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**CTH LEVEL 2 AWARDS &  
CERTIFICATE IN  
HOSPITALITY PRACTICE**

**QUALIFICATION  
SPECIFICATION**

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**JUNE 2019**

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## INTRODUCTION

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The objective of this qualification specification is to provide an overview of the **CTH Level 2 Awards and Certificate in Hospitality Practice** qualifications.

This document includes information about each of the following CTH Level 2 qualifications in Hospitality Practice:

<b>Ofqual QAN</b>	<b>Qualification title</b>
603/4812/4	Level 2 Award in Restaurant and Bar Service
603/4815/X	Level 2 Award in Housekeeping
603/4816/1	Level 2 Award in Front Office
603/4817/3	Level 2 Award in Hospitality Practice
603/4818/5	Level 2 Certificate in Hospitality Practice

The document covers the aims, qualification level, size, structure and content including learning outcomes and assessment criteria for each unit, together with sample assessment materials.

There is guidance relating to the qualification approval requirements, delivery and assessment of this qualification, details of grading criteria and the grading of units and the qualification.

Further details regarding this qualification are available from CTH and contained within the more comprehensive delivery and assessment handbook.

### **Purpose of these qualifications**

The purpose is to provide a qualification that:

- provides students with an understanding of the Hospitality Industry and of the key functions within a hotel,
- provides a practical award
- enables students to gain credit towards higher education,
- enables students to develop practical skills that can be applied in a vocational context and provides an introduction to the basic skills of students entering the hospitality industry.

## **Progression Opportunities**

The CTH Hospitality Practice qualifications provide an ideal starting point for students starting out in the Hospitality sector, either after leaving school or as a returner to work or when switching careers. On successful completion students can progress on to Level 3 qualifications including the CTH Level 3 Foundation Diploma qualifications in Tourism and Hospitality or Hospitality Business.

**Access and Entry Requirements – Hospitality Practice Qualification**

Approved CTH Centres are responsible for checking applications against the following admission requirements and ensuring students can fulfil the demands of, and successfully complete the qualification, prior to admission and enrolment.

CTH would also expect approved Centres to undertake an initial assessment of each student prior to the start of their programme to ensure they are able to provide the student with any necessary additional support.

Requirements:		Recommended admission requirements
<b>All Students</b>	<b>Minimum age</b>	16 at enrolment.
	<b>English Language</b>	All students without English as a first language must show competence in English at this level.  The course is taught in English and assessed by written examination and oral assessments in the English language.
	<b>Education</b>	This is an open access qualification with admission at the discretion of approved CTH Centres for students they consider able to successfully complete the qualification.  However, all students should have completed full time secondary education up to age 16.

## CTH Requirements

### Approval to deliver

Prospective Centres should apply to become an approved CTH Centre in order to deliver this qualification. Please see the 'Contact CTH' page at the end of this specification for advice on the approval process, or should you wish to discuss your curriculum requirements.

The CTH Approval Committee consider applications from centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice and maladministration. A skype conversation with CTH academic and quality staff will form part of the initial centre application process.

### Teaching Facilities

In order to be approved to deliver the Hospitality Practice qualification/s, centres must have classrooms for teaching, discussion and role plays. However, it is mandatory that centres also have suitable facilities summarised below for the practical parts of this qualification, which must be available to students during timetabled hours for demonstrations, practice, formative testing and final observed assessments. Approval to deliver the various qualifications in the Hospitality Practice suite will depend on evidence of the availability of these facilities.

Unit	Facilities summary	Other resources
Customer Service Skills	Classroom and facilities below for observations with feedback throughout the course	Teaching staff must provide students with documented standards illustrating the facilities and service levels relevant to each unit at various levels of establishment (e.g. Guest house to 5* hotels, or neighbourhood café to fine dining restaurant)
Restaurant and bar service	A mock restaurant with 5 dining tables plus a separate bar, both fully equipped with 20 sets of crockery, cutlery and a several sets of glassware for different drinks.	
Housekeeping	A fully furnished and equipped double bedroom, cleaning products	
Reception and reservations	A 'Front Office' reservations desk set up with associated facilities like key cards, brochure rack, flowers. Access to a computerised reservations system (e.g. Opera) an advantage, or templates for taking and tracking reservations, density charts, bedroom book etc.	
Concierge and guest services	Concierge desk set up, including a computer for internet research and bookings.	

