



GM2C 23 SVQ in Hospitality Supervision and Leadership at SCQF Level 7

To achieve this qualification candidates must complete eight units in total.

Four mandatory units and four optional units.

Mandatory units: all four units required

SQA Code	P1st Code	Unit Title	SCQF Level	SCQF Credits
HK7N 04	PPLHSL1	Provide Leadership for Your Team	6	4
HK7M 04	PPLHSL2	Develop Productive Working Relationships with Colleagues	7	5
HK7L 04	PPLHSL3	Contribute to the Control of Resources	8	6
HK7K 04	PPLHSL4	Maintain the Health, Hygiene, Safety and Security of the Working Environment	7	5

Group A: four units required

SQA Code	P1st Code	Unit Title	SCQF Level	SCQF Credits
HK7H 04	PPLHSL5	Lead a Team to Improve Customer Service	7	7
HK7G 04	PPLHSL6	Contribute to Promoting Hospitality Services and Products	6	6
HK7F 04	PPLHSL7	Supervise Food Production Operations	7	4
HK7E 04	PPLHSL8	Supervise Functions	7	6
HK7D 04	PPLHSL9	Contribute to the Development of Recipes and Menus	6	4
HK7C 04	PPLHSL10	Supervise Food Services	7	4
HK7A 04	PPLHSL11	Supervise Drink Services	7	4
HK79 04	PPLHSL12	Supervise Off-Site Food Delivery Services	7	4
HK78 04	PPLHSL13	Supervise Cellar and Drink Storage Operations	7	5
HK77 04	PPLHSL14	Manage the Receipt, Storage or Dispatch of Goods	6	6
HK76 04	PPLHSL15	Supervise the Wine Store / Cellar and Dispense Counter	7	5
HK75 04	PPLHSL16	Supervise Vending Services	7	4
HK74 04	PPLHSL17	Supervise Housekeeping Services	7	4
HK73 04	PPLHSL18	Supervise Linen Services	7	4
HK72 04	PPLHSL19	Monitor and Solve Customer Service Problems	6	5
HK71 04	PPLHSL20	Supervise Portering and Concierge Services	7	4
HK70 04	PPLHSL21	Supervise Reception Services	7	4
HK6Y 04	PPLHSL22	Supervise Reservations and Booking Services	7	4
HK6X 04	PPLHSL23	Improve the Customer Relationship	6	5
HK6W 04	PPLHSL24	Provide Learning Opportunities for Colleagues	8	8
HK6V 04	PPLHSL25	Support the use of Technological Equipment	6	5

		in Hospitality Services		
HK6T 04	PPLHSL26	Supervise Practices for Handling Payments	6	5
HK6R 04	PPLHSL27	Contribute to the Development of a Wine List	6	6
HK6P 04	PPLHSL28	Manage the Environmental Impact of Your Work	7	4
HK6N 04	PPLHSL29	Contribute to the Selection of Staff for Activities	7	5
HK6M 04	PPLHSL30	Ensure Food Safety Practices are Followed in the Preparation and Serving of Food and Drink	7	5
HK6L 04	PPLHSL31	Lead Meetings	7	4