CTH LEVEL 4 DIPLOMA IN HOSPITALITY MANAGEMENT
(OFQUAL – 601/7119/4)

QUALIFICATION SPECIFICATION

DECEMBER 2017

CONTENTS

Introduction to The CTH Level 4 Diploma In Hospitality Management

Introduction

The purpose of this qualification specification is to provide an overview of the CTH Level 4 Diploma in Hospitality Management qualification.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with different types of sample assessments. There is guidance relating to the accreditation, delivery and assessment requirements for this qualification, and details of grading criteria and the grading of units. Further details regarding this qualification are available from CTH, and contained within the more comprehensive qualification and assessment handbooks.

Aims of the Qualification

The aims are to provide a qualification that:

- provides students with an understanding of the Tourism and Hospitality Industry and of the key functions within the sector,

- provides for an effective academic progression route,

- enables students to gain credit towards higher education,

- enables students to develop higher level academic skills that can be applied in a vocational context.

Access & Entry Requirements

The entry requirements below are intended for guidance only as applicants may apply with a wide variety of backgrounds and qualifications.

Approved CTH Centres are responsible for ensuring students meet the recommended admission requirements below, prior to admission and enrolment, and are deemed able to fulfil the demands of the course and successfully complete the qualification.

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.

The course is equivalent to the first year of a UK university degree, and will require students to be given support to acquire relevant academic study skills.

Requirement for:		Admission requirements
All students	**Minimum age**	17 at enrolment.
	English Language	All students without English as a first language should hold at least IELTS 5.5 or other evidence of competence in English at this level. The qualification is assessed by written assignments and examinations in the English language; high level language skills are essential.
	Study skills	The course requires students to read around the subject and use academic referencing (Harvard style) in their written assignments. Study skills are essential.
UK students		Students who hold a regulated academic or vocational qualification at Level 3 (e.g. BTEC or A Level) in any subject are most likely to be successful on this course.
Or international students		Students should have passed a school leaving certificate or other regulated academic or vocational qualification equivalent to a UK 'A' Level (UK Level 3). Equivalence to be evaluated through NARIC.
Or work experience applicants		Evidence of at least three years' work experience in the hospitality and/or tourism industry ideally with some work experience at a supervisory level. Preferably school leaving certificate.

Qualification Accreditation Requirements

Accreditation

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

The CTH accreditation committee will considers 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. A skype conversation with CTH academic and quality staff will form part of the initial accreditation application process

Teaching Rooms
Suitable teaching rooms and IT facilities should 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.

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 degree.

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

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

CTH training

New CTH centres are eligible for free training (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for Internal Verifiers, and for teaching staff who may be delivering a unit for the first time.

CTH Members Website and resources

Students become CTH Student members when they register for CTH qualifications, and have access to the CTH Members website, as well as a lapel pin and membership badge. The Members website resource is available for both Centre teaching staff and students and contains a wealth of resources. Students can access our online resource library including relevant e-books and journals from EBSCO. Teaching staff can download teaching materials including the CTH Learning Toolkits per unit as well as subject specific PowerPoint slides, past exam papers and assessments and examiner reports.

Assessment opportunities

CTH offer up to five assessment opportunities each year, with associated Exam Boards and Certification. Contact CTH or see the CTH website for more details.

Assessment responsibilities

CTH set and distribute all assessments to centres where learners have been registered.
- For assignments, Centres are responsible for marking and internal verification.   Student assignments, signed student declarations and progress tutorial reports are sent electronically to CTH, who then moderate student work.
- All examination scripts are returned to CTH for marking and moderation.

Qualification Level, Size and Structure

The CTH Level 4 Diploma in Hospitality Management is a vocationally related qualification on the UK's Regulated Qualification Framework (RQF) and adheres to the Ofqual requirements for assigning a level to a regulated qualification. These requirements and standard Level Descriptors are contained in an Ofqual publication Ofqual/15/5774, Qualification and Component Levels, available via gov.uk. The document URL is: https://www.gov.uk/government/publications/qualication-and-component-levels

Qualification size

The qualification is designed to be delivered in 1,200 hours of TQT (Total Qualification Time) of which 480 are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a student to achieve a qualification.