A detailed list of equipment required for each of the above facilities is included in the Delivery and Assessment handbook but may be provided in advance of centre or qualification approval on request.

Suitable teaching rooms, IT facilities and a suitable examination room should also be available to students. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety.

The approved Centre should ideally also provide an appropriate area and facilities for student relaxation and recreation.

### **Visits**

Centres will be required to arrange student visits to different categories of hotels, bars and/or restaurants to observe and understand the differences in the facilities and type and level of service in each department. The Centre may devise tasks based on these visits or other activities to address the assessment criteria for a range of units.

### **Centre Staffing**

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- Be occupationally competent or technically knowledgeable in the area for which they are teaching.
- Have recent relevant experience in the specific area that they will be assessing or verifying.
- Hold a teaching qualification as well as a relevant qualification at Level 3 (A level equivalent) or above.
- Ideally, hold an assessor and/or internal verifier qualification.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification.

Centres must appoint an Internal Verifier and have a named quality assurance lead.

### **Continuing Professional Development**

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

## **CTH SUPPORT**

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### **CTH Delivery and Assessment Handbook**

Centres approved to deliver one or more qualification in Hospitality Practice will be provided with a comprehensive Delivery and Assessment Handbook designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

### **CTH training**

New CTH centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

In addition, it is a mandatory requirement that all centre assessors and internal verifiers for Hospitality Practice qualifications attend an online CTH training session prior to carrying out their first set of assessments.

### **CTH Members Website and resources**

The CTH Members website is available for both Centre Teaching staff and CTH students. Staff and students can access online resources, including relevant e-books and journals from EBSCO. Teaching staff can download past exam papers and assessments and examiner reports

## Qualification Level and Sizes

The CTH Awards and Certificate in Hospitality Practice are occupational qualifications on the UK's Regulated Qualification Framework (RQF) and adhere to Ofqual requirements for regulated qualifications.

### Qualification Level

The CTH Awards and Certificate qualifications in Hospitality Practice are at

- Level 2 on the Ofqual Regulated Qualification Framework  
Equivalent to
- Level 3 on the European Qualification Framework

### Size of CTH Hospitality Practice Awards and Certificate qualifications

The size of any Ofqual RQF qualification is given as the number of hours of Total Qualification Time (TQT) a student is expected to study to achieve a pass grade, rather than units or credits. The Hospitality Practice qualifications are designed to be delivered in the TQT hours shown below, of which the majority of hours are Guided Learning Hours (GLH). Delivery plans/Schemes of Work and teaching timetables must be based on the TQT and GLH hours shown here:

Ofqual QAN	Qualification	TQT	GLH
603/4812/4	Level 2 Award in Restaurant and Bar Service	80	65
603/4815/X	Level 2 Award in Housekeeping	80	65
603/4816/1	Level 2 Award in Front Office	80	65
603/4817/3	Level 2 Award in Hospitality Practice	125	100
603/4818/5	Level 2 Certificate in Hospitality Practice	180	145

### Definitions

- **Guided Learning Hours – GLH**  
This is the amount of time the average student is expected to spend in lectures and tutor supervised learning activities.
- **Total Qualification Time – TQT**  
TQT is the total amount of time, in hours, expected to be spent by a student to achieve a qualification. TQT is made up of GLH plus all other time taken in preparation, study or any form of participation required for this qualification but not under the direct supervision of a lecturer or tutor.

### The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, demonstrations, lectures, seminars, tutorials, supervised assessment (e.g. exams or observed practice)
- Independent and unsupervised learning or research
- Unsupervised coursework or directed activity
- Watching webinars or podcasts independently
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments or practice tests

## QUALIFICATION SUMMARIES

The qualification structure, units and sizing information for the CTH Awards in Hospitality Practice are summarised in the following tables, often referred to as the Rules of Combination. Further details of each unit are included later in this specification.

