

## Optional Units

# BIIAB Level 3 Diploma in Licensed Hospitality Skills (QCF)

600/5183/8

Version 4

## Contents

### Optional Units in Groups B and C

Unit No.	URN	Unit Title
ERRHLTS	T/601/7214	Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector
LHS25	Y/503/9874	Supervising Drinks Service in Licensed Hospitality Premises
LHS26	D/503/9875	Supervising Food Production Operations in Licensed Hospitality
LHS27	H/503/9876	Supervising Food Service in Licensed Hospitality Premises
LHS28	A/503/9883	Recruiting and Managing Staff in Licensed Hospitality
LHS29	F/503/9884	Managing Stock Control and Product Storage in Licensed Hospitality
LHS30	J/503/9885	Managing Payments and Cash Handling in Licensed Premises
LHS32	R/503/9887	Training and Developing Staff in Licensed Hospitality
LHS33	Y/503/9888	Managing Customer Service in Licensed Hospitality
MEIWA	M/600/9712	Manage the environmental impact of work activities
WEPHT1	L/503/9886	Developing a Food and Drinks Offering in Licensed Hospitality

<b>Unit Title</b>	<b>Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector</b>	
<b>BIIAB Reference</b>	<b>ERRHLTS</b>	
<b>Level</b>	<b>2</b>	
<b>Credit Value</b>	<b>2</b>	
<b>GLH</b>	<b>16</b>	
<b>Unit Reference No.</b>	<b>T/601/7214</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Know employer and employee rights, responsibilities and own organisational procedures	1.1	State employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health & Safety and other relevant legislation
	1.2	State importance of having employment rights and responsibilities
	1.3	Describe organisational procedures for health & safety, including documentation
	1.4	Describe organisational procedures for equality & diversity, including documentation
	1.5	Identify sources of information and advice on employment rights and responsibilities, including Access to Work and Additional Learning Support
2 Know factors that affect own organisation and occupation	2.1	Describe the role played by own occupation within organisation and industry
	2.2	Describe career pathways available to them
	2.3	State types of representative body related to the industry, their main roles and responsibilities and their relevance to the industry
	2.4	Identify sources of information and advice on own industry, occupation, training and career
	2.5	Describe principles, policies and codes of practice used by own organisation and industry
	2.6	Describe issues of public concern that affect own organisation and industry

<b>Unit Title</b> <b>BIIAB Reference</b> <b>Level</b> <b>Credit Value</b> <b>GLH</b> <b>Unit Reference No.</b>	<b>Supervising Drinks Service in Licensed Hospitality Premises</b> <b>LHS25</b> <b>3</b> <b>2</b> <b>15</b> <b>Y/503/9874</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to supervise staff working in a drinks service team	1.1	Ensure staff have the appropriate knowledge and skills to carry out their responsibilities
	1.2	Ensure that drinks service staff have received adequate training
	1.3	Manage staff work rotas and task allocation in relation to drinks service
	1.4	Use a variety of methods to monitor and supervise staff to ensure drinks service standards are met
	1.5	Lead by example to improve the performance of the team
2 Be able to demonstrate the use of procedures to ensure efficient drinks service	2.1	Demonstrate a good working knowledge of the business's drinks service preparation and delivery procedures
	2.2	Ensure that drinks service staff follow the appropriate procedures
	2.3	Monitor and review existing drinks service procedures making suggestions for revisions where necessary to improve service levels and performance
3 Be able to effectively manage problems which arise during drinks service in order to minimise impact on service standards	3.1	Provide details of the type of problems that may occur during drinks service in licensed premises
	3.2	Outline the actions that can be taken to prevent problems arising during drinks service
	3.3	Provide details of what should be done to deal with problems that arise during drinks service
4 Be able to ensure that all members of staff working in drinks service are aware of their legal and social responsibilities	4.1	Provide evidence that all staff involved in drinks service are aware of the relevant areas of: <ul style="list-style-type: none"> <li>• Licensing Act 2003</li> <li>• Weights and Measures Legislation – legal measures for selling alcoholic products</li> <li>• Consumer Protection Legislation</li> <li>• The Gambling Act 2005 – age of play for cash gaming machines</li> <li>• The Equality Act 2010 – protected characteristics</li> </ul>