Definitions

- **Guided Learning Hours – GLH**
  This is the amount of time the average student is expected to spend in supervised learning and practice, but may vary by student.

- **Total Qualification Time – TQT**
  TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training 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, lecturers, seminars, tutorials, supervised assessment (e.g. exams or observed practice)

- Independent and unsupervised learning or research

- Unsupervised coursework, or directed activity

- Watching pre-recorded webinars or podcasts

- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Students completing this qualification should be able to demonstrate their ability as independent learners.

Qualification Structure (Rules of Combination)

The qualification, units and TQT for the CTH Level 4 Diplomas in Hospitality Management are set out in the following table, often referred to as the Rules of Combination. Further details of each unit are included later in the specification.

CTH Level 4 Diploma in Hospitality Management QAN: 601/7119/4					
Students must achieve: • All 7 mandatory units, providing 120 credits, of which **45 credits are at level 3** and **75 credits are at level 4**					
Credit value (CV): 120					
Guided Learning Hours (GLH) for Qualification: 480		**Total Qualification Time (TQT) for Qualification:** 1200			
Mandatory Units					
Unit Code	**Unit Title**	**L**	**CV**	**GLH**	**URN.**	**Assessment Method**
FTH	Finance in Tourism and Hospitality	3	15	80	M/507/3867	Closed book written examination
CSMTH	Customer Service Management in Tourism and Hospitality	4	15	60	R/504/4412	Assignment or work-based assessment
GTH	Global Tourism and Hospitality	4	20	60	H/504/4415	Assignment
RDO	Rooms Division Operations	3	15	80	L/504/4389	Closed book written examination
RDS	Rooms Division Supervision	4	20	60	K/504/4416	Assignment or work-based assessment
FBO	Food and Beverage Operations	3	15	80	F/504/4390	Closed book written examination
FBS	Food and beverage supervision	4	20	60	M/504/4417	Assignment or work-based assessment
Diploma Total (7 units)			**120**	**480**		

The level 4 qualification provides progression to a level 5 CTH vocational qualification. Further details of articulation agreements with Universities can be obtained via the CTH website at: http://www.cthawards.com

Qualification Grading Criteria

Individual units can be graded either as fail, pass, merit or distinction. However, the qualification is not subject to grading. The qualification is either achieved or not achieved. In terms of certification, this means that students will receive a transcript of their results showing the grades for each unit successfully completed, plus the Diploma that recognises their level of achievement. Note that the Diploma does not allocate a grade.

The tables on the following pages explain the generic grading criteria that should be used by centres in conjunction with the unit mark sheets to assess all students' work.

Level 3	Students who fail:	To achieve a pass, students must:	To achieve a merit grade (60% to 79%) students must:	To achieve a distinction grade (80%+) students must:
	do not meet the requirements of the assessment criteria and learning outcomes of the unit	meet the requirements of the assessment criteria and learning outcomes	- meet the requirements of the assessment criteria and learning outcomes - demonstrate a level of understanding of key issues in the area of study - interpret and evaluate correctly key concepts and models - apply a range of theories relevant to the area of study - use a range of research and investigative techniques - produce work that is well presented, clear and well structured, with sources clearly referenced	- meet the requirements of the assessment criteria and learning outcomes - demonstrate in depth understanding and knowledge of relevant issues and their implications in the area of study - provide a good level of interpretation and evaluation of concepts and models - show some evidence of original thinking - apply a range of theories in different contexts - use a range of research and investigative techniques to solve problems - make well argued conclusions or recommendations - present work that is neat, clear, well-structured and coherent, with sources clearly referenced