CTH Level 2 Award in Restaurant & Bar Service						
For a CTH Level 2 Award in Restaurant & Bar Service qualification, students must achieve:						
<ul style="list-style-type: none"> <li>• All 3 units, providing 8 Credits or 80 hours of Total Qualification Time</li> </ul>						
<b>Credit Value (CV):</b> 8				<b>QAN:</b> 603/4812/4		
<b>Guided Learning Hours (GLH):</b> 65 hours				<b>Total Qualification Time (TQT):</b> 80 hours		
<b>UK Funding eligibility:</b> TBC for 16-18, 18+, 19+						
Unit	Unit Title	L	CV	GL H	URN.	Assessment Method
CSS	Customer service skills	2	3	25	L/617/6806	For each unit: • an observed practical assessment Plus • a single on-demand test covering all units
RBS1	Restaurant & bar service 1	2	3	25	R/617/6807	
RBS2	Restaurant & bar service 2	2	2	15	Y/617/6808	
<b>CTH Award Total (3 units)</b>			<b>8</b>	<b>65</b>		

<b>CTH Level 2 Award in Housekeeping</b>						
For a CTH Level 2 Award in Housekeeping qualification, students must achieve: <ul style="list-style-type: none"> <li>All 3 units, providing 8 Credits or 80 hours of Total Qualification Time</li> </ul>						
<b>Credit Value (CV):</b> 8				<b>QAN:</b> 603/4815/X		
<b>Guided Learning Hours (GLH):</b> 65 hours				<b>Total Qualification Time (TQT):</b> 80 hours		
<b>UK Funding eligibility:</b> TBC for 16-18, 18+, 19+						
Unit	Unit Title	L	CV	GLH	URN.	Assessment Method
CSS	Customer service skills	2	3	25	L/617/6806	For each unit: <ul style="list-style-type: none"> <li>an observed practical assessment</li> </ul> Plus <ul style="list-style-type: none"> <li>a single on-demand test covering all units</li> </ul>
HK1	Housekeeping 1	2	3	25	D/617/6809	
HK2	Housekeeping 2	2	2	15	D/617/6812	
<b>CTH Award Total (3 units)</b>			<b>8</b>	<b>65</b>		

<b>CTH Level 2 Award in Front Office</b>						
For a CTH Level 2 Award in Front Office qualification, students must achieve: <ul style="list-style-type: none"> <li>All 3 units, providing 8 Credits or 80 hours of Total Qualification Time</li> </ul>						
<b>Credit Value (CV):</b> 8				<b>QAN:</b> 603/4816/1		
<b>Guided Learning Hours (GLH):</b> 65 hours				<b>Total Qualification Time (TQT):</b> 80 hours		
<b>UK Funding eligibility:</b> TBC for 16-18, 18+, 19+						
Unit	Unit Title	L	CV	GLH	URN.	Assessment Method
CSS	Customer service skills	2	3	25	L/617/6806	For each unit: <ul style="list-style-type: none"> <li>an observed practical assessment</li> </ul> Plus <ul style="list-style-type: none"> <li>a single on-demand test covering all units</li> </ul>
REC	Reception & reservations	2	3	25	R/617/6810	
CGS	Concierge & guest services	2	2	15	Y/617/6811	
<b>CTH Award Total (3 units)</b>			<b>8</b>	<b>65</b>		

<b>CTH Level 2 Award in Hospitality Practice</b>						
For a CTH Level 2 Award in Hospitality Practice qualification, students must achieve: <ul style="list-style-type: none"> <li>All 4 units, providing 12 Credits or 125 hours of Total Qualification Time</li> </ul>						
<b>Credit Value (CV):</b> 12			<b>QAN:</b> 603/4817/3			
<b>Guided Learning Hours (GLH):</b> 100 hours			<b>Total Qualification Time (TQT):</b> 125 hours			
<b>UK Funding eligibility:</b> TBC for 16-18, 18+, 19+						
Unit	Unit Title	L	CV	GLH	URN.	Assessment Method
CSS	Customer service skills	2	3	25	L/617/6806	For each unit: <ul style="list-style-type: none"> <li>an observed practical assessment</li> </ul> Plus <ul style="list-style-type: none"> <li>a single on-demand test covering all units</li> </ul>
RBS1	Restaurant & bar service 1	2	3	25	R/617/6807	
HK1	Housekeeping 1	2	3	25	D/617/6809	
REC	Reception & reservations	2	3	25	R/617/6810	
<b>CTH Award Total (4 units)</b>			<b>12</b>	<b>100</b>		