<b>Unit Title</b>	<b>Supervising Food Production Operations in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS26</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>2</b>	
<b>GLH</b>	<b>15</b>	
<b>Unit Reference No.</b>	<b>D/503/9875</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to supervise staff working in a food production team	1.1	Ensure staff have the appropriate knowledge and skills to carry out their responsibilities
	1.2	Ensure that food production staff have received adequate training
	1.3	Manage staff work rotas and task allocation in relation to food production
	1.4	Use a variety of methods to monitor and supervise staff to ensure food production standards are met
	1.5	Lead by example to improve the performance of the team
2 Be able to demonstrate the use of procedures to ensure efficient food production	2.1	Demonstrate a good working knowledge of the business's food production procedures
	2.2	Ensure that food production staff follow the appropriate procedures
	2.3	Monitor and review existing food production procedures making suggestions for revisions where necessary to improve service levels and performance
3 Be able to ensure that effective communication is achieved within the food production team and with other areas of the business	3.1	Ensure that good communication exists within the food production team enabling service standards to be met
	3.2	Ensure that there is good communication between the food production team and other areas of the business resulting in the smooth delivery of food production
	3.3	Put measures in place to encourage and promote interdepartmental communication and co-ordination
4 Be able to effectively manage problems which arise during food production in order to minimise impact on service levels and output	4.1	Provide details of the type of problems that may occur during food production in licensed premises
	4.2	Outline the actions that can be taken to prevent problems arising during food production
	4.3	Provide details of what should be done to deal with problems that arise during food production
	4.4	Develop a contingency plan, providing details of when such a plan would be used and what this would achieve

<b>Unit Title</b>	<b>Supervising Food Production Operations in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS26</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>2</b>	
<b>GLH</b>	<b>15</b>	
<b>Unit Reference No.</b>	<b>D/503/9875</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
5 Be aware of legislation, regulations and codes of practice on the delivery of food production in licensed premises	5.1	Demonstrate a working knowledge of legislation, regulations and codes of practice that impact on the delivery of food service
	5.2	Demonstrate the processes and procedures that are in place to ensure that a business is compliant with all legislation, regulations and codes of practice
	5.3	Communicate all relevant information communicated to food service team members and ensure that they fully understand the implication of the information

<b>Unit Title</b> <b>BIIAB Reference</b> <b>Level</b> <b>Credit Value</b> <b>GLH</b> <b>Unit Reference No.</b>	<b>Supervising Food Service in Licensed Hospitality Premises</b> <b>LHS27</b> <b>3</b> <b>2</b> <b>15</b> <b>H/503/9876</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to supervise staff working in a food service team	1.1	Ensure staff have the appropriate knowledge and skills to carry out their responsibilities
	1.2	Ensure that food service staff have received adequate training
	1.3	Manage staff work rotas and task allocation in relation to food service
	1.4	Use a variety of methods to monitor and supervise staff to ensure food service standards are met
	1.5	Lead by example to improve the performance of the team
2 Be able to ensure that effective communication is achieved with customers, within the food service team and within other areas of the business	2.1	Ensure that staff conduct themselves professionally and communicate with customers in an appropriate manner
	2.2	Ensure that good communication exists within the food service enabling service standards to be met
	2.3	Ensure that there is good communication between the food service team and other areas of the business resulting in the smooth delivery of food service
	2.4	Put measures in place to encourage and promote interdepartmental communication and co-ordination
3 Be able to demonstrate the use of procedures to ensure efficient food service	3.1	Demonstrate a good working knowledge of the business's food service preparation and delivery procedures
	3.2	Ensure that food service staff follow the appropriate procedures
	3.3	Monitor and review existing food service procedures making suggestions for revisions where necessary to improve service levels and performance
4 Be able to effectively manage problems which arise during food service in order to minimise impact on service standards	4.1	Provide details of the type of problems that may occur during food service in licensed premises
	4.2	Outline the actions that can be taken to prevent problems arising during food service
	4.3	Provide details of what should be done to deal with problems that arise during food service
	4.4	Develop a contingency plan, providing details of when such a plan would be used and what this would achieve

