

**Catering & Hospitality ~ Level 3 NVQ Diploma**  
**Hospitality Supervision and Leadership**  
A total of 45 credits to be achieved

**Section A ~ All these Mandatory Units**

- HSL 1 Provide leadership for your team (9 credits)
- HSL 2 Develop productive working relationships with colleagues (9 credits)
- HSL 3 Contribute to the control of resources (4 credits)
- HSL 4 Maintain the health, hygiene, safety and security of the working environment (4 credits)
- HSL 5 Lead a team to improve customer service (8 credits)

**Section B ~ At least 1 optional unit from this section**

(All units in Section B are valued at 4 credits each)

- HSL 7 Supervise food production operations
- HSL 8 Supervise functions
- HSL 10 Supervise food services
- HSL 11 Supervise drink services
- HSL 17 Supervise housekeeping services
- HSL 20 Supervise portering and concierge services
- HSL 21 Supervise reception services
- HSL 22 Supervise reservation and booking services

**Section C Optional Units**

(All units in Section C are valued at 4 credits each unless individually numbered)

- HSL 6 Contribute to promoting hospitality services and products
- HSL 9 Contribute to the development of recipes and menus
- HSL 12 Supervise off-site food delivery services
- HSL 13 Supervise cellar and drink storage operations
- HSL 14 Manage the receipt, storage or dispatch of goods (3 credits)
- HSL 15 Supervise the wine store/cellar and dispense counter
- HSL 16 Supervise vending services
- HSL 18 Supervise linen services
- HSL 19 Monitor and solve customer service problems (7 credits)
- HSL 23 Improve relationships with customers (8 credits)
- HSL 24 Provide learning opportunities for colleagues (11 credits)
- HSL 25 Supervise the use of technological equipment in hospitality services
- HSL 26 Supervise practices for handling payments (3 credits)
- HSL 27 Contribute to the development of a wine list
- HSL 28 Manage the environmental impact of your work (3 credits)
- HSL 29 Contribute to the selection of staff for activities (3 credits)
- HSL 30 Ensure food safety practices are followed in the preparation and serving of food and drink (5 credits)
- HSL 31 Lead meetings (3 credits)

- The remaining two units can come from either Section B or C
- Learners who select units, HSL 7, HSL 10 or HSL 11 from Section B are strongly recommended to take unit HSL 30.



This is the hospitality industry's professional qualification for supervisory staff, team and shift leaders.

This City & Guilds Diploma is suitable for all supervisory staff in whatever sector of the hospitality industry they are employed.

Those undertaking this qualification will undertake the five core units and then choose specialist units for their area of work to match their job role.

The choices in Groups B and C allow supervisors to select the NVQ units that are appropriate to their area of responsibility.

This qualification is suitable for those already employed as a supervisor as well as those wishing to enter the hospitality industry at this level.

Newly appointed or potential supervisors might prefer to take the Team Leadership NVQ at level two before embarking on this level three qualification.