<b>CTH Level 2 Certificate in Hospitality Practice</b>						
For a CTH Level 2 Certificate in Hospitality Practice qualification, students must achieve: <ul style="list-style-type: none"> <li>All 7 units, providing 18 Credits or 180 hours of Total Qualification Time</li> </ul>						
<b>Credit Value (CV):</b> 18				<b>QAN:</b> 603/4818/5		
<b>Guided Learning Hours (GLH):</b> 145 hours				<b>Total Qualification Time (TQT):</b> 180 hours		
<b>UK Funding eligibility:</b> TBC for 16-18, 18+, 19+						
Unit	Unit Title	L	CV	GLH	URN.	Assessment Method
CSS	Customer service skills	2	3	25	L/617/6806	For each unit: <ul style="list-style-type: none"> <li>an observed practical assessment</li> </ul> Plus <ul style="list-style-type: none"> <li>a single on-demand test covering all units</li> </ul>
RBS1	Restaurant & bar service 1	2	3	25	R/617/6807	
RBS2	Restaurant & bar service 2	2	2	15	Y/617/6808	
HK1	Housekeeping 1	2	3	25	D/617/6809	
HK2	Housekeeping 2	2	2	15	D/617/6812	
REC	Reception & reservations	2	3	25	R/617/6810	
CGS	Concierge & guest services	2	2	15	Y/617/6811	
<b>CTH Certificate Total (7 units)</b>			<b>18</b>	<b>145</b>		

## ASSESSMENT

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### Assessment methodology

The CTH Level 2 Hospitality Practice Awards and Certificate are practical occupational qualifications designed to provide students with the skills required by employers in the hospitality industry. It is important that staff intending to work in this sector have good customer services skills, including some communication in English, so these are assessed within each qualification.

The following assessment types are used for these qualifications:

- Observed practical exam
- A synoptic written examination for each qualification, comprising a mix of short answer and multiple-choice questions
- Centre-devised coursework including practical activities, quizzes, oral questions, role plays

Centre staff will judge when a student is ready to be assessed for the qualification. CTH expects that centres will adopt a holistic assessment approach (demonstrating several criteria from different units at the same time in one practical assessment).

- **Observed practical exams**

Observations should be set up to address the assessment criteria, as specified by CTH. All practical assessments must be fully documented for each student by the assessor and a significant sample observed by the centre internal verifier (IV), with 100% sample for initial cohorts, reducing over time once the IV has full confidence in assessment decisions. CTH will request video evidence of a sample of practical exams. CTH Examiners will externally moderate a sample of the assessed and internally verified mark sheets with decisions, in conjunction with video or other evidence.

- **Synoptic Assessment**

When registered students have completed all the practical units the centre must complete the statement of unit achievement and submit this to CTH with a student registration form for a synoptic assessment.

Synoptic assessment will take the form of a written test made up of multiple choice and short answer questions. CTH produce and distribute synoptic exam papers to centres where learners have been registered, provided at least 3 weeks' notice of the test date has been given. The written test will be marked and moderated by CTH. The test must be conducted under invigilated exam conditions.

- **Other formative assessment methods**

Some assessment criteria may be assessed by other methods, such as written questions or oral questions. The questions set, and the answers provided by the learner should be evidenced in the assessor mark sheets.

Mini assignments may be devised by the centre to address non-observed assessment.

Assessors should conduct reflective discussions with students following practical assessments to provide constructive feedback and ask relevant questions related to the assessment criteria. The conversation should flow and enable the student to explain what they have done, with examples of how they have met the criteria. Assessors will also be required to document or record what was discussed.