<b>Unit Title</b>	<b>Supervising Food Service in Licensed Hospitality Premises</b>	
<b>BIIAB Reference</b>	<b>LHS27</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>2</b>	
<b>GLH</b>	<b>15</b>	
<b>Unit Reference No.</b>	<b>H/503/9876</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
5 Be aware of legislation, regulations and codes of practice on the delivery of food service in licensed premises	5.1	Demonstrate a working knowledge of legislation, regulations and codes of practice that impact on the delivery of food service
	5.2	Demonstrate the processes and procedures that are in place to ensure that a business is compliant with all legislation, regulations and codes of practice
	5.3	Communicate all relevant information communicated to food service team members and ensure that they fully understand the implication of the information



<b>Unit Title</b> <b>BIIAB Reference</b> <b>Level</b> <b>Credit Value</b> <b>GLH</b> <b>Unit Reference No.</b>	<b>Recruiting and Managing Staff in Licensed Hospitality</b> <b>LHS28</b> <b>3</b> <b>6</b> <b>40</b> <b>A/503/9883</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to follow the process for the selection and recruitment of staff	1.1	Follow the seven stages of the recruitment and selection process
	1.2	Prepare a job description and associated person specification relevant to a team member position in licensed hospitality premises
	1.3	Demonstrate an understanding of current legislation relevant to the recruitment and selection procedure
	1.4	Propose the method(s) that could best be used to recruit and select a new member of staff in licensed hospitality
	1.5	Plan an induction programme for a new member of staff
2 Be able to undertake effective staff planning and task allocation	2.1	Prepare staff rotas and work schedules that ensure smooth running of operations in licensed hospitality premises
	2.2	Allocate tasks to team members with existing skills and give opportunities for learning and development
	2.3	Undertake ongoing review of task allocation to ensure that optimum service levels are achieved
3 Be able to motivate individuals and teams to achieve and, where possible, exceed performance targets	3.1	Apply motivation theories to analyse how and why individual staff can be motivated or demotivated
	3.2	Use analysis of internal and external motivational factors to improve team motivation
	3.3	Set SMART objectives for individual staff members and a team, ensuring that these link to overall business objectives
	3.4	Undertake performance monitoring for staff members, providing feedback in the most appropriate way
	3.5	Plan and run team meetings
	3.6	Communicate the team's objectives and purpose to its members
	3.7	Undertake self-evaluation of own performance
	3.8	Develop and implement remedial strategies and action plans to address any probable causes of poor performance identified

<b>Unit Title</b>	<b>Recruiting and Managing Staff in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS28</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>6</b>	
<b>GLH</b>	<b>40</b>	
<b>Unit Reference No.</b>	<b>A/503/9883</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
4 Be able to apply 'Reward and Incentive' to motivate staff and improve performance	4.1	Develop a motivational reward or incentive scheme showing a clear link to business objectives
	4.2	Explain how the plan will motivate staff
	4.3	Produce a risk assessment of the scheme
	4.4	Develop a remedial action plan which addresses the areas of risk identified
5 Be able to deal with issues arising with staff	5.1	Recognise warning signs that may indicate a staff member is suffering from stress or is being bullied
	5.2	Suggest ways that such issues could be tackled and discuss these with the staff member(s) involved
	5.3	Provide advice, support and guidance to individual staff members and to a team when appropriate/required
	5.4	Demonstrate an understanding of the grievance process
	5.5	Demonstrate an understanding of the disciplinary process

<b>Unit Title</b>	<b>Managing Stock Control and Product Storage in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS29</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>7</b>	
<b>GLH</b>	<b>50</b>	
<b>Unit Reference No.</b>	<b>F/503/9884</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to manage stock control procedures within a licensed hospitality business and use stock control data to analyse business performance	1.1	Delegate responsibility to staff member to ensure effective stock control within the business
	1.2	Implement practices to minimise losses of perishable and non-perishable stock
	1.3	Co-ordinate the collection of relevant information to ensure that stock loss is minimised
	1.4	Develop and implement, or use existing management tools to motivate individual staff members to achieve accurate margins and agreed targets
	1.5	Demonstrate a good understanding of the stock handling process for both food and drink products and how this can be managed effectively to reduce profit erosion
	1.6	Apply stock control data as required by the business
	1.7	Recommend and implement control measures to minimise profit erosion
	1.8	Distinguish between measures of efficiency and performance
	1.9	Demonstrate a good understanding of the relationship between gross margin and deficit and surplus stock results
	1.10	Analyse stock data to determine the difference between legitimate and illegitimate stock surpluses, using appropriate sources of information to evidence illegitimate surpluses
	1.11	Demonstrate how Electronic Point of Sale (EPOS) systems can be used to support stock control
	1.12	Use stock report information to produce product yield information
	1.13	Use stock taking data to recommend target gross profit margins for product subject to shrinkage

