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| **This half term : Skills, Knowledge and**  **Understanding to be developed:**  **Unit 1 Assignments 4**  The aim of this unit is to enable learners to gain knowledge and understanding of the hospitality industry, the classification systems and standards used and the organisation and structure of hospitality businesses.  **Unit 2 Assignment 1**  This unit will provide in-depth knowledge of how to supervise customer service performance in the hospitality, leisure travel and tourism sector. The unit will be appropriate for supervisors and managers whose responsibilities include managing staff. | **Key Terms to be learned this half term:**  Communication, customer requirements, presentation, teamwork, role of the supervisor in customer service, customer service and business performance, customer service and selling, monitor delivery of customer service. |

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| **Week 1 and 2 Learning Objectives etc:**   * **Unit 1 Assignment 4 –** Support Functions in Hospitality Businesses (P4, M3, D2) Based on chosen businesses, learners investigate support functions used to support the operation of different hospitality businesses and make recommendations for improvement. * **Practical –** rich yeast dough and cinnamon rolls; sausage rolls |  | **Objective assessments:**  Know the purpose of support functions in hospitality businesses. | **Homework:**  Continue with Unit 1 Assignment 4. |
| **Week 3 and 4 Learning Objectives etc:**   * **Unit 1 –** complete all of Unit 1 making sure all feedback has been reviewed. * **DIRT** * **Practical –** paella and risotto | **APP Unit 1** | **Objective assessments:**  To complete Unit 1. | **Homework:**  Continue with Unit 1. |
| **Week 5 and 6 Learning Objectives etc:**   * **Group discussion –** determine the role of the supervisor in leading when delivering customer service. * **Complete Unit 2** **Assignment 1 –** How to Develop a Customer Service Culture within a Business (P1, P2, P3, P4, M1, D1) Produce a booklet about ways to develop a customer service culture within their business based on visit. * **Practical** – meatballs and chilli con carne |  | **Objective assessments:**  Understand how to develop a customer service culture within their business. | **Homework:**  Continue with Unit 2 Assignment 1. |
| **Week 7 Learning Objectives etc:**   * **Group discussion** ways effective teams can be developed to deliver excellent customer service and the importance of staff development in ensuring that excellent customer service is delivered. * **Group discussion** ways training and coaching sessions can be implemented to improve the delivery of customer service. * **Practical –** chicken curry. | **SA U2 A1** | **Objective assessments:**  Understand how to develop a customer service culture within their business. | **Homework:**  Continue with Unit 2 Assignment 1. |