Level 4	Students who fail:	To achieve a pass, students must:	To achieve a merit grade (60% to 79%) students must:	To achieve a distinction grade (80%+) students must:
	do not meet the requirements of the assessment criteria and learning outcomes of the unit	meet the requirements of the assessment criteria and learning outcomes	• meet the requirements of the assessment criteria and learning outcomes • use, analyse and interpret quantitative and qualitative data to develop coherent arguments • apply a range of theories in different contexts • demonstrate the use of a range of academic research sources • make sound judgements that accord with theories and concepts in the area of study • use established problem solving techniques within the area of study • present work that is neat, clear and well structured, with clearly referenced sources	• meet the requirements of the assessment criteria and learning outcomes • apply a detailed knowledge of the theories, trends and issues within the area of study drawn from a range of academic research • evaluate the selection of approaches, models and tools in the area of study • demonstrate the use of a range of academic research sources • communicate the results of work convincingly, supported by structured and coherent arguments • adapt and synthesise established problem solving techniques • make sound judgements that accord with theories and concepts in the area of study • present work that is professional and coherent, with clearly referenced sources

Assessment Methodology

Given the broad and highly varied nature of the tourism and hospitality business, assessment of knowledge purely by examination is not generally felt to be an appropriate assessment method. Students need to demonstrate their higher-level skills and qualities specified in the learning outcomes within a heterogeneous vocational context where investigative assignments and presentations are more appropriate.

Assessment of students' work will be carried out by a range of methods including assignment, essay examination or work assessment. Students' work will be measured against the specified learning outcomes and assessment criteria of each unit. Mark schemes are provided for each unit and grading criteria are set out below to assist assessors in allocating marks.

For students who wish to progress to a university degree course, CTH recommends that where a unit offers a choice of assessment method, students should carry out assignments rather than practical assessments.

See Appendix A for specimen assessment materials applicable to this qualification.

Qualification Units

Title	Finance in Tourism and Hospitality
Unit purpose and aim(s)	This unit enables students to gain an understanding of main sources of finance, to understand the relationships between cost volume and profit, to carry out specific costing practices and make recommendations on prices and interpret business performance using recognised tools. It is not an in-depth accounting unit, and this should be borne in mind when planning and executing the delivery.
URN.	M/507/3867
Unit Code	FTH
Level	3
Credit value	15
GLH	80

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 sources of income generation and other funding in the tourism and hospitality industry.	1.1 Describe sources of income generation. 1.2 Describe sources of funding.
2. Understand the operation of the business in terms of the elements of costs.	2.1 Describe the elements of cost found within the tourism and hospitality industry. 2.2 Describe some of the key aspects of effective control systems for high value assets.
3. Be able to apply the concept of marginal costing to price setting, particularly as applied to those costs which change with time or level of activity	3.1 Identify operations when this is a useful tool. 3.2 Calculate marginal costs and apply the result to pricing decisions.
4. Be able to prepare budgets and compare budgets with actual results	4.1 Explain the main reasons for using budgets, and some of their limitations. 4.2 Prepare relevant operating budgets. 4.3 Calculate variances between given actual and budgeted figures and comment on the results.

5. Be able to interpret business performance from profit and loss statements and balance sheets using ratios and percentages.	5.1 Use a number of tools to analyse a given business' performance to include basic sales, liquidity, efficiency and financial ratios.

Title	Customer Service Management in Tourism and Hospitality
Unit purpose and aim(s)	This unit covers the management of customer service operations, managing the resolution of customers' queries and complaints, analysing the effectiveness of customer service in hospitality or tourism and understanding the use of quality systems in the tourism and hospitality industry
URN.	R/504/4412
Unit Code	CSMTH
Level	4
Credit value	15
GLH	60

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 Manage customer service operations in hospitality or tourism	1.1 Explain the importance of anticipating customers' needs and preferences 1.2 Set customer service targets and standards for a department 1.3 Allocate resources to operations to enable efficient customer service 1.4 Ensure all staff maintain customer service standards 1.5 Make use of customer feedback to improve products and services
2 Manage the resolution of customers' queries and complaints in hospitality or tourism	2.1 Describe possible actions to prevent problems 2.2 Identify the cause of complaints 2.3 Explain how to handle complaints in accordance with customer service standards 2.4 Maintain records of issues, problems and incidents
3 Analyse the effectiveness of customer service in hospitality or tourism	3.1 Implement an evaluation plan in accordance with organisational requirements 3.2 Analyse information using agreed techniques 3.3 Identify strengths, areas for improvement and patterns of repeated customer complaints 3.4 Recommend improvements that are practicable and which offer value for money
4 Understand the use of quality systems in the tourism and hospitality industry	4.1 Define "quality", quality attributes and measures 4.2 Explain the components of an effective quality system 4.3 Explain how to identify problems, defects and shortfalls against quality standards 4.4 Explain how quality standards can be used to make improvements