<b>Unit Title</b>	<b>Managing Stock Control and Product Storage in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS29</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>7</b>	
<b>GLH</b>	<b>50</b>	
<b>Unit Reference No.</b>	<b>F/503/9884</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
2 Be able to manage the stock ordering process within a licensed hospitality business	2.1	Demonstrate an understanding of the factors that influence the choice of supplier for different stock items
	2.2	Show a clear understanding of the relationship between stock control procedures and stock ordering procedures
	2.3	Demonstrate how stock is ordered and the recording and control mechanisms in place
	2.4	Delegate responsibility for stock ordering to other staff members in line with procedures as appropriate
3 Be able to manage stock deliveries for a range of products including food (fresh, dried and frozen), beverages (beer, wine, spirits and soft drinks) and other products used in the running of a licensed hospitality business	3.1	Ensure that the relevant storage areas are prepared for receipt of the stock prior to delivery
	3.2	Confirm that the delivery is correct against the order paperwork
	3.3	Undertake the required quality checks on the stock prior to taking delivery and return any substandard item(s)
	3.4	Manage the delivery process in line with all relevant health and safety and food safety legislation (e.g. manual handling, PPE, HACCP, COSHH)
	3.5	Delegate responsibility for stock ordering to other staff members in line with procedures as appropriate
	3.6	Demonstrate an understanding of the procedures that should be followed in the event of a supplier failing to deliver a crucial delivery
	3.7	Maintain all appropriate records and control documentation relating to stock deliveries
4 Be able to supervise cellar and drinks storage operations	4.1	Demonstrate a good working knowledge of procedures and legislation that should be followed when working in a cellar or similar environment
	4.2	Supervise staff to ensure that all relevant processes and procedures are being followed and legislation is being adhered to
	4.3	Ensure that the quality of different categories of drinks products is maintained through correct storage and handling
	4.4	Record all details of cellar and drinks storage operations, any problems arising and details of corrective action taken

<b>Unit Title</b>	<b>Managing Stock Control and Product Storage in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS29</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>7</b>	
<b>GLH</b>	<b>50</b>	
<b>Unit Reference No.</b>	<b>F/503/9884</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
5 Be able to supervise food storage operations	5.1	Demonstrate a good working knowledge of procedures and legislation that should be followed when working in a kitchen or other food storage/preparation area
	5.2	Supervise staff to ensure that all relevant processes and procedures are being followed and legislation is being adhered to
	5.3	Ensure that the quality of food products is maintained through correct storage and handling
	5.4	Record all details of food storage operations, any problems arising and details of corrective action taken

<b>Unit Title</b> <b>BIIAB Reference</b> <b>Level</b> <b>Credit Value</b> <b>GLH</b> <b>Unit Reference No.</b>	<b>Managing Payments and Cash Handling in Licensed Premises</b> <b>LHS30</b> <b>3</b> <b>5</b> <b>20</b> <b>J/503/9885</b>
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>
1 Be able to supervise the smooth handling of customer payments during service	1.1 Demonstrate a practical knowledge and understanding of the business's procedures regarding payment handling 1.2 Demonstrate a clear understanding of the business's policy regarding open customer bills and of how associated risks can be minimised 1.3 Provide training to staff members to ensure that they have the appropriate knowledge and skills to handle customer payments during service 1.4 Plan till floats required for service and ensure that the appropriate funds and coin/note denominations are available 1.5 Deal effectively with any issues that arise with customer payment
2 Be able to ensure that cashing up is carried out accurately in licensed hospitality premises	2.1 Carry out or oversee cashing up ensuring it is in line with the business's procedures 2.2 Maintain the security of all staff, cash and cash equivalents during the cashing up process 2.3 Use or supervise the use of cashing up equipment to ensure that takings are reconciled in line with procedures 2.4 Provide details of evidence that would indicate till overages or shortages 2.5 Report any instances of till overages or shortages in line with procedures
3 Be able to carry out banking for the business	3.1 Demonstrate a good knowledge of the business's procedures with regard to banking payments 3.2 Demonstrate an understanding of how to maintain security when undertaking banking procedures
4 Be able to deal with problems that arise in relation to payments in licensed premises	4.1 Explain how to deal with fraudulent payments 4.2 Explain company procedures for dealing with robbery or threats to staff security 4.3 Explain company procedures for dealing with staff fraud, giving examples of evidence that might indicate such fraud is occurring

