

Hospitality Diploma



● Is this course for me?

This industry is changing, fast-moving and fashionable. It requires people to be able to respond to change and move with the times. The Diploma provides the opportunity for you to understand the work involved, the level of responsibility and the wide variety of careers in the industry.

● What does the course involve?

The Hospitality Diploma will give learners an introduction to the hospitality industry, developing skills required to work in a demanding customer service environment. As you progress you will also learn the importance of customer service standards, and gain an understanding of management skills required to succeed in an exciting career.

● Generic learning:

Learners will study functional skills consisting of English, Maths and IT, a project and personal learning and thinking skills. 10 days work experience is also required at all levels.

● Principal learning which includes:

- **Foundation (Level 1)** introducing the UK hospitality industry; introducing customer service; developing skills to work in the hospitality industry; preparing and serving food and beverages.
- **Higher (Level 2)** Exploring the UK hospitality industry; customer service in hospitality; working safely in hospitality; working in a hospitality team; dealing with costs and income in hospitality; providing a hospitality service; food preparation and cooking.
- **Advanced (Level 3)** Investigating the hospitality industry; legislation and procedures in the hospitality industry; customer service in the hospitality industry; building and developing effective hospitality teams; managing people in the hospitality industry; finance and budgetary control; running a hospitality business; sales and marketing; managing a food operation in hospitality; hospitality services.

● Additional / Specialist learning which can be chosen from a wide range of existing units or qualifications, at the appropriate level.

● What qualifications or skills will I need to get on the course?

You need to be at least 16 years of age and interested in working in the hospitality sector

Foundation A GCSE profile, which includes English and Maths

Higher 4 GCSE's at grade D or above, which includes English and Maths

Advanced 5 GCSE's at grade C or above, which includes English and Maths

● What options will be open to me if I successfully complete the course?

You can progress to the next level Diploma, University or employment

● Who can I contact for more information?

Please call Central Enquiries on 01462 424242 or email diplomas@nhc.ac.uk

● Interview and reference required

Yes



“I would love to do my work experience in a fashionable restaurant. I'd like to learn about décor and style as well as the other things like food hygiene and health and safety.”



INCLUDED IN THIS DIPLOMA

The hospitality industry: This introduces you to the basics of the sector and shows you the impact that the hospitality industry has on the UK economy and the excitement of working within it.

People in hospitality: The hospitality industry is a 'peoplebased' industry. This theme looks at how important your people skills are, not only to the success of the business but in how you work with your colleagues.

Hospitality operations: You will explore how food and beverages are prepared and served to customers, including food safety, foods from different cultures and the principles of healthy eating. You will also have a chance to develop some practical skills in cooking.

Business and finance in hospitality (introduced across other topics at Foundation level): This theme covers important business and financial practices, and at Advanced level looks at budgeting, planning, financial control and marketing.

WHAT ARE EMPLOYERS SAYING?

“We know that our industry is one of the best in the world. By getting involved with Diplomas companies can make a real difference to the education of young people adding value to their development, enriching the industry's reputation and placing UK Hospitality Industry as a cutting edge economy for the future”

Rob Rees, The Cotswold Chef