Title	Global Tourism and Hospitality
Unit purpose and aim(s)	This unit covers understanding the size and scope of the global tourism and hospitality industry, the food and accommodation sub-sectors, the issues and influences affecting it and the growth of global tourism and hospitality brands
URN.	H/504/4415
Unit Code	GTH
Level	4
Credit value	20
GLH	60

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 size and scope of the global tourism and hospitality industry	1.1 Analyse the size, nature and sub-sectors of the global tourism and hospitality industry 1.2 Analyse the role of stakeholders of the industry 1.3 Explain the history of the tourism and hospitality industry 1.4 Analyse the inter-relationships and links between tourism and other sectors
2 Understand the food and accommodation sub-sectors within the global tourism and hospitality industry	2.1 Characterise the distinctions between different types of accommodation and their operation 2.2 Characterise the distinctions between different types of food operation 2.3 Analyse the factors affecting accommodation location decisions 2.4 Analyse the effectiveness of transport and distribution systems
3 Understand the issues and influences affecting the global tourism and hospitality industry	3.1 Review the development of the industry and the reasons for change 3.2 Evaluate the impact of government activity and political issues 3.3 Define the contribution of the industry on the economy and its impacts 3.4 Evaluate the effect of trends in modern lifestyle habits 3.5 Evaluate the way in which external factors affect the industry and organisations within it
4 Understand the growth of global tourism and hospitality brands	4.1 Define the characteristics and uses of branding 4.2 Analyse the development of global tourism and hospitality brands 4.3 Analyse the benefits of branding and brand loyalty 4.4 Explain the use of tourism and hospitality globalisation strategies and their risks

Title	Rooms Division Operations
Unit purpose and aim(s)	This unit covers understanding rooms division operations (front office and housekeeping departments), front office processes and housekeeping operations
URN.	L/504/4389
Unit Code	RDO
Level	3
Credit value	15
GLH	80

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 rooms division operations (front office and housekeeping departments)	1.1 Define the functions of rooms divisions 1.2 Identify the role and responsibilities of rooms division staff within an organisational structure 1.3 Explain the impact of "the guest cycle" on rooms division operations 1.4 Explain the components of customer offerings 1.5 Describe organisational customer service standards 1.6 Explain the services to support customers' needs
2 Understand front office processes	2.1 Describe the organisational procedures for reservation, reception and cashiering functions 2.2 Explain how to use manual and electronic systems to track room status 2.3 Explain how to process check-out functions and payments in accordance with organisational procedures and standards 2.4 Explain the use of communication systems
3 Understand housekeeping operations	3.1 Describe the organisational procedures and standards in the housekeeping, laundries, linen rooms and maintenance departments in a hotel 3.2 Explain how to use safe working practices and minimise the potential for accidents 3.3 Explain how to organise the safe use and storage of cleaning materials 3.4 Explain how to ensure that guest rooms and public areas are clean, safe and secure

Title	Rooms Division Supervision
Unit purpose and aim(s)	This unit covers evaluating the effectiveness of rooms division operations (front office and housekeeping departments), supervising housekeeping operations and managing the performance of staff
URN.	K/504/4416
Unit Code	RDS
Level	4
Credit value	20
GLH	60