<b>Unit Title</b>	<b>Training and Developing Staff in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS32</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>5</b>	
<b>GLH</b>	<b>30</b>	
<b>Unit Reference No.</b>	<b>R/503/9887</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to apply knowledge and understanding of the training cycle in a business environment	1.1	Use the principles of the training cycle to identify learning opportunities for staff members
2 Be able to develop a training session applying the principles of training design	2.1	Demonstrate an understanding of the relationship between business opportunities, training needs and training objectives when developing a training session
	2.2	Demonstrate an understanding of Gagné's Nine Steps of Instruction and apply these to the development of a training session
	2.3	Demonstrate the importance of lesson planning to ensure that training goals and objectives are met
	2.4	Plan a training session for one or more members of staff
	2.5	Choose an appropriate environment for the delivery of a training session
	2.6	Identify appropriate resources for the delivery of a training session
3 Be able to deliver a training session to one or more staff members	3.1	Demonstrate the correct choice of training techniques to meet the delivery requirements and the training needs of staff members
	3.2	Create a training atmosphere which puts learners at ease and facilitates learning
	3.3	Demonstrate appropriate choice of communication style(s) for the training content and learner group
	3.4	Demonstrate how to use active listening techniques to contribute to the success of training
	3.5	Demonstrate the use of questioning skills to contribute to the success of training
	3.6	Demonstrate the use of different methods to overcome barriers to learning
4 Be able to undertake a detailed evaluation of a training session looking at learner development, tutor development and the link between training and business profitability	4.1	Use a range of techniques to evaluate a training session
	4.2	Assess the benefits of the training in relation to business profitability
	4.3	Use a learner evaluation questionnaire to measure the success of training
	4.4	Develop a personal reflective action plan with learners
	4.5	Develop a tutor improvement action plan

<b>Unit Title</b>	<b>Managing Customer Service in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS33</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>7</b>	
<b>GLH</b>	<b>50</b>	
<b>Unit Reference No.</b>	<b>Y/503/9888</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to engage and communicate with customers and encourage other team members to do the same in order to enhance the customer experience	1.1	Engage and communicate in an appropriate manner with a variety of customers
	1.2	Coach and train other team members how to improve their engagement and communication with different customer groups
2 Be able to use the 'Moments of Truth' concept to manage customer service in a licensed hospitality business	2.1	Map a typical customer journey identifying all customer service requirements at each point
	2.2	List all 'Moments of Truth' (possible points of customer satisfaction/dissatisfaction)
	2.3	Determine and prioritise all possible 'Service Failures' at each moment of truth point
	2.4	Develop or use existing systems and procedures to manage and control the potential Service Failures
	2.5	Use appropriate techniques to balance business performance with the needs of the customer
3 Be able to set and implement service standards	3.1	Design and develop service standards appropriate for a licensed hospitality business
	3.2	Demonstrate effective communication of service standards to other staff members
	3.3	Promote customer-service focused behaviour amongst customer-facing personnel
4 Be able to solve a range of customer service problems and take action to avoid repetition of these problems	4.1	Demonstrate the ability to respond to customer service problems in line with the business's procedures
	4.2	Work both individually and as part of a team to solve customer service problems
	4.3	Communicate effectively with customers when dealing with a customer service problem
	4.4	Demonstrate the ability to pre-empt and avert customer service problems
	4.5	Analyse customer service information to identify repeated customer service issues
	4.6	Determine a range of options for dealing with repeat customer service problems, identifying the advantages and disadvantages of each
	4.7	Work alone or with others to select and implement the best option for solving a repeated customer service problem, balancing customer and business needs



