation.	LO4a	IE4	* ICT	2	
36	Presentations from students	Promote the value of inter-dependence and customer service of hospitality establishments using a presentation.	LO4a	IE4	* ICT	2	