

## Access to Higher Education Unit

This unit forms part of an Access to HE Diploma. If delivering the graded version of this unit, please refer to the Provider Handbook for details on grading descriptors and the application of these across units within your programme.

**Unit Title:** Hospitality Operations

**Graded Unit Reference Number:** GA33HOS05

**Ungraded Unit Reference Number:** UA33HOS05

**Module:** Hospitality Management

**Level:** Three (3)

**Credit Value:** Three (3)

**Minimum Guided Learning Hours:** 30

Learning Outcome (The Learner will):	Assessment Criterion (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
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