## **Assessment registrations**

Centres must register all students with CTH after enrolment, using the online CTH Hub.

## **Assessment opportunities**

The scheduling of practical exams for these qualifications may be set in advance by the centre. The synoptic exam may be scheduled by the centre for registered students, provided 3 weeks' notice is given to CTH.

Centres return the exam papers electronically for marking and moderation by CTH, together with the evidence and mark sheets from the observed practical assessments. Full details of the assessment process and copies of the associated forms are contained in the Delivery and Assessment Handbook.

## **Assessment judgements**

Assessors will be required to make decisions about the student's evidence and judge whether they have met the assessment criteria, providing details of their assessment decisions on CTH Assessor marksheets. These are provided in the qualification Delivery and Assessment Handbook. The assessor should also provide constructive feedback to the student. Evidence of all assessor judgments must be provided in electronic form to CTH for moderation.

## **Internal Verification**

The Centre internal verifier ensures the quality of the assessment process within the Centre. Internal verifiers must sample assessment decisions using a sampling plan which takes into account the risk assessment which has been conducted as part of the centre's internal QA strategy. Internal verifiers should plan the observation of assessors during practical assessments, especially to support new assessors.

## GRADING

The qualification is awarded having either a Pass or Distinction grade. The table below shows the generic Ofqual grading criteria including the criteria for a Fail grade. These should be used by assessors and internal verifiers in conjunction with unit mark sheets.

### Grading criteria:

Level	Failure criteria	Pass criteria	Distinction criteria
Level 2	<b>Students who fail:</b>	<b>To achieve a pass, students must:</b>	<b>To achieve a distinction grade (70% +) students must:</b>
	<ul style="list-style-type: none"> <li>• do not meet the requirements of the learning outcomes and assessment criteria of the unit</li> <li>• have major weaknesses or have not fulfilled the CTH academic regulations</li> <li>• supply little or no evidence of understanding theories or principles</li> <li>• write in a poor standard of presentation, grammar, spelling, use of English and work lacks a coherent structure</li> <li>• do not offer references for sources</li> </ul>	<ul style="list-style-type: none"> <li>• meet the requirements of the learning outcomes and assessment criteria of the unit</li> <li>• awareness and some understanding of issues in the area of study</li> <li>• interprets and evaluates information</li> <li>• applies theory that is relevant to the area of study</li> <li>• uses basic research and investigative techniques</li> <li>• presentation of work is neat, clear and logical</li> </ul>	<ul style="list-style-type: none"> <li>• meet the requirements of the learning outcomes and assessment criteria of the unit</li> <li>• identify the key issues in the area of study</li> <li>• interpret information and ideas in a rational way</li> <li>• substantiate judgments and support views with examples</li> <li>• address problems logically</li> <li>• demonstrate in depth understanding and knowledge of relevant issues in the area of study</li> <li>• produce work that is well presented, clear and well structured, with sources clearly referenced</li> </ul>

## QUALIFICATION UNITS

Title	Customer Service Skills
Unit purpose and aim(s)	This unit aims to introduce learners to the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people, to understand different customer types, needs and expectations, the benefits and consequences to the organisation of good and bad customer service, how to deal with customer requests effectively and how to deal with complaints from customers
Unit Code	CSS
Level	2
GLH	25
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1 Understand the importance of personal behaviours such as personal conduct, being adaptable and communicating with a diverse range of people in the hospitality industry.	1.1 Identify the behaviours required within a customer service department 1.2 Explain why timekeeping attendance, personal appearance, personal presentation and contact can impact on the business and brand reputation 1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs 1.4 Demonstrate how to give customers a positive impression of yourself
2 Understand different customer types, needs and expectations within a hospitality organisation	2.1 Describe customer types 2.2 Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations 2.3 Provide service correctly and check that the customer is satisfied.

