



GG28 24 SVQ 4 Hospitality Management Skills SCQF level 8 - Structure

To achieve the qualification candidates are required to complete 10 units in total. This comprises:

- All four mandatory Units
- At least two Units from Group 1
- The remaining four Units can come from either Group 1 or Group 2

Mandatory Units				
SQA Ref	SSC Ref	Title	SCQF Level	SCQF Points
H2Y7 04	4GEN8	Manage the Performance of Teams and Individuals	8	6
H2Y8 04	4GEN9	Contribute to the Strategic Goals of the Organisation's Leadership Team	8	6
H2Y9 04	4GEN17	Comply with Legislative Requirements in Hospitality	8	6
DR67 04	4GEN20	Manage Your Own Resources and Professional Development	7	8

Group 1: Optional Units – Minimum 2 – Maximum 6 Units Required				
SQA Ref	SSC Ref	Title	SCQF Level	SCQF Points
H2YA 04	4GEN2	Manage Purchasing Costs in Hospitality	8	9
H2YB 04	4GEN3	Manage Payroll Costs for Your Team	8	8
H2YC 04	4GEN4	Manage Rotas for Your Hospitality Team	8	6
H2YD 04	4GEN5	Obtain, Analyse and Implement Customer Feedback	8	8
H2YE 04	4GEN6	Lead, Manage and Follow Up the Meeting Process	7	3
HSYF 04	4GEN7	Recruit and Select Hospitality Staff	8	8
H2YG 04	4GEN10	Devise and Implement Training and Development Plans for Your Hospitality Teams	8	7
H2YH 04	4GEN11	Manage the Use of the Organisation's Systems to Meet Operational Needs	8	11
H2YJ 04	4GEN12	Determine Market Opportunities and Plan the Future Provision of Services	9	11
H2YK 04	4GEN13	Maximise Sales and Profit	9	10
H2YM 04	4GEN14	Manage Operational Aspects of Refurbishment Programmes	8	9
H2YN 04	4GEN15	Initiate and Manage Supplier Contracts	8	7
H2YP 04	4GEN16	Manage a Function	8	8
FM5F 04	4GEN18	Manage Physical Resources	8	9

Group 1 (continued)				
FM4X 04	4GEN19	Implement Change	8	11
FM58 04	4GEN21	Initiate and Follow Grievance Procedure	6	6
FM57 04	4GEN22	Initiate and Follow Disciplinary Procedure	6	6
DR5T 04	4GEN23	Manage Finance for Your Area of Responsibility	8	14
FE3P 04	4GEN24	Handle Referred Customer Complaints	8	10
FE2W 04	4GEN25	Use Customer Service as a Competitive Tool	7	8
FE2X 04	4GEN26	Organise the Promotion of Additional Services or Products to Customers	6	7
FE3L 04	4GEN27	Review the Quality of Customer Service	8	8
F2H3 04	HSL28	Manage the Environmental Impact of Your Work	8	4

Group 2: Optional Units – Up to 4 Units may be selected from this group				
SQA Ref	SSC Ref	Title	SCQF Level	SCQF Points
H2YR 04	4KM31	Participate in the design, Implementation and Monitoring of a Kitchen Food Safety Management System	8	7
H2YS 04	4KM32	Develop and Evolve Dishes and Recipes Showing Innovation and Creativity	8	11
H2YT 04	4KM33	Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets	8	10
H2YV 04	4KM34	Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards	7	7
H2YW 04	4KM35	Manage a Team to Prepare, Cook and Present Food to Organisational Standards	8	12
H2YX 04	4KM36	Keep up to Date with Current Industry and Food Trends	8	10
H2YY 04	4KM37	Plan and Design Operational Areas	8	5
H300 04	4FOH41	Manage Customer Profiles and Recognition	8	11
H301 04	4FOH42	Ensure Statutory Fire and Other Security Procedures Are In Place and Followed (Team and Whole Establishment)	8	9
H302 04	4FOH43	Manage Arrivals and Departures to Deliver and Maximise Revenue Potential	8	9
H303 04	4FOH44	Manage Accurate and Appropriate Billing and Payment Processes	8	10
H304 04	4FOH45	Manage Front of House and Guest Relation Services	8	10
H305 04	4FOH46	Manage Reservations Systems	7	7
H307 04	4HK51	Implement and Manage Housekeeping Procedures	8	8
H309 04	4HK52	Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures	8	4
H30A 04	4HK53	Manage Room Availability to Maximise Revenue Potential	8	5
H30B 04	4HK54	Liaise with Others to Manage Maintenance and Repair Work	8	6

Group 2 (continued)				
H30C 04	4HK55	Manage Additional Services Throughout the Establishment	8	4
H30D 04	4HK56	Manage Linen Service to Deliver a High Quality Provision	8	4
H30E 04	4HK57	Manage the Supply of Uniforms and Housekeeping of Staff Areas	8	4
H30F 04	4FB61	Ensure Food and Beverages are Served to Organisational Standards	8	7
H30G 04	4FB62	Manage the Organisation of the Food and Beverage Service Area	8	6
H30H 04	4FB63	Develop Beverage Lists to Complement the Menu	8	6
H30J 04	4FB64	Participate in the Production and Presentation of the Menu	8	6
H30K 04	4FB65	Manage Cellar Operations	8	7
H30L 04	4FB66	Develop a Team to Provide Enhanced Levels of Food and Beverage Service	8	7