<b>Unit Title</b>	<b>Managing Customer Service in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>LHS33</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>7</b>	
<b>GLH</b>	<b>50</b>	
<b>Unit Reference No.</b>	<b>Y/503/9888</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
5 Be able to monitor and measure customer service	5.1	Use monitoring methods and information sources to measure customer service
	5.2	Use best practice techniques to design a questionnaire for the collection of customer feedback
	5.3	Analyse and evaluate the results of customer service monitoring
	5.4	Make recommendations regarding actions to improve customer service, based on the findings of evaluation data
6 Be able to contribute to the continuing development of customer service excellence	6.1	Use a range of methods to evaluate business changes and identify areas of service excellence
	6.2	Recognise both internal and external factors that impact on service excellence
	6.3	Recognise service excellence with a team environment
	6.4	Develop and implement a team action plan
	6.5	Lead the team by example with respect to the continual improvement of service excellence

<b>Unit Title</b>	<b>Manage the environmental impact of work activities</b>	
<b>BIIAB Reference</b>	<b>MEIWA</b>	
<b>Level</b>	<b>4</b>	
<b>Credit Value</b>	<b>5</b>	
<b>GLH</b>	<b>10</b>	
<b>Unit Reference No.</b>	<b>M/600/9712</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Understand the legal requirements and environmental policies that impact on own area of responsibility	1.1	Explain the legal requirements that impact on own area of responsibility
	1.2	Explain the environmental policies that impact on own area of responsibility
2 Understand how to assess the impact of work activities on the environment and how this can be minimised	2.1	Explain what specialist advice is available to manage the environmental impact of work activities
	2.2	Explain how to assess the impact of work activities and resources on the environment
	2.3	Explain how to minimise the environmental impact of work activities
3 Be able to assess and report on the environmental impact of work activities in own area of responsibility	3.1	Assess the environmental impact of work activities and resource use
	3.2	Produce a report on the environmental impact of work activities and resource use, with recommendations for improvement
4 Be able to organise work activities and resource use to minimise environmental impact	4.1	Adapt the use of resources in own area of responsibility to reduce environmental impact
	4.2	Organise activities in own area of responsibility to reduce environmental impact
5 Be able to promote on going improvement in environmental performance	5.1	Establish means by which individuals can identify and report opportunities for improving environmental performance
	5.2	Communicate environmental benefits resulting from changes to work activities

<b>Unit Title</b>	<b>Developing a Food and Drinks Offering in Licensed Hospitality</b>	
<b>BIIAB Reference</b>	<b>WEPHT1</b>	
<b>Level</b>	<b>3</b>	
<b>Credit Value</b>	<b>7</b>	
<b>GLH</b>	<b>50</b>	
<b>Unit Reference No.</b>	<b>L/503/9886</b>	
<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>	
1 Be able to plan the development of a menu	1.1	Demonstrate an understanding of customer requirements in relation to a food offering in licensed premises
	1.2	Determine the resources and expertise required to produce and deliver the proposed food offering
	1.3	Demonstrate an understanding of food combinations, flavours and dietary requirements when planning a menu
	1.4	Prepare detailed costings of menu items to ensure that pricing levels deliver agreed levels of profitability
	1.5	Prepare a menu design and layout appropriate for the premises
2 Be able to plan the development of a drinks offering	2.1	Demonstrate an understanding of customer requirements in relation to a drinks offering in licensed premises
	2.2	Determine the resources and expertise required to deliver the proposed drinks offering
	2.3	Propose a pricing structure for the proposed drinks offering which delivers agreed levels of profitability
	2.4	Demonstrate an understanding of matching food with wine, beer and soft drinks
	2.5	Prepare a well balanced wine list taking into consideration grape varieties, country of origin and price
3 Be able to demonstrate an understanding of relevant legal and contractual considerations when developing a food and drink offering	3.1	Demonstrate an understanding of relevant legislation including weights and measures and consumer protection
	3.2	Demonstrate an understanding of tied-trade agreements which affect the choice of suppliers used and products offered in licensed premises
4 Be able to make recommendations regarding additional resources and staff training required to enable the delivery of a food and drink offering	4.1	Determine any additional resources (physical or human) required for the delivery of a proposed food and drink offering
	4.2	Determine training requirements for existing staff in relation to the delivery of a proposed food and drinks offering

Infor House  
1 Lakeside Road  
Farnborough  
Hampshire  
GU14 6XP