<p>3 Understand the benefits and consequences to the organisation of good and bad customer service</p>	<p>3.1 Explain the benefits of good customer service 3.2 Explain the consequences of bad customer service 3.3 Demonstrate how to provide good customer service in a range of hospitality departments</p>
<p>4 Be able to deal with customer requests effectively</p>	<p>4.1 Describe routine and special requests that customers may have and how to answer these 4.2 Provide answers to routine and special requests.</p>
<p>5 Be able to deal with complaints from customers</p>	<p>5.1 Explain how to identify a customer has a problem 5.2 Explain how to show concern to a customer. 5.3 Describe a variety of problems a customer may have. 5.4 Demonstrate how to deal with customers who have a problem 5.5 Demonstrate how to deal with customers who are angry and are upset.</p>

Title	Restaurant and Bar Service 1
Unit purpose and aim(s)	This unit aims to introduce learners to a range of food and beverage service styles and standards within different types of hospitality operations, how to prepare a restaurant for service, how to serve customers in line with service style, how to clear dining and service areas after service.
Unit Code	RBS1
Level	2
GLH	35
Learning outcomes When awarded credit for this unit, a student will be able to:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1. Explain the range of food operations, service styles, standards and legal or regulatory requirements within different types of hospitality operations.	1.1 Describe the range of food operations in a hospitality organisation 1.2 Describe the different methods of food service and their requirements 1.3 Explain the legal requirements of food hygiene, health, safety and personal presentation when working with food and beverages
2. Prepare a restaurant for service	2.1 Clean and store crockery and cutlery 2.2 Prepare and clean areas for table and tray service 2.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service 2.4 Lay tables and trays in line with service styles. 2.5 Check menus and ensure they are available for customer use
3. Serve customers in line with service style	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant 3.2 Process customer orders 3.3 Serve customers in line with service style
4. Clear dining and service areas after service	4.1 Explain how food service areas should be left clean after service 4.2 Explain and demonstrate how to store food items, condiments and accompaniments which will be used in the future as required 4.3 Demonstrate how to dispose of rubbish and waste food following recommended procedures 4.4 Demonstrate how customer and service areas are to be kept tidy, free from rubbish and ready for cleaning

## CTH Level 2 Awards and Certificate in Hospitality Practice Qualification Specification

Title	<b>Restaurant and Bar Service 2</b>
Unit purpose and aim(s)	This unit aims to introduce learners to a range of beverage service styles and standards within different types of hospitality operations, to introduce learners to the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics, how to prepare a bar for service, how to serve customers in line with service style and how to clear bar and service areas after service. As well as the legal requirements of food hygiene, health and safety with a hospitality environment.
Unit Code	RBS2
Level	2
GLH	35
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the range of beverage service styles and standards within different types of hospitality operations.	1.1 Describe the range of beverage operations in a hospitality organisation 1.2 Explain the legal requirements of working with alcoholic beverages 1.3 Describe the different methods of beverage service and their requirements
2 Understand and demonstrate different preparation and service methods for a range of hot and cold, alcoholic and non-alcoholic beverages	2.1 Describe the range of alcoholic beverages available in a hospitality organisation 2.2 Describe the different types of non-alcoholic hot and cold beverages, in particular coffee and tea, and the methods of preparing and serving them. 2.3 Describe and demonstrate the different methods of hot and cold beverage service and their requirements
3 Understand and demonstrate how to prepare a bar for service	3.1 Clean and store glassware 3.2 Prepare and clean areas for table and tray service 3.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service 3.4 Lay bar and tables in line with service styles.

<p>4 Understand and demonstrate how to serve customers in line with service style</p>	<p>4.1 Greet and deal with customers promptly            4.2 Provide customers with accurate information about drinks and identify their requirements            4.3 Dispense and serve drinks in the correct measures and at the recommended temperature            4.4 Promote additional products as appropriate            4.5 Serve drinks in line with the appropriate service style and legal requirements</p>
<p>5. Understand how to clear bar and service areas after service</p>	<p>5.1 Store drinks, drink accompaniments and additional products for service correctly and maintain them at the required level            5.2 Keep service areas equipment clean hygienic, tidy and ready to use            5.3 Keep customer and service areas clean tidy and free from rubbish            5.4 Empty waste bins and bottle containers as necessary</p>

