Access to H.E. National Programme Unit

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Unit Title	Hospitality Operations

Graded Unit Code:	GA33HOS05	Ungraded Unit Code:	UA33HOS05

Pathway(s)	Hospitality, Leisure and Tourism

Module(s)	Hospitality Management

Level	3	Credit Value	3

Valid from:	1st August 2019	Valid to:	31st July 2024

The following QAA grade descriptors must be applied if you are delivering the graded version of this unit:

1	Understanding of the subject
4	Use of information
5	Communication and presentation
7	Quality

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1. Understand Front Office Operations within a hospitality business	1.1 Define the role and responsibilities of Front Office Operations
	1.2 Describe the links between Front Office staff and other departments
	1.3 Describe the concept of: a) Guest Service b) Customer Service
	1.4 Describe the use of manual and electronic systems to support reservation, reception and cashiering functions
	1.5 Explain check-in and check-out procedures and settling bills

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
2. Understand Housekeeping Operations within a hospitality business	2.1 Define the organisational structure and roles of a Housekeeping department
	2.2 Describe the requirements and legislation when furnishing in a hospitality business
	2.3 Describe how to maintain the standard of cleanliness in a hospitality business
	2.4 Describe the procedures of the inspection, control and storage of clean and dirty linen
	2.5 Describe the procedures for fire safety, security standards and the maintenance of a hospitality business
	2.6 Describe how a hospitality business could develop environmentally-friendly policies
3. Understand Food and Beverage Operations within a hospitality business	3.1 Describe different types of food operations and their requirements
	3.2 Describe different types of food production systems and their individual benefits and negatives
	3.3 Define different methods of food and beverage services and their requirements