

BTEC Subsidiary Diploma in Hospitality Management

A Level equivalent: Awarding body Edexcel

Over the past few years, employment in the hospitality industry has increased faster than for the economy overall. But there remains significant skills gaps, particularly in the following areas: customer service; interpersonal skills; supervisory skills; finance; and employability skills. This BTEC seeks to address these areas by encouraging the acquisition and development of these competencies.

Learners will develop an overview of the importance of the hospitality industry within the economy in terms of its scale and diversity. They will investigate the hospitality industry, and develop an understanding of businesses that provide accommodation, catering and related services.

Learners will also find out about the range of national and international classification systems of food and beverage and accommodation providers, and the standards required to achieve specific levels within these systems.

Course content

There are no exams! This qualification is assessed entirely by coursework which will involve a range of activities including practical work, event management skills, class talks, residential visits, assignments and observations.

Course requirements

5 GCSE at grade C or above.

Year 1

Unit 1: The Hospitality Industry

A general introduction to hospitality. During this unit you will gain an understanding of the scale and diversity of the hospitality industry the classification systems and their standards.

Unit 2: Principles of Supervising Customer Service Performance in Hospitality

This unit will provide in-depth knowledge of how to supervise customer service performance in the hospitality, leisure travel and tourism sector.



Unit 3: Providing Customer Service in Hospitality
You will be given the opportunity to practise and show customer service support, using appropriate communication and presentation techniques to meet customers' needs. Using a variety of hospitality-based situations including a **hospitality event**.

Year 2

Unit 21: Events Organisation in Hospitality

During this unit the learners will be given the opportunity to take part in a hospitality event.

Unit 14: Environment and Sustainability in Hospitality

The aim of this unit is to enable learners to gain knowledge and understanding of the impact of the hospitality industry on the environment.

Plus one other optional unit.

General Comments

This qualification is ideal for those who wish to either study hospitality, event management or travel related degrees at University or for those wishing to gain employment within the hospitality sector. It is also ideal for those students who have an interest in the hospitality industry and are looking to compliment their other A Levels.