<b>Title</b>	<b>Housekeeping 1</b>
Unit purpose and aim(s)	This unit aims to introduce learners to the function and activities of the housekeeping department, how to clean and service hotel bedrooms, toilets and bathrooms.
Unit Code	HK1
Level	2
GLH	25
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the function of the housekeeping department	1.1 Describe the role and function of the housekeeping department 1.2 Identify the different sections and staff within the housekeeping department
2. Understand and demonstrate how to clean and service hotel bedrooms	2.1.Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials 2.2.Demonstrate how to strip and make beds
3. Understand and demonstrate how to clean and service toilets and bathrooms	3.1 Explain how to prepare bathroom and toilet areas for cleaning 3.2 Explain how to select the correct cleaning equipment and materials for use when cleaning toilet and bathroom areas 3.3 Demonstrate how to clean bathroom suites and fittings and surrounding areas correctly 3.4 Demonstrate how to clean floors, walls, mirrors and other areas following correct procedures

<b>Title</b>	<b>Housekeeping 2</b>
Unit purpose and aim(s)	This unit aims to introduce learners to the services offered by the housekeeping department, how to check that hotel bedrooms, toilets and bathrooms have been serviced correctly and how to clean and service a range of hotel public areas.
Unit Code	HK2
Level	2
GLH	25
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the housekeeping department	1.1 Explain the interrelationships between housekeeping and the other departments within the hotel. 1.2 Describe the services offered by the housekeeping department to support customers' needs
2. Understand the role of the housekeeping in managing hotel linen and uniforms	2.1 Explain how hotel linen is stored, cleaned and issued 2.2 Explain how staff uniforms are stored, cleaned and issues.
3. Understand and demonstrate how to check hotel bedrooms have been cleaned and serviced correctly	3.1 Describe how to make a final check of the bedroom area to ensure customer satisfaction 3.2 Demonstrate how to make a final check of the bedroom area to ensure customer satisfaction
4. Understand and demonstrate how to check toilets and bathrooms have been cleaned and serviced correctly	4.1 Describe how to make a final check of the bathroom area to ensure customer satisfaction 4.2 Demonstrate how to make a final check of the bathroom area to ensure customer satisfaction
5. Identify and demonstrate how to clean public areas	5.1 Identify public areas housekeeping is responsible for cleaning 5.2 Demonstrate how to clean public areas in a hotel.

Title	Reception and Reservations
Unit purpose and aim(s)	The aim of this unit is to introduce learners to the scope of the front office operations department within a hospitality business, understand how to take bookings for guests, how to provide a guest arrival and guest departure service, and how to work in a reception office.
Unit Code	REC
Level	2
GLH	25
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the front office operations department within a hospitality business	1.1 Describe the role and responsibilities of front office operations (reception, advance reservations, cashiering, guest relations) 1.2 Describe the links between front office staff and other departments 1.3 Describe the services offered by the front office department to support customers' needs
2. Understand and demonstrate how to take bookings for guests	2.1 Describe different room tariff types 2.2 Explain how to take a room booking and the information required 2.3 Demonstrate how to take a room booking over the telephone and face to face. 2.4 Identify the reasons for recording guest history and its use.
3. Understand and demonstrate how to provide a guest arrival and guest departure service	3.1 Describe the process of greeting and welcoming arriving guests 3.2 State the registration information which should be recorded on arrival of guests 3.3 Demonstrate how to handle a guest arrival 3.4 Explain why guest accounts must be regularly updated and how additional charges are recorded 3.5 Describe the different methods of settling accounts. 3.6 Demonstrate how to handle a guest check-out.
4. Understand and demonstrate how to work in a hotel reception office.	4.1 Identify the responsibilities of the reception office 4.2 Communicate in a business environment 4.3 Demonstrate how to file documents according to organisational procedures 4.4 Describe how to safeguard guest information