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 Evaluate the effectiveness of rooms division operations (front office and housekeeping departments)	1.1 Analyse the structure, distribution of responsibilities and contribution of rooms division to an organisation 1.2 Identify shortfalls and weaknesses in performance and their causes and recommend practicable improvements 1.3 Evaluate the quality of furniture, furnishings and fittings for purchase and care against organisational standards 1.4 Analyse the security and safety responsibilities of rooms division personnel 1.5 Explain the use of property management systems
2 Supervise front office processes	2.1 Develop customer-focused policies and procedures to deal with guest arrivals and checkouts 2.2 Explain the functionality of accounting and banking procedures to meet customer and legal requirements
2 Supervise front office processes contd.	2.3 Develop rotas and allocate work to ensure operational efficiency 2.4 Monitor the standards of work and behaviour of staff
3 Supervise housekeeping operations	3.1 Develop rotas and allocate work to ensure operational efficiency 3.2 Specify manual and mechanical cleaning equipment and cleaning materials that are appropriate to the task 3.3 Evaluate the advantages and disadvantages of purchased and contract hire of products, services and resources 3.4 Monitor compliance with procedures for the inspection, control and storage of clean and dirty linen 3.5 Develop procedures for the housekeeping, maintenance and working order of an organisation to agreed standards 3.6 Supervise the cleanliness, safety and security of guest rooms and public areas including regular safety inspections
4 Manage the performance of staff in rooms division	4.1 Agree targets and objectives that align with business needs 4.2 Provide training interventions that meet identified needs 4.3 Allocate and direct work to meet performance targets and quality standards 4.4 Manage underperformance and in accordance with organisational requirements 4.5 Analyse the principles of recruitment and selection of staff

Title	Food and Beverage Operations
Unit purpose and aim(s)	This unit covers understanding the principles of food production operations, food production operations and food and beverage service
URN.	F/504/4390
Unit Code	FBO
Level	3
Credit value	15
GLH	80

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 principles of food and beverage operations	1.1 Describe typical organisational structures and roles in food and beverage operations 1.2 Describe different kinds of food operations 1.3 Identify the nature of the meal or event for which service is required 1.4 Explain how menus and wine lists are structured 1.5 Describe how to comply with hygiene, health and safety standards and legislation 1.6 Explain how to maintain food and beverage stock levels
2 Understand food production operations	2.1 Identify the ingredients needed and explain how to prepare them to the required standard in the correct sequence 2.2 Explain the suitability of different cooking methods and equipment for different dishes 2.3 Explain how to present dishes in accordance with organisational standards 2.4 Identify organisational purchasing procedures 2.5 Explain storage methods that are appropriate to different food items
3 Understand food and beverage service	3.1 Describe organisational standards and timings in setting up for food and beverage service 3.2 Describe how to serve food and beverages in accordance with organisational standards 3.3 Explain the customer care service required in a food and beverage department 3.4 Describe how to calculate and present accurate bills in different payment forms 3.5 Explain the requirements of hygiene in food and beverage service

Title	Food and Beverage Supervision
Unit purpose and aim(s)	This unit covers evaluating the effectiveness of food and beverage operations, developing food and beverage operations, understanding how to arrange banquets and functions, understanding how to supervise the purchasing and storage of food and beverages and the management of staff performance
URN.	M/504/4417
Unit Code	FBS
Level	4
Credit value	20
GLH	60

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 Evaluate the effectiveness of food and beverage operations	1.1 Set realistic criteria for the evaluation of food and beverage operations 1.2 Analyse the efficiency and effectiveness of food and beverage operations 1.3 Analyse the occupational, environmental and human factors that affect hygiene, health and safety 1.4 Evaluate the potential impact of non-compliance with regulatory requirements
2 Develop food and beverage operations	2.1 Allocate human and physical resources that are sufficient to meet objectives 2.2 Define the factors that affect the development of menus and wine lists and recommend changes to meet identified needs and within budget 2.3 Recommend changes to methods of food production and/or food and beverage service that meet identified needs and within budget 2.4 Explain how any changes may influence customers' perceptions of the organisational brand 2.5 Evaluate the quality of staffs' selling, customer service skills and the extent of their product and service knowledge
3 Understand how to arrange banquets and functions	3.1 Develop plans for banquets and functions that meet the specification within budget 3.2 Define menus, wine lists, cooking and service methods that are appropriate to the banquet or function 3.3 Address hygiene, health and safety issues for each event plan 3.4 Specify supervision and staffing arrangements for each event that are sufficient to meet the specification 3.5 Evaluate the success of the event against agreed criteria

