



SCOTTISH VOCATIONAL QUALIFICATIONS

Who needs an SVQ?

Anyone in the workplace. SVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone in employment and there are no entry requirements necessary.

What is the purpose of an SVQ?

SVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. SVQ units encompass a wide range of related work topics.

What are the benefits of an SVQ?

An employee will benefit by

- Having more understanding of their responsibilities.
- An opportunity to develop new skills
- Accreditation of current skills

An employer will benefit by

- More developed staff giving better performance.
- More staff motivation
- Better service to clients

SVQ 3 in Hospitality Supervision & Leadership at SCQF Level 7

To achieve a full award, candidates must complete **eight units**. This comprises of **all mandatory units in Section A**, at least **one unit from Section B** and the remaining **two units from Section B or C**.

Mandatory Units – Section A

- Provide leadership for your team
- Develop productive working relationships with colleagues
- Contribute to the control of resources
- Maintain the health, hygiene, safety and security of the working environment
- Lead a team to improve customer service

Optional Units – Section B

- Supervise food production operations
- Supervise functions
- Supervise food services
- Supervise drink services
- Supervise housekeeping services
- Supervise portering and concierge services
- Supervise reception services
- Supervise reservation and booking services

Optional Units – Section C

- Contribute to promoting hospitality services and products
- Contribute to the development of recipes and menus
- Supervise off-site food delivery services
- Supervise cellar and drink storage operations
- Manage the receipt, storage or dispatch of goods
- Supervise the wine store/cellar and dispense counter
- Supervise vending services
- Supervise linen services
- Monitor and solve customer service problems
- Improve the customer relationship
- Provide learning opportunities for colleagues
- Supervise the use of technological equipment in hospitality services
- Supervise practices for handling payments
- Contribute to the development of a wine list
- Manage the environmental impact of your work
- Contribute to the selection of staff for activities
- Ensure food safety practices are followed in the preparation and serving of food and drink
- Lead meetings

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