<b>Title</b>	<b>Concierge and Guest Services</b>
Unit purpose and aim(s)	This unit aims to introduce learners to the scope of the concierge and guest services departments within a hospitality business and how to promote products and services to guests.
Unit Code	CGS
Level	2
GLH	15
Learning outcomes	Assessment criteria
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the concierge and guest services departments within a hospitality business	1.1 Define the role and responsibilities of concierge and guest services 1.2 Describe the links between concierge and guest services and other departments 1.3 Describe the services offered by the concierge and guest services department to support customers' needs
2. Understand and demonstrate how to promote products and services to guests	2.1 Demonstrate how to promote the hotel's services 2.2 Explain why it is important to have product knowledge as well as knowledge of the local amenities that guests may enquire about. 2.3 Demonstrate how to address customer's requests. 2.4 Demonstrate how to establish a rapport with guests

## **CTH LEVEL 2 AWARDS & CERTIFICATE IN HOSPITALITY PRACTICE**

### **ASSESSMENT SAMPLES**

- 1. Practical exams observed by Centre assessors and Internal verifiers**
  - Examples of a selection of activities in practical exams for each unit
- 2. Synoptic Exam**
  - Sample questions

### 1. Mandatory practical exams:

The following are examples of activities in the practical exams for each unit:

Unit	Activity (numbering refers to Learning outcome/assessment criteria, e.g. 1.3)
<b>Customer Service Skills</b>	1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs.
	2.3 Provide service correctly and check that the customer is satisfied.
	5.4 Demonstrate how to deal with customers who have a problem.
<b>Restaurant and Bar Service 1</b>	2.2 Prepare and clean areas for table and tray service.
	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant.
	3.3 Serve customers in line with service style.
<b>Restaurant and Bar Service 2</b>	4.2 Provide customers with accurate information about drinks and identify their requirements.
	4.3 Dispense and serve drinks in the correct measures and at the recommended temperature.
	4.4 Promote additional products as appropriate.
<b>Housekeeping 1</b>	2.1 Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials.
	2.3 Demonstrate how to strip and make beds.
	3.3 Demonstrate how to clean bathroom suites and fittings and surrounding areas correctly.
<b>Housekeeping 2</b>	3.2 Demonstrate how to make a final check of the bedroom area to ensure customer satisfaction
	3.2 Demonstrate how to make a final check of the toilet and bathroom area to ensure customer satisfaction
<b>Reception and Reservations</b>	2.3 Demonstrate how to take a room booking over the telephone and face to face.
	3.6 Demonstrate how to handle a guest check-out.
	4.2 Communicate in a business environment.
<b>Concierge and Guest Service</b>	2.1 Demonstrate how to promote the hotel's services.
	2.3 Demonstrate how to address customer's requests.
	2.4 Demonstrate how to establish a rapport with guests.

## 2. Synoptic Exam

Sample questions (mixture of short answer and multiple choice)

<b>Q1a</b>	Olga has been appointed as an assistant concierge at a five-star hotel. What is the purpose of the role?	2 marks
<b>Q1b</b>	List two responsibilities of the role.	2 marks
<b>Q2</b>	<p>A feature of excellent customer service is:</p> <ul style="list-style-type: none"> <li>a) telling the customer about yourself</li> <li>b) minimum customer interaction and contact</li> <li>c) seeing the customer as a commodity</li> <li>d) open body language &amp; professional communication.</li> </ul>	1 mark
<b>Q3</b>	<p>If you were not able to answer a customer's question, query or problem, the <b>FIRST</b> thing you should do is:</p> <ul style="list-style-type: none"> <li>a) turn away and hope they will leave</li> <li>b) ask a colleague or supervisor to help</li> <li>c) tell them to come back later</li> <li>d) tell the customer you do not know the answer.</li> </ul>	1 mark
<b>Q4</b>	<p>Write down <b>three</b> ways a waiter/waitress could promote a positive impression through appearance and hygiene.</p> <p>1.</p> <p>2.</p> <p>3.</p>	6 marks

## CONTACT CTH

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### About CTH:

CTH, the Confederation of Tourism and Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

### Location:

CTH offices are located in London's West End, opposite to Selfridges entrance in Duke Street. The address is 37 Duke Street, London W1U 1LN

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