4 Understand how to supervise the purchasing and storage of food and beverages	4.1 Define purchasing standards appropriate to the item to be purchased
	4.2 Analyse the efficiency and effectiveness of the purchasing and storage of food and beverage items
	4.3 Specify storage methods that are appropriate to the item being stored
	4.4 Specify procedures for the issue of stock that are appropriate to the item
5 Manage the performance of staff in food and beverage	5.1 Agree targets and objectives that align with business needs
	5.2 Provide training interventions that meet identified needs
	5.3 Allocate and direct work to meet performance targets and quality standards
	5.4 Manage underperformance and in accordance with organisational requirements
	5.5 Analyse the principles of recruitment and selection of staff

APPENDIX A – SPECIMEN ASSESSMENT MATERIALS

1. **Assessment type:** Written examination

   Unit: Rooms Division Operations

2. **Assessment type**: Assignment

   Unit: Food & Beverage Supervision

Sample Assessments

Rooms Division Operations

(L/504/4389)

Assessment methodology
Sample Closed Book Written Examination

RDO

Rooms Division Operations

Mock Examination

Instructions

- **Three hours** are allowed for this paper which carries a total of **100 marks**
- Read these instructions carefully before answering any questions
- Do not begin writing until instructed to by the invigilator
- Make sure that your **name, date of birth, CTH membership number** and **centre name** are clearly marked on each page of the answer sheet and any other material you hand in.
- You are allowed **10 minutes** to read through this paper before the examination starts.
- You must attempt all questions to gain a pass. The number of marks allocated to each question is given next to the question and you should spend time in accordance with that allocation.
- You may find it helpful to make rough notes in the answer booklet; these notes should be crossed out before handing the booklet in.
- Answer each new question on a new page and leave some blank lines between each part of the question.
- The **answer booklet and the question paper must both be handed in** to the invigilator before you leave the examination room.

MOCK Exam September 2015

EXAM QUESTIONS

Please note: ALL questions are compulsory

Question 1	1.1 Identify **three** of the functions of the rooms division department, and compare their individual responsibilities.	
	1.2 Describe the organisational structure of the rooms division department in a 150-bedroom 4-star city hotel.	
	1.3 Explain how the guest cycle impacts on rooms division operations.	
	1.4 Discuss the organisational service standards within the rooms division department and explain how they should be developed to support customers' needs.	**40 marks**

Question 2	The four-star 150-bedroom Tower Hotel in Edinburgh is in the city centre. It is used by business people and tourists and has a good reputation on the various travel websites.	
	2.1 Describe the organisational procedures for the reservations department in the Tower Hotel.	
	2.2 Discuss the advantages and disadvantages of manual and electronic systems used to track room status and payments.	
	2.3 Compare and contrast **two** communication systems that the Tower Hotel may have within the hotel.	**30 marks**

MOCK Exam September 2015

Question 3	3.1 Explain why the housekeeping department in a hotel needs detailed organisational procedures and standards. Give examples of **three** housekeeping standards to illustrate your answer. 3.2 You are the Executive Housekeeper of a large city-centre hotel and have 85 members of staff. You are responsible for health, safety and security in your department, explain how you would ensure that your staff are made aware of their responsibilities in these areas. Give examples to support your answer.	**30 marks**

Food and Beverage Supervision

(M/504/4417)

Assessment methodology
Sample Assignment

Unit title	**Food and Beverage Supervision**
URN.	**M/504/4417**
Credit value	**20**
Level	**4**
Unit Code	**FBS**

Student name	
Assessment ref	
Centre	

This unit may be assessed either by assignment or work-based assessment. Centres may decide which method will be used. This document relates to assignments. Separate documentation is available for work-based assessments.

Assignment instructions

Students must base their assignments on their own working practice in their place of work or in an organisation that is known to them. They must show their knowledge and understanding of the unit of assessment and any recommended reading.

Assignments must:

- include evidence that shows that the student meets all the Learning Outcomes and Assessment Criteria of the unit;
- include a brief introduction to the assignment;
- include an analysis and evaluation of the topic they discuss and facts should be used to support conclusions and recommendations;
- make clear connections between theory and practice;
- provide a demonstration of the practical application of theory in the workplace;

- cite references in accordance with the Harvard System;
- be presented in report format;
- be within 10% of the required word count;
- may include additional information (e.g. working notes and calculations) which should be added as supplementary appendices to the report.

One electronic and one paper copy of the final assignment report should be submitted. This should include a front cover page with the student's and tutor's declaration.

Assignment task

Students are required to select an organisation in the hospitality industry and prepare a 3,500-word report discussing how the food and beverage departments are supervised with particular reference to the following areas:
- the development, management and evaluation of food and beverage operations
- how banquets and functions are arranged
- how food and beverages are purchased and stored.

Outline

Students are required to conduct relevant and adequate primary and secondary research on the different areas within rooms division. The student should therefore be able to visit the selected organisation.

Students should include a brief introduction to the organisation they have selected in terms of the size, customers, services, products and future plans.

The following areas should be evaluated in detail supported by examples quoted from the selected organisation;

Development, management and evaluation of food and beverage operations
- Factors affecting food and beverage offerings and recommend affordable improvements and their impact
- Recruitment and selection, targets and allocation of resources, the provision of training, evaluation of employee performance and management of underperformance
- Setting of evaluation criteria, the analysis and evaluation of the efficiency of operations, the factors that affect hygiene, health and safety and impact of non-compliance with regulatory requirements

Banquets and functions
- The development of appropriate plans, menus and drinks lists
- Hygiene, health and safety issues
- Staffing and supervision arrangements
- Evaluating events.

Supervision of the purchase and storage of food and beverages
- Defining purchasing standards
- Factors affecting storage arrangements
- Stock issue procedures

Students should demonstrate application of theory and knowledge to their chosen organisation and ensure they have addressed the assessment criteria outlined in the following tables.

The analysis should be concluded with detailed and well-justified recommendations; relevant examples can also be used. The secondary research undertaken should be appended to this assignment.

Assignment task

Task instructions		
Task 1- Development, management and evaluation of food and beverage operations - 60%		
Students must show that they meet the Learning Outcomes (LOs) and Assessment Criteria (AC) of the unit of assessment. Therefore, consideration will be given to whether students achieved the following:		
Assessment criteria	**LO/AC ref**	**Marks**
1 Define the factors affecting food and beverage offerings and recommend affordable improvements and their impact	LO2, 2.2, 2.3. 2.4	20
2 Analyse recruitment and selection, agree targets, allocate resources, provide training, evaluate employee performance and manage underperformance	LO2, 2.1, 2.5 LO5, 5.1, 5.2, 5.3, 5.4, 5.5	20
3 Set evaluation criteria, analyse and evaluate the efficiency of operations, the factors that affect hygiene, health and safety and the impact of non-compliance with regulatory requirements	LO1, 1.1, 1.2, 1.3, 1.4	20
The word count is 2,000 words		

Task instructions		
Task 2 – Banquets and functions - 20%		
Students must show that they meet the Learning Outcomes (LOs) and Assessment Criteria (AC) of the unit of assessment. Therefore, consideration will be given to whether students achieved the following:		
Assessment criteria	**LO/AC ref**	**Marks**
1 Develop appropriate plans, menus and drinks lists, addressing hygiene issues, specifying staffing and supervision arrangements and evaluating the event	LO3, 3.1, 3.2, 3.3, 3.4, 3.5	20
The word count is 750 words		

Task instructions		
Task 3 – Supervision of the purchase and storage of food and beverages - 20%		
Students must show that they meet the Learning Outcomes (LOs) and Assessment Criteria (AC) of the unit of assessment. Therefore, consideration will be given to whether students achieved the following:		
Assessment criteria	**LO/AC ref**	**Marks**
1 Define appropriate purchasing standards and storage arrangements, analyse the efficiency of purchasing and storage and specify stock issue procedures	LO4, 4.1, 4.2, 4.3, 4.4	20
The word count is 750 words